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ABSTRACT

An assessment of the training needs of Broward County, Florida, employers was conducted: (1) to determine the existing training needs of large businesses, industrial firms, and local units of government; (2) to determine which educational agencies in the county could fulfill these needs; and (3) to inform the companies of the results in order to begin planning for needed programs. From the 930 employers who had 50 or more employees, a stratified random sample of 400 employers responded to questionnaire interviews. Variables studied included: geographical area, company type (occupational category), employee qualities, types of positions or job categories (current numbers employed in each and one-, two-, and five-year projections), recruitment, current training, identified training needs, incentives, interest in training programs, employment of handicapped, and affirmative action plans. Findings indicated numerous training needs, primarily in the medical and industrial fields. Many of the programs currently offered needed to focus on job-entry competencies, and in other areas supplemental training was needed to upgrade and/or retrain present employees. In still other areas, no training was available. A literature review and survey methodology are discussed. Appendices contain the questionnaire and other occupational information. (Author/MB)

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BROWARD COUNTY

Employers' Training Needs Assessment

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Program funded by the Department of Labor through the
Broward Employment and Training Administration

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ABSTRACT

BROWARD COUNTY EMPLOYER
TRAINING NEEDS ASSESSMENT

by

Mantha Vlahos Mehallis

An assessment of the training needs of Broward County, Florida employers was conducted by the Office of Institutional Research and Systems Planning of Broward Community College (BCC) funded by the Department of Labor through the Broward Employment and Training Administration (BETA). The purpose of the study was:

- (1) To determine the existing training needs of large businesses, industrial firms, and local units of government in Broward County;
- (2) To determine which educational agencies in the County can best fulfill these needs;
- (3) To inform the companies of the results in order to begin planning for the needed programs.

The descriptive, personal interview approach was used as the research method. A stratified random sampling was selected from the 830 employers with 50 or more employees in the fall of 1977. Strata consisted of geographic location (north, central, and south sector of the county) and company type (industrial, 21.5%; non-industrial, 75.7%; government, 2.8%). All employers were contacted, and 400 completed interviews were obtained by the project coordinator and three interviewers with only 8% refusals. Variables studied included: sector (north, central, and south), company type (occupational category), employee qualities, types of positions or job categories (current numbers employed in each, one-, two-, and five-year projections), recruitment, current training, identified training needs, incentives, interest in training programs, employment of handicapped, and affirmative action plans.

The questionnaire was pilot-tested to determine validity and reliability. Data were analyzed descriptively by frequency distributions and crosstabulations of variables for establishment of baseline results. Analysis of variance and multiple regression analyses were also performed and resulted in no significant difference in the existence of training needs in occupational categories throughout the county. The only difference is in the specific type of need within each job category.

Findings indicate there are numerous training needs in the county, primarily in the medical and industrial (manufacturing, electronics, marine industry, and other highly skilled technical areas) fields. Many of the programs currently being offered by the educational agencies should be revised to focus on competencies necessary for job-entry. In numerous areas supplemental training is needed to upgrade and/or retrain present employees.

Other areas exist where there currently is no available training. Programs should be developed by the educational agencies and the employers jointly to fill the gaps. Employers were informed of the results and many will be working with BCC to form stronger communication linkages for the purpose of implementing the needed programs.

FOREWORD

The Department of Labor through the Broward Employment and Training Administration made the Broward County Employer Training Needs Assessment possible by funding the CETA Title VI Project submitted by Broward Community College's Office of Institutional Research and Systems Planning, for 1977-78. The assistance of both the Broward Industrial Board and the Fort Lauderdale Area Chamber of Commerce contributed to community acceptance and field validation of the project. Their support was appreciated greatly.

Further support was present from Broward Community College's Board of Trustees, President A. Hugh Adams, and Executive Vice President, Clinton D. Hamilton. They endorsed the project which enabled the Project Director, Mantha Vlahos Mehallis to employ Kathleen Koontz as Project Coordinator. Ms. Koontz did an outstanding job as a Coordinator in organizing the three interviewers, Pearl Hersom, June Johnson, and Joann Skudlarck, into a team with the research and interviewing skills necessary to complete the project. All contributed to the success of the project, which is described in detail herein.

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Introduction

The Broward County Training Needs Assessment Survey is an outgrowth of the need for planning by both the educational agencies and the business/industry/government employers of the county. This report addresses itself to such factors as current and future needs for training and manpower, present capabilities of educational agencies to meet the manpower needs, and recommendations for community planning to meet those needs.

The information base for the study was comprised of 400 major employers in Broward County (business, industry and local units of government with 50 or more employees). Information was fed back to each of the survey respondents and educational agencies in the county, thus providing them with the assessed manpower training needs and recommendations relative to their own business and educational activities. The data base generated by the survey will provide countless items of information of importance to employers and educators for use in planning and program development.

This study has been an attempt to direct attention to the community-based educational needs. The benefits of such a study include the opportunity to define needs more effectively to identify most appropriate solutions, and to promote interaction between the public and private sector to facilitate the delivery of instruction which contributes to the economic well-being of the community.

Review of the Literature

A needs assessment is a systematic study to identify if a need exists and, if so, to validate the existing need, or gap between "what is" and "what should be." In this paper, a need is defined as that gap (Kaufman, 1972). Research methods for assessing needs are becoming essential tools for educational decision-making and planning (Hershkowitz).

"Technology continues to increase the complexity of our occupational society. It is not simply a matter of the increasingly rapid rate at which new occupations are created. Rather, it also involves recognition of the fact that these newer occupations require more skills and knowledge. As a result, the demand for unskilled labor diminishes each year. Relationships between education and work become closer and closer...Yet both educators and the business-labor-industry community have failed to act constructively in accommodating to this fact.

(Hoyt, 1975, p.355)

As pointed out by Campbell (1977, p.40), "Industrial education, to be effective, must serve the people who live, work, and play in a particular environment ... If industrial education is to be meaningful and assist the student toward gainful, rewarding employment, all levels of industrial education must step back and take a long hard look. Industrial educators should determine if student and community needs are being met. A needs assessment is vital."

The need to relate the students' learning needs and goals to employers' needs and the demands of the job market is extremely important. The growth trends in the U.S. Department of Labor's Occupational Outlook for the Mid - 1980's (1974) indicate that the need for professional and technical workers will grow faster than any other occupational group. Summaries of reports commissioned by the Southern Regional Education Board (1973) showed seven out of ten fields studied to be growing or suffering shortages. Enrollment in two-year institutions is growing faster than in four-year institutions. (National Center for Educational Statistics, 1977). State Advisory Councils on Vocational-Technical Education report that there are large numbers of graduates of vocational and technical education programs who are not finding employment in areas for which they have been trained. This indicates a gap between what students and educators see as necessary to a meaningful and rewarding career and what the business and industry community needs in order to operate effectively.

Most needs assessments show concern with learner needs or employee satisfaction and work attitudes. However, little has been done to assess the employers satisfaction with employees and the employer's training needs.

Hershkowitz (1974) selected five models which were considered to be the most advanced and comprehensive programs used by state education agencies for needs assessment. Those states were Kentucky, Maryland, New Jersey, Pennsylvania, and Virginia. The needs assessments were generally concerned with elementary and secondary education.

In an article, Warner (Hershkowitz, 1974, p 14) lists one criterion for determining the quality of an educational needs assessment as whether, "the strategy includes provisions for collecting data about student learning objectives into three categories: Perceptions of the community (including business & industry), educators, and the learners with regard to the relevance and importance of the objectives." Only the Maryland model included the business and industry community in the questionnaire.

In attempting to assess the need for new vocational/technical occupations programs, Walter J. Brooking (1978) suggested including the business community in the survey and made recommendations with regard to the type of information to be collected. "A commonly used method of determining the need for a new educational program is a direct canvass of potential employers in the geographical area to be served. A questionnaire requesting information pertinent to the program under study is an often used beginning for this activity ... The questionnaire should be designed to elicit information of this nature:

- The types of positions available
- The number of past, present and future employees
- The opportunities for promotion
- The prerequisites for employment positions
- The characteristics sought in potential employees
- The pay scale for initial employment
- A description of duties to be performed."

In the San Diego Community College Districtwide Needs Assessment Report (1975), one of the stated goals was to provide a realistic basis for selection of programs and resources. The participants in the survey were residents of the community, current students, former students, community college staff, and community leaders. The business and industrial populations were not asked for their opinions of the job being done by the community college. The Community Needs Assessment, conducted by the Task Force on Assessment of Community Needs, Chemeketa Community College (1975) in Salem, Oregon was basically an assessment to determine the classes and services desired by the community residents. In this case, also, the business and industry communities were not included.

The Appalachian Developing Institutions Consortium Progress Report No. 5 (Roesler, 1974) is one of the few educational needs assessments that included a survey instrument that was sent to local businesses and industries. A goal of the consortium was to determine the educational interests of the students and the projected manpower needs of the area.

Using data gathered from these two perspectives, investigators then planned to develop appropriate vocational/technical/occupational education programs.

Talarzy's study (1975) included a questionnaire to local employers that used many attitude questions but did not directly ask the employers what kinds and levels of skills they hoped to find in local vocational/technical graduates. Still other research, such as the reports, abstracts, and models found in the Educational Resources Information Center (ERIC) system, (Phillips, 1975; Florida State Department of Education, 1976; McCaslin, 1976; Tuttle and Alexander, 1976; Wiant, 1976) are concerned with student goals, teacher accountability, and curriculum development but do not place much emphasis on the opinions and perceived needs of local businesses and industry. However, Tuttle and Alexander (1976) recommended that surveys of local industry be conducted in order that local vocational/technical facilities and community colleges do not train students for jobs that do not exist.

The urgent need to involve the business and industrial community in planning for more effective job training is evident as expressed by the studies and recommendations made by Stoehr (1976), Talarzy (1975), Tuttle (1976), and the Florida State Advisory Council on Vocational and Technical Education (1975). They all recommended more direct communication with employers. The local community college and the technical schools are some of the best facilities for subsistence training for local industry.

The Florida Advisory Council (1975, p.22) recommended that, "School districts and community colleges should perform the following: Maintain constant liaison with employers in the business and industry community and city, county, state, and federal agencies in order to identify job opportunities and descriptions." The Council also stated that, "A concerted effort should be made by the Division of Community Colleges and Vocational Education to determine the reasons vocational and technical education students often are not employed in jobs related to the field for which they have been trained. This data should then be used to restructure and update vocational and technical education offerings to make them more relevant in terms of the needs and interests of business and industry as well as the students themselves."

Background

An industrial climate audit was conducted by the Broward Industrial Board (BIB) and Broward Community College (BCC) in January of 1977. The study explored the attitudes of industrial firms with regard to public vocational/technical training in Broward County. The survey showed that although 82.5% of the respondents would recommend the area as a location for corporate facilities, most felt that the employment market was not adequate for their needs as indicated by the responses to the following questions:

How would you rate the public education system in Broward County?

| | |
|-----------|--------------|
| Very Good | 3.4% |
| Good | 20.3% |
| Average | 28.8% |
| Poor | <u>37.3%</u> |
| Very Poor | 10.2% |

Are Broward high school graduates adequately prepared for your needs in:

| | <u>Yes</u> | <u>No</u> |
|---|------------|-----------|
| Basic skills, i.e., reading, spelling, math | 33.9% | 66.1% |
| Vocational skills | 40.0% | 60.0% |

53.3% of the respondents have had to make special arrangements for training employees.

Even though critics of the investigation have found fault with the research design, the overwhelmingly negative response to the adequacy of training programs points to an area of great concern. This area of concern, namely the lack of well-trained employee candidates, was confirmed in personal interviews with the leadership of BIB and the Fort Lauderdale Area Chamber of Commerce.

Broward County had exhibited a high rate of unemployment (July, 1978). Yet, there are many job openings which go unfilled because of the apparent lack of qualified, local talent. It appears that there is a gap between persons looking for employment and those seeking employee candidates. The gap is caused by inadequate skill training. Because of the gap, employers have tended to look outside of Broward County, even outside of Florida, for people to hire. In the meantime, the local unemployment rate remains high.

The Broward Employment and Training Administration (BETA) funded the Broward County Employers Training Needs Assessment proposed by the Office of Institutional Research and Systems Planning of Broward Community College (BCC) for 1977-78. The grant enabled the hiring of a project coordinator, three interviewers, and a secretary. The Project was the first County-wide effort of its type which coordinated business, industry, government, and education efforts. The communication linkage formed between the public and private sectors in this endeavor is the first step toward the implementation of meaningful training programs to serve people seeking employment as well as those seeking employees.

The report presented here in the following pages defines the Broward County Needs Assessment in detail.

Summary

Needs assessment is a systematic procedure for determining the gaps between "what should be" and "what is." The gap is defined as a need. Desires, wishes, objectives, and goals are not needs, but discrepancies are. Conducting a needs assessment includes, first, determining "what should be" in terms of goals and standards. Second, "what is" is determined by an assessment of existing conditions. Then, analysis of the discrepancies between the goals, or standards, and the existing situation identifies the needs. Finally, some method is employed to set priorities for the needs, or discrepancies, identified.

Persons involved in planning will find needs assessment to be a valuable tool. The needs assessment may be applied to internal conditions within the institution or to the external service area. In addition to educational institutions, many social service agencies utilize needs assessment to identify and establish priorities for community needs. Often vocational directors and deans are required to substantiate community needs as part of the justification for new program approvals. 1) Witkin (1975) has summarized the major approaches to needs assessment; 2) The first step is to review existing procedures and select the techniques most appropriate in each individual case; 3) The needs assessment can be a useful tool for obtaining the necessary data.

Statement of the Problem

The problem was that although Broward County Employers had indicated that they have training needs which have not been met by local educational institutions, there had not been a scientific, county-wide assessment to document the existing needs and current educational offerings in order to determine which educational agencies might best fulfill the employers' needs.

Statement of Purpose

The BIB's industrial climate audit indicated a need to survey Broward County employers in depth with regard to their perceived needs for educational training programs. After thorough research and discussions with BIB and the Fort Lauderdale Area Chamber of Commerce, the purpose of the study was determined to be:

1. To determine the existing training needs of large businesses, industrial firms, and local units of Government in Broward County;
2. To determine which educational agencies in Broward County could best fulfill these needs; and
3. To inform the companies of the results in order to begin planning for the needed programs.

Major Issues

This is the first time that the educational sector of the community has worked with the private sector (industry and business) and the public sector (municipal governments) on a county-wide scale to determine training needs. Identifying the overall employer needs is the initial step in the attempt to meet the needs of the unemployed and under-employed of Broward County.

Research Method: The research method utilized in this study was the descriptive, personal interview approach.

Variables Studied: The variables studied and their operational definitions included the following:

| <u>Variable</u> | <u>Operational Definition</u> |
|-------------------------|---|
| I. Sector | A. North (North of Oakland Park Blvd. to northern county line) B. Central (South of Oakland Park to Griffin Rd , Dania Cut-off Canal) C. South (South of Griffin Rd. to southern county line) See Appendix A |
| II. Company Type | A. Industrial B. Non-industrial or business C. Government |
| III. Employee Qualities | A. Basic skills (Reading, spelling, mathematics) B. Prior qualifications (Skill training, experience) C. Interest D. Personality E. Ambition F. Personal appearance G. Work attitude H. Responsibility I. Other |
| IV. Types of Positions | A. Self-report by respondent for current, one, two, and five year projections. |
| V. Recruitment Sources | A. Private employment agencies B. Florida State Employment Service C. Newspaper ads D. Employee referrals |

- | | |
|-------------------------------------|--|
| | E. College, high school, or technical school placement offices |
| | F. Professional publications |
| | G. Other public agencies |
| | H. Other |
| VI. Current Training | A. Responses to questionnaire |
| VII. Identified Training Needs | A. See VI above |
| VIII. Interest in Training Programs | A. See VI above |
| IX. Incentives | A. Release time from work B. Company payment C. Possible subsequent promotion D. None E. Other |
| X. Employment of Handicapped | A. Responses to previous employment practices |
| XI. Affirmative Action | XI. See VI above. |

Research Questions

The primary research questions were the following:

1. What are the current employee qualities, training incentives, and recruitment practices?
2. What are the existing training needs and interests of businesses, industrial firms, and local units of government by sector and types of positions?
3. Which educational agencies in the service area can best fulfill the identified needs?
4. What are the best feedback strategies to inform companies of the results in order to begin planning for the needed programs?

Definition of Terms

- AIB - American Institute of Banking
- Basic Skills - The ability to perform at a 12th grade level in the skills of reading, writing, and math
- BCC - Broward Community College
- BETA - Broward Employment and Training Administration
- BIB - Broward Industrial Board
- CETA - Comprehensive Employment and Training Act
- DOT - Dictionary of Occupational Titles
- ERIC - Educational Resources Information Center
- Needs Assessment - A process for determining "what is" and "what should be" occurring and for placing priorities among them (Kaufman, 1972)
- Occupational Education - Used synonymously with "vocational education" to designate programs preparing students with job entry level skills
- OOH - Occupational Outlook Handbook
- OJT - On-the-job Training
- SFMA - South Florida Manufacturer's Association
- SPSS - Statistical Package for the Social Sciences
- Stratified Random Quota Sample - Elements, where each has an equal chance of being selected from a population, which are selected to fill quotas from various stratifications
- Supplemental Education - Courses designed to upgrade or retrain persons already employed in the field.

Assumptions

The following basic assumptions were made:

1. That there are training needs in existence which employers can identify and report;
2. That employers were candid and honest about their identified needs.

Limitations

The following limitations were beyond the control of the researchers and may have affected the results:

1. Personal interviews, by their face-to-face nature, may lead respondents to be less than totally candid which would result in assessment of more positive attitudes and less identification of training needs;
2. If non-respondents could have been polled, more needs might have been identified;
3. Even though appropriate sampling techniques were utilized, there is a possibility of a Type I error;
4. The employers were restricted within Broward County whereas employment of students is likely to be in the tri-county (Dade, Broward, and Palm Beach) area. Therefore, the tri-county area needs would be greater than those enumerated in the present study;
5. Cyclical changes in the tourist season impinge upon personnel and the number of persons employed;
6. Employer's projections cannot be validated until the year of the projection;
7. The scope of the questions had to be limited so that the interviews did not exceed one-half hour. Maybe there should have been additional questions to probe more details;
8. Interviewers may have erred in recording responses;
9. Key-punchers may have made errors even though the data were verified;
10. Demographic characteristics of respondents, such as sex and age, may have affected responses. Since only one personnel director in Broward County is black, race would not be a determining factor;
11. Only employers were interviewed. Interviewing employees may have resulted in different responses regarding training needs;

12. Position of the respondent in the company probably influenced the type of response obtained;
13. Establishing the fifty employee minimum disqualified greater numbers of Broward County employers who have many valuable opinions;
14. Employers were not asked to distinguish between training needs for entry level positions and for upgrading of current employees. The types of needs may be distinct and varied;
15. Employers were not asked to differentiate between skill levels of positions (unskilled, semi-skilled, skilled, professional). Again, the training needs would probably be varied.

How to Conduct a Needs Assessment

Once a decision is made to identify and assess needs, the following steps should be addressed:

Some problem must first exist before the decision to conduct a needs assessment should be undertaken. The needs assessment, or any research project, should not be undertaken merely for the sake of research. It should be utilized only if it is deemed the best approach to solving an existing problem. The problem, or need, may be thought of as a "gap" in "what is" and "what should be" or as a mission information linkage regarding program development. The problem should be stated in a single, concise, declarative statement which leads to the purpose of the needs assessment.

The purpose indicates what the investigator intends to do about the problem. This includes the objectives of the study and the major variables to be assessed. A needs assessment primarily utilizes the descriptive research method. The variables to be assessed should be stated and operationally defined as "grade point average." Research questions or hypotheses follow. Research questions are major questions for which the investigator will be finding answers so that her/his purpose may be accomplished. Hypotheses are only used in experimental or quasi-experimental studies where the researcher wishes to infer from a random sampling to the population.

Methodology includes the actual procedures followed. First the group to be assessed must be identified as the population from which a sample, or several samples, will be drawn. An example of a population is all business and industry in Broward County with 50 or more employees in the fall of 1977. Then the sample and the method for its selection should be stipulated. For example, the sample may be a random sampling of 500 businesses and industries in Broward County with 50 or more employees in the fall of 1977. Samples may be stratified to more closely approximate the population from which they are drawn. Stratifications should be specified and could include strata, such as geographic location, product type, and size of company.

Procedures for data collection are part of the methodology. Sufficient explanation should appear so that another individual could replicate the study. Before a questionnaire survey instrument is to be prepared, the investigator should check existing sources (Buros, 1965; Chun, et. al., 1976; Robinson, et. al., 1969) first to ascertain if there is a valid and reliable instrument which could be used. If not, a questionnaire should be developed using the review of current literature and interviews with experts in the field (employers, educators) for the first draft. The instrument must then be pilot-tested on a group similar to the sample group and revised. The validity and reliability factors must be determined.

A questionnaire captures information only as valid and reliable as the questions included in it. Poor questions will lead to poor results containing misleading information.

Procedures for treating data must be determined prior to the actual needs assessment. The treatment of data dictates the format in which data is ordered. Descriptive statistics, such as frequency tabulations, percentages, histograms, bar graphs, pie charts, and tables, will be appropriate for use in treating data found in most needs assessments where the purpose is to describe an existing situation with a nonrandom or a saturation sampling. Inferential statistics utilizing tests of significance (t-test, analysis of variance) are only used if the investigator plans to infer from the random sample to the population.

Results should be displayed in concise, tabular form so that conclusions can be drawn readily. The conclusions specifically list the needs identified in the assessment. The significance of those needs to the educational institution and to the business and industry committees should be fully explored. Recommendations for action should follow and indicate specifically who should be responsible for their execution. These recommendations then become the goals and objectives for the program and staff development. As Resnick (1978, p.27) says, "The point is not to collect data. The point is to use the data collected to identify the need areas and go on to establish goals for the development program."

II. Methodology

All employers (830) with fifty or more employees in the fall of 1977 were included in the population. Identification of the entire population is difficult, especially in a large, fast growing county such as Broward. The list of employers was obtained from the State Department of Commerce. Confidentiality of the list was assured.

Five-hundred-and-forty was chosen as the total sample size with the hope there would be at least 384 completed, usable interview questionnaires. The 384 sample size is required for a 0.05 level of significance with 5% precision, as determined by Backstrom and Hursh (1963) and Krejcie and Morgan (1970). A stratified random sampling of the 540 was selected on the basis of the following:

Geographic Location - (North, Central, and South sector of the county paralleling the North, Central and South campus regions)

Company Type

- Industrial (21.5%)
- Non-industrial (75.7%)
- City Government (2.8%)

The following matrices indicated the actual stratifications in the community by frequencies and percentages and the application of those percentages to the sampling:

Sample Selection

Total Employers in Broward County
with 50 or more employees

| <u>County Sector</u> | <u>Manufacturing</u> | <u>Non-Manufacturing</u> | <u>City Government</u> |
|----------------------|----------------------|--------------------------|------------------------|
| North | 78 | 237 | 9 |
| Central | 51 | 281 | 7 |
| South | 49 | 113 | 5 |

Number for Sample Selection - (Sample Number 540)

| | | | |
|---------|----|-----|---|
| North | 51 | 154 | 6 |
| Central | 33 | 182 | 5 |
| South | 32 | 73 | 4 |

Number of Completed Interviews

N=400

| | | | |
|---------|----|-----|---|
| North | 48 | 107 | 4 |
| Central | 22 | 162 | 5 |
| South | 20 | 30 | 2 |

Percentage of Total

| | | | |
|---------|------|-------|------|
| North | 9.4% | 28.5% | 1.1% |
| Central | 6.1% | 33.8% | 1.0% |
| South | 5.9% | 13.6% | .6% |

Failure to Complete Interviews

Total Population = 830 employers

400 completed interviews = 48.5% of total population
430 rejections = 51.5% of total population

| <u>Reason</u> | <u>Actual Number</u> | <u>Percentage of Population</u> |
|---------------------------|----------------------|---------------------------------|
| Outside of Broward County | 36 | 4.3% |
| Refused | 185 | 22.2% |
| Too Small | 55 | 6.6% |
| Could Not Locate | 97 | 11.6% |
| Duplicates | 25 | 3.0% |
| Not Scheduled | 31 | 3.7% |
| Private Residence | <u>1</u> | <u>0.1%</u> |
| | 430 | 51.5% |

Actual rejections (refusals and not scheduled): 67, or 8.1%

Procedures for Data Collection

A coordinator and three interviewers were hired by the Director of Institutional Research and Systems Planning to conduct the study.

Orientation

During the first few months, the project workers spent most of their time orienting themselves to Broward Community College, its staff, and the community it serves. They also began an exhaustive study of the literature for material regarding needs assessment and interviewing techniques. The orientation phase proved to be invaluable later in the study when the project workers were required to answer numerous questions from respondents with regard to Broward Community College and its programs.

Interviewer Training

Interviewers were required to write papers concerning the interviewing process in order to familiarize themselves with the techniques and to learn the approach to a library search and the referencing of bibliographic materials. An interviewer training session was developed by the Director of Institutional Research and Systems Planning.

The training session involved discussion of the various aspects of the interview and questionnaire design. Beginning with an explanation of the purposes of interviews and their value to research, the discussion then centered on the types of interviews, the structure of the questionnaire design to elicit the necessary information, the qualities required of the interviewer and how to go about recording the responses with as little bias as possible. All of these aspects of the interview and questionnaire design are discussed in detail in Chapter 1.

After the interviewers had an understanding of the use and structure of questionnaire interviews in general, the training session turned to the specific questions to be used in the needs assessment. Drafts of the questionnaire were finalized by the Director of Institutional Research and Systems Planning, the BIB, and department chairpersons from Broward Community College with approval from BETA staff.

The final phase of this training was a session of role playing, in which the project coordinator and interviewers took the roles of employers and interviewer, using the actual needs assessment survey instrument, asked and answered the questions. This section of the training was most valuable as it gave all staff members practice in using the instrument and an opportunity to see if the structure of the questions were appropriate and easy to understand. Through this process the questionnaire was again revised, and the interviewing staff became quite familiar with the wording and meaning of each item.

An interview is a directed conversation with a person or persons that is designed to elicit certain predetermined kinds of information. Borg (1963) states the three (3) main purposes of an interview as: "1) An exploratory device to help identify variables and relations, to suggest hypotheses, and to guide other phases of the research; 2) A main instrument in research; 3) A supplement to other methods: to follow-up unexpected results, to validate other methods, and to go deeper into the motivations of respondents and their reasons for responding as they do."

Social science research usually includes documentary sources, observations, mail questionnaires, and interviews as tools for gaining useful information. The interview is the most valuable tool of social science research. The advantages of a personal interview, as opposed to a mailed questionnaire, include: 1) Permits greater depth; 2) Permits probing to obtain more complete data; 3) Makes it possible to establish and maintain rapport with respondent or at least determine when rapport has not been established; 4) Provides a means of checking and assuring the effectiveness of communication between the respondent and the interviewer." (Borg, 1963). Disadvantages also exist. "Interviews are costly, time consuming, and inconvenient. If the researcher takes advantage of the interview's adaptability, she/he introduces the problem of subjectivity and personal bias. Eagerness of the respondent to please the interviewer, a vague antagonism that sometimes arises between the interviewer and the respondent, and the tendency of the interviewer to seek out answers that support her/his preconceived notions all complicate this method. The thorough training required of the interviewer to offset these disadvantages becomes an additional burden, increasing the cost and time factors." (Borg, 1963)

The final success of the interview depends upon the training of the interviewer to be sensitive to the entire dynamic system of interviewing, and upon the development and structure of the survey instrument. The selection of the interviewers is dependent upon the goals of the study. Interviewer trainees must be made to feel self-confident but not over confident. For some forms of interviewing the interviewer may require formal training, however, for the survey interview, the interviewer may need no professional training and little knowledge of research (Richardson, 1965). Some form of training should be provided to train the interviewer on procedures to be used in the particular study and to provide the interviewer with the necessary attitudes and motivation. Some specific training methods are: 1) Written instructions; 2) Role-playing; 3) Cases, actual interviews and group discussions; 4) Interpersonal relations. Skill practice in interviewing is more effective when done in a group. The learner must feel free to make mistakes as well as achieve success.

She/he must also be able to see and know the effects of her/his behavior if she/he is to weed out ineffective behavior. "Getting feedback is a part of all intelligent practice" (Kahn, 1967).

The practice of role playing involves one member of the group playing the part of the respondent, identifying herself/himself with some actual person whom she/he knows. The trainee playing the interviewer role gets the benefits of practicing the actual works and techniques she/he will use in the interview situation. The interviewer prepares for her/his role by thinking through her/his objectives. The respondent is told what kind of situation is to be played and her/his role is discussed. The remainder of the group acts as observers and takes note of good and poor techniques. The actual role playing should be brief, about ten or fifteen minutes.

It is a good practice to keep the time span between interview training and data collecting as short as possible. Motivation will remain high and instruction will be fresh in the minds of the trainees if the interviews begin as soon as possible after completion of the training.

In the techniques of interviewing there are many characteristics and situations to be considered. The following are some considerations: 1) It is important to gain respondent cooperation. Prior to the interview, it is advisable to contact the respondent by telephone, letter, or personal visit. Setting up the appointment may allow the interviewer to select the time and place; 2) Help the respondent to relax and make her/him feel as comfortable as possible (eg. doctors have patients go to the office rather than in an anti-septic examination room). The ideal situation is one in which only the interviewer and respondent are present (eg. Army installation; veterans complain more of unfair treatment by the public if the wife is present in the interview). The arrangement of furniture can work for or against the interview. It is important not to put people in uncomfortable surroundings, such as a factory worker in the President's office; 3) The actual questioning is an important consideration. After opening remarks the interviewer should try to stay directly with the interview questions. The pace of the questioning should be adapted to the respondent's pace. The interviewer should not be overly probing or the respondent may feel cornered and clam up; 4) Listening is one of the most valuable qualities of a good interviewer. Some pauses may prompt the respondent to give additional information, but it is best to avoid prolonged silences. The interviewer should not begin to think of how she/he will ask the next question, but rather, listen to the respondent's answer without interruption; 5) It is relevant to note what the respondent does not say. Non-verbal behavior can indicate the respondent's attitude and if she/he is nervous.

Methods of recording the interview and sources of error and bias are also considerations in the personal interview. Some methods of recording the interview are: 1) Write-up the interview from memory. Studies comparing taped interviews with memory show that only 40% of the information was retained by memory and that 25% of the statements attributed to the respondent were not hers/his 2) Field ratings. The interviewer rates the respondent's replies on the dimension that is measured on the form. This method is used by professionals. 3) Field coding. The respondent's answers are placed in predetermined categories. One problem with this method is the lack of reliability checks. 4) Verbatim note-taking. The final answers, however, may contain less than 50% of what was actually said. 5) Mechanical recording. When using audio or video taping it is essential to let the respondent know that she/he is on tape. While these are some of the best ways to record total responses in an interview, they may inhibit the respondent.

Error and bias must be considered when using the personal interview to collect information. Some sources of error include: 1) The interviewer's prior experience and training; this may cause her/him to misunderstand the meaning or perceived aim of the questions; 2) Interviewer errors or biases in understanding the question, since she/he usually is not the one who designed the questionnaire; 3) Error in stating the question. It is important to remember that the aim is to elicit information from the respondent; not to encourage the respondent to say what the interviewer thinks is right or wants to hear; 4) Interviewer error in perceiving the response (No two people will have the same meaning for any given question or answer. These problems cannot be changed, but the interviewer should be aware that they exist); 5) Respondent errors in recall; 6) Respondent biases in response. Social factors such as sex, age, race, and religion can effect the respondent and her/his tendency to give a "socially acceptable" answer; 7) Interviewer biases or errors in recording the response. The responses must be recorded in sufficient detail. Errors sometimes occur when the interviewer must code responses into categories.

The questionnaire itself should be concerned with obtaining data that is pertinent to the study. Kerlinger (1965) lists the following questions as criteria for question-writing:

1. Is the question related to the research problem and objective?
2. Is the type of question the right and appropriate one?
3. Is the item clear and unambiguous?
4. Is the question in any way leading?
5. Does the question demand knowledge and information that the respondent does not have?
6. Does the question demand personal or sensitive information that the respondent may resist?
7. Is the question loaded with social desirability?

Borg (1963) discussed the importance of the interview structure.

- 1) "Unstructured interviews - the client - centered counseling technique of Carl Rogers illustrates the unstructured approach, giving the respondent broad freedom to express himself in his own way and his own time. The interviewer may have a general or specific objective which he feels can best be met without imposing a structure on the respondent. Usually the information involved is of a highly personal and potentially threatening nature. Of the three interview structures, this one is the most vulnerable to subjective bias or errors of experience.
- 2) Semistructural interviews - these are built around a core of standard questions from which the interviewer branches off to explore in depth. Again, accurate and complete information is desired with the additional opportunity to probe for underlying factors or relationships which are too complex or elusive to encompass in more straight forward questions. Semistructured interviews require more training and skill both to probe at significant points and to avoid biasing tendencies.
- 3) Structural interviews - the interviewer follows a well-defined structure resembling the format of an objective questionnaire, allowing clarification and elaboration within narrow limits. These tend to be factually oriented, aimed at specific information, and relatively brief. Structured interviews are suitable when accurate and complete information from all respondents is important and when the type of information sought fits readily into a structured inquiry."

The questions themselves will fall into one of these four types:

- 1) Open - ended questions or essay questions.
- 2) Close - ended questions or multiple choice questions. This type of question usually produces a greater uniformity of response and easier analysis.
- 3) Projection questions. These are hypothetical questions about "other people" which assume that the respondent will project her/his own feeling into the response. Eg. "How do most of the girls in the office feel about the supervisor?"
- 4) Leading questions. These are poor questions, leading the respondent toward a certain answer. Eg. "You're not in favor of _____, are you?" The wording of the questions should be simple and short in order to avoid confusion.

Interviewing Procedures

The general procedures for the interviewing process are enumerated below:

1. Obtained verbal commitment of community groups (in this case, the Broward Industrial Board and the Fort Lauderdale Area Chamber of Commerce);
2. Obtained documented commitment in the form of a letter to employers from the supporting community groups. (See Appendix B);
3. Obtained a mailing list of the population;
4. Selected the stratified random sampling from the population to reflect its components in a more manageable size;
5. Mailed the BIB/Chamber letters to employers introducing the project and the project director's name;
6. Sent a follow-up letter from the project director to the sample of employers introducing the name of the interviewer who would call them. (See Appendix C);
7. Interviewers phoned employers to set up times for the personal interviews and sent copies of the occupational job titles asking for current, one-two, and five-year projections to be completed in advance and available for the interviewer to retrieve at the time of the interview. (See Appendix D & E);
8. Conducted personal interviews of approximately one-half-hour duration; and
9. Thank-you letters were sent to the interviewed employers, including follow-up letters requesting the occupational job titles from those who had not completed and returned them previously. (See Appendix F, G, H).

Instrumentation

The major variables included in the study were determined as a result of review of the literature and discussions with representatives of the Broward Industrial Board (BIB), the Fort Lauderdale Area Chamber of Commerce, and the Broward Employment and Training Administration (BETA). From the variables and research questions, a draft of the questionnaire was developed for use in personal interviews. A list of occupational job titles for each type of company was developed also.

The questionnaire and job titles were given to BCC Department Chairpersons in the respective occupational fields for input regarding validity. Revisions were made based upon their knowledge. The revised job lists and questionnaires then were pilot-tested.

Pilot-testing was conducted with randomly selected employers stratified in the same manner as the sampling distribution for the survey itself. The pilot test was utilized to validate both the instrument and the methodology. Revisions again were made in the occupational job titles listings and in the content and wording of questionnaire items. Even though response items appear in the questionnaire, they were to promote ease of coding by the interviewer rather than to inhibit open-ended responses of employers. The instrument was devised to require no more than half-an-hour interviewing time. The questionnaire appears in Appendix I.

Below is a brief description of each major variable covered in the questionnaire with an explanation of how it was handled:

| | <u>Variable</u> | <u>Response</u> |
|-------|---|---------------------------------|
| I. | Position in Company | Self-response |
| II. | Employee Qualities | Self-response |
| III. | Adequacy of Present Employee Preparation | Yes-No Multiple choice response |
| IV. | Anticipated New Products or Services within 5 years | Self-response |
| V. | Anticipated Cut-backs within 5 years | Self-response |
| VI. | Difficulty Filling Positions | Self-response |
| VII. | Recruitment Sources | Self-response |
| VIII. | Orientation of New Personnel | Self-response |
| IX. | Supplemental Training | Self-response |

| | <u>Variable</u> | <u>Response</u> |
|--------|---|---------------------------------|
| X. | Specific Training Needs not being met | Self-response |
| XI. | High Turnover | Self-response |
| XII. | Employee Advancement | Self-response |
| XIII. | Filling Management Level Positions | Multiple choice |
| XIV. | Interest in New Training Programs | Yes-No Multiple choice response |
| XV. | Preference of Training Sites | Multiple choice |
| XVI. | Incentives for New Programs | Self-response |
| XVII. | Hired Handicapped | Yes-No Multiple choice response |
| XVIII. | Willingness to Participate in Special Training Programs for Handicapped | Multiple choice |
| XIX. | Affirmative Action | Yes-No Multiple choice response |

Treatment of Data

The data were analyzed by means of both descriptive and inferential statistics. Descriptive statistics consisted of frequency counts, modes, and crosstabulations using the Statistical Package for the Social Sciences (SPSS) computer program. Graphic presentation of data in the form of charts and matrices was utilized for further description of questionnaire responses and the mapping of existing educational programs in the area. The analysis of variance was used to determine significance at the 0.05 level of significance. A panel of experts assisted in selecting feedback strategies.

Mapping the Training Needs with Educational Agencies in the County

Upon completion of the survey, all training needs were compiled and analyzed. Many of the courses or programs needed by employers were already being offered at public and private schools in the area. In order to inform employers of existing programs and where they were being taught, an investigation was made of the course offerings and content of each school. This information was obtained by calling or writing to the schools to request program listings. The School Board of Broward County was the only educational agency not able to supply full information of their vocational/technical program offerings. All other programs available were received in the form of school catalogs and brochures. A listing of School Board programs was obtained from the State Division of Vocational Education. After analyzing the information received, the courses were organized by major disciplines and a chart was devised to send to participating employers showing where programs were being taught in both public and private schools (See Appendix J).

III. Results

The objectives of the study included interviewing a minimum of 384 major businesses in the county. A stratified random quota sampling was selected as described in Section II. When all interviewing was completed, all of the 830 major employers in Broward County had been contacted for an appointment. A total of 400 completed questionnaires were obtained which provided the information base for the study.

Tables 1 and 2 (Sample Description) detail the frequency and percentage distribution of survey respondents by discipline (Table 1) and by occupational category. The largest number of survey respondents were in the Distributive occupations.

The following section describes in detail, the responses to each questionnaire item:

Question #1 refers to the interviewee's position in the company. In order to obtain a consistent point of view, the project workers attempted to interview the personnel manager of each company. Many companies, however, do not have a personnel manager, or the duties of this position were carried out by another member of the management. Table 3 shows the distribution of position titles by frequency and percentage. The most frequently occurring "other" responses are shown in Table 4.

Question #2 asks for the most important quality that employers look for in employee candidates. Although response options were included on the questionnaire for easier coding, this was a self-response item. Table 5 shows the response by frequency and percentage distribution. The most frequent responses were prior qualifications (skill training, experience) and others. The most frequent "other" responses are shown in Table 4. Table 6 shows the majority response to this item by occupational category.

Question #3 is a multiple choice item. This question was asked in an attempt to learn the adequacy of present employees. Table 7 shows the responses by frequency and percentage. The majority of employers indicated that their present employees are adequately prepared. However, a good deal was learned about employers' attitudes in asking this question. Indirect information received during discussions of this question with employers is dealt with in the Observation Section of this report.

Question #4 & 5 ask the employer about anticipated new products or services within the next 5 years. Table 8 shows the frequency and percentage distribution. The majority of employers expect such expansion to occur and Table 8 also lists the new titles which occurred most often.

Table 1. Sample Description by Discipline

| <u>DISCIPLINE</u> | <u>FREQUENCY</u> | <u>PERCENTAGE</u> |
|-----------------------------------|------------------|-----------------------------|
| AGRICULTURE OCCUPATIONS | 10 | 2.5 |
| DISTRIBUTIVE OCCUPATIONS | 183 | 45.7 |
| HEALTH OCCUPATIONS | 35 | 8.7 |
| HOME ECONOMICS OCCUPATIONS | 2 | .5 |
| OFFICE OCCUPATIONS | 14 | 3.5 |
| TRADE & INDUSTRIAL OCCUPATIONS | 132 | 33.0 |
| PUBLIC SERVICE OCCUPATIONS | 24 | 6.0 |
| TOTAL CASES | 400 | 99.9 |
| MODE | 22,0000 | Distributive Occupations |

Table 2. Sample Description by Occupational Category

| <u>OCCUPATIONAL CATEGORY</u> | <u>FREQUENCY</u> | <u>PERCENTAGE</u> |
|-------------------------------------|------------------|-------------------|
| <u>AGRICULTURE</u> | | |
| Nurseries/Florists/Landscapers | 2 | .5 |
| Taxidermists | 1 | .2 |
| Agriculture Supplies & Services | 2 | .5 |
| Golf Courses/Country Clubs | 4 | 1.0 |
| <u>DISTRIBUTIVE</u> | | |
| Auto Dealerships/Auto Leasing | 22 | 5.5 |
| Banks/Savings & Loans/Commercial | 17 | 4.2 |
| Stock Brokers | 2 | .5 |
| Retail Grocers/Wholesalers | 14 | 3.5 |
| Food Services | 1 | .2 |
| Hotels/Restaurants/Nightclubs | 64 | 16.0 |
| Insurance/Property Management | 14 | 3.5 |
| Petroleum Services | 7 | 1.7 |
| Real Estate/Land Development | 4 | 1.0 |
| Race Track/Amusements | 1 | .2 |
| Trucking/Moving/Delivery Services | 7 | 1.7 |
| Department Stores/Retail Businesses | 28 | 7.0 |
| <u>HEALTH</u> | | |
| Medical/Hospital | 33 | 8.2 |
| Mortuary Services | 1 | .2 |
| <u>HOME ECONOMICS</u> | | |
| Maid/Cleaning Services | 2 | .5 |

Table 2. Sample Description by Occupational Category

| <u>OCCUPATIONAL CATEGORY</u> | <u>FREQUENCY</u> | <u>PERCENT</u> |
|------------------------------------|------------------|----------------|
| <u>OFFICE</u> | | |
| Accounting/Computer/Communications | 10 | 2.5 |
| Employment Services | 1 | .2 |
| Law Firms | 3 | .7 |
| <u>TRADE & INDUSTRIAL</u> | | |
| Electrical A/C Repairs | 1 | .2 |
| Airlines | 3 | .7 |
| Construction | 21 | 5.2 |
| Architectural Occupations | 1 | .2 |
| Pool Maintenance | 1 | .2 |
| Laundries/Dry Cleaning Services | 2 | .5 |
| Printers/Newspapers/Photographers | 7 | 1.7 |
| Ship Builders | 4 | 1.0 |
| Manufacturing/Machine Shops | 93 | 23.1 |
| Energy Sources/Utilities | 1 | .2 |
| Radio Stations | 2 | .5 |
| <u>PUBLIC SERVICE</u> | | |
| Security | 4 | 1.0 |
| Schools/Universities | 6 | 1.5 |
| <u>CITY GOVERNMENT</u> | | |
| | 14 | 3.5 |
| TOTAL | 400 | 99.0 |

Table 3. Response to Position in Company

| QUESTIONNAIRE ITEM | RESPONSE | |
|---|-----------|------|
| | Frequency | % |
| What is your position in the company? | | |
| President or Vice President, General Manager | 70 | 17.5 |
| Personnel Manager | 91 | 22.7 |
| Public Relations | 0 | 0.0 |
| Training Director | 1 | 0.2 |
| Other | 238 | 59.4 |

Table 4

Most Frequent "Other" Responses

- Item #1 What is your position in the company?
Managers
General, District or Area Managers
Treasurers/Comptrollers
Administrators
Assistant Managers
Secretaries
Owners
- Item #2 What is the most important quality you look for in employee candidates?
Dependability
Stability
Honesty
Reliability
Willingness to work and learn
- Item #3 What position(s) will be needed?
Computer Personnel
Engineers
Sales
Nurses (LPN, RN, Aides, etc.)
Secretarial (all clerical)
Mechanics
Technicians (Electronic)
Machinists
Assemblers
- Item #4 What position(s) will be changed?
Clerical (all)
Nurses Aides
Retail Sales
Keypunch
Restaurant Personnel
- Item #5 What are the positions and what is the most prevalent reason for the difficulty in filling each position?
Office Personnel (all, poor skill training)
Restaurant Personnel (all, transient)
Nurses (all, poor pay scale, poor skills)
Sales (transient)
Management (not responsible)
Mechanics (poor pay scale, poor skills)
Keypunch (poor hours)
Electronic Technicians (lack of applicants)
Programmers (poor hours)
Machinists (poor skills)

Item #6 What recruitment sources do you use to fill positions?

BETA
Walk-ins
Word of mouth
Minority groups
Schools
Publications
Radio

Item #7 Who currently orients your new personnel before they begin the job?

Managers
Plant Managers
General Managers
Office Managers
Production Managers

Item #8 Who currently conducts supplemental training?

On-the-job training
Managers
Manufacturer's Representatives
Seminars
A.I.B. (American Institute of Banking)

Item #9 What are the position(s) and what skills are needed for each?

(1=Personal, Behavioral, 2=Technical, 3=Managerial)

| | |
|------------------------|---------|
| Management | 3 |
| Waitresses | 2 |
| Machinists | 2 |
| Nurses | 1, 2, 3 |
| Secretarial | 1, 2 |
| Electronic Technicians | 2 |
| Sales | 3 |
| Tool & Die | 2 |
| Computer Personnel | 2 |
| Home Health Aides | 1, 3 |

Item #10 What are the position(s) and what is the most prevalent reason for the turnover in each position?

| | |
|----------------------|-----------------------------------|
| Restaurant Personnel | - Transient, poor attitude |
| Sales | - Transient, lack of loyalty |
| Secretarial | - Transient, poor pay scale |
| Nurses | - Poor pay scale, lack of loyalty |
| Bank Tellers | - Poor pay scale, transient |

- Item #11 How do employees advance within the company?
Job bidding or posting.
Employee initiative, motivation or interest
Little or no opportunity for advancement
Advance in salary only
- Item #12 Where would you prefer that this training take place?
Depends on courses offered
Rotating among hospitals
Centrally located
- Item #13 What incentives do you currently offer for employees taking further training?
Additional pay increases & bonuses
Tuition
Better position
- Item #14 What types of incentives would you offer?
Depends on course
Part tuition
Undecided
Commission
Bonus
- Item #15 Have you ever hired any handicapped persons?
Physical handicaps
Deaf
Missing limbs
Blind
Mental handicaps
Epileptic

Table 5. Response to Employee Qualities

| QUESTIONNAIRE ITEM | RESPONSE | |
|---|-----------|-------|
| | Frequency | % |
| What is the most important quality you look for in employee candidates? | | |
| Basic Skills | 13 | 3.2 |
| Prior Qualifications | 126 | 31.5 |
| Interest | 8 | 2.0 |
| Personality | 17 | 4.2 |
| Ambition | 8 | 2.0 |
| Personal Appearance | 21 | 5.2 |
| Work Attitude | 29 | 7.2 |
| Responsibility | 11 | 2.7 |
| Other | 167 | 41.7 |
| Total Cases | 400 | 100.0 |

Table 6. Response to Employee Qualities by Occupational Category
 WHAT IS THE MOST-IMPORTANT QUALITY YOU LOOK FOR IN AN EMPLOYEE CANDIDATE?

| | <u>Basic Skills</u> (Reading, Spelling, Mathematics) | <u>Prior</u> <u>Qualifi-</u> <u>cations</u> (Skill Training Experience) | <u>Interest</u> | <u>Personality</u> | <u>Ambition</u> | <u>Personal</u> <u>Appearance</u> | <u>Work</u> <u>Attitude</u> | <u>Responsibility</u> | <u>Other</u> |
|---|---|--|-----------------|--------------------|-----------------|--------------------------------------|--------------------------------|-----------------------|--------------|
| <u>AGRICULTURE</u> | | | | | | | | | |
| <u>Nurseries/Florists/Landscapers</u> | | | | | | | | | * |
| <u>Taxidermists</u> | | | | | | | | | * |
| <u>Agriculture Supplies and Services</u> | | | | | | | | | * |
| <u>Golf Courses/Country Clubs</u> | | * | | | | * | * | | * |
| <u>DISTRIBUTIVE</u> | | | | | | | | | |
| <u>Auto Dealerships/Auto Leasing</u> | | | | | | | | | * |
| <u>Banks/Savings & Loans/Commercial</u> | | * | | | | | | | |
| <u>Stock Brokers</u> | | | | | | | | | * |
| <u>Retail Grocers</u> | | | | | | | | | * |
| <u>Food Services</u> | | | * | | | | | | |
| <u>Hotels/Restaurants/Night Clubs</u> | | | | | | | | | * |
| <u>Insurance/Property Management</u> | | | | | | | | | * |
| <u>Petroleum Services</u> | | | | | | | | | * |
| <u>Real Estate/Land Development</u> | | * | | | | | | | |
| <u>Race Track/Amusements</u> | | | | | | | | | * |
| <u>Trucking/Moving/Delivery Services</u> | | * | | | | | | | * |
| <u>Department Stores/Retail Businesses</u> | | | | | | | | | * |
| <u>HEALTH</u> | | | | | | | | | |
| <u>Medical/Hospital</u> | | | | | | | | | * |
| <u>Mortuary Services</u> | | * | | | | | | | |
| <u>HOME ECONOMICS</u> | | | | | | | | | |
| <u>Maid/Cleaning Services</u> | | * | | | | | | | |

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Table 6. Response to Employee Qualities by Occupational Category

WHAT IS THE MOST IMPORTANT QUALITY YOU LOOK FOR IN AN EMPLOYEE CANDIDATE?

| | Basic Skills (Reading, Spelling, Mathematics) | Prior Qualifi- cations (Skill Training Experience) | Interest | Personality | Ambition | Personal Appearance | Work Attitude | Respon- sibility | Other |
|------------------------------------|--|---|----------|-------------|----------|------------------------|------------------|---------------------|-------|
| OFFICE | | | | | | | | | |
| Accounting/Computer/Communications | | | | | | | | | * |
| Employment Services | | | | | | | | | * |
| Law Firms | | * | | | | | | | |
| TRADE AND INDUSTRIAL | | | | | | | | | |
| Electrical/A/C Repairs | | * | | | | | | | |
| Airlines | | * | | | | | | | |
| Construction | | * | | | | | | | |
| Architectural Occupations | | * | | | | | | | |
| Pool Maintenance | | | | | | * | | | |
| Laundries/Dry Cleaning Services | | | | | | | * | | |
| Printers/Newspapers/Photographers | | * | | | | | | | |
| Ship Builders | | * | | | | | | | |
| Manufacturing/Machine Shops | | | | | | | | | * |
| Energy Sources/Utilities | | | | | | | | | * |
| Radio Stations | | | | | | | | | * |
| PUBLIC SERVICE | | | | | | | | | |
| Security | | | | | | | | | * |
| Schools/Universities | | * | | | | | | | |
| CITY GOVERNMENT | | | | | | | | | |
| | | * | | | | | | | |

Table 7. Response to Adequacy of Employee Preparation

| QUESTIONNAIRE ITEM | RESPONSE | | | | | |
|--|-----------|------|-----------|------|-------------|-----|
| | YES | | NO | | NO RESPONSE | |
| | Frequency | % | Frequency | % | Frequency | % |
| Are your present employees adequately prepared in? | | | | | | |
| Basic Skills (Reading, Spelling, Maths) | 323 | 80.7 | 76 | 19.0 | 1 | 0.2 |
| Technical Skills | 314 | 78.5 | 66 | 16.5 | 20 | 5.0 |
| Management Skills | 288 | 72.0 | 103 | 25.7 | 1 | 0.2 |
| Work Attitude | 314 | 78.5 | 81 | 20.2 | 5 | 1.2 |
| Sense of Personal Responsibility | 306 | 76.5 | 87 | 21.7 | 7 | 1.7 |
| Ability to Get Along with Co-workers | 378 | 94.5 | 19 | 4.7 | 3 | 0.7 |

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Table 8. Response to Anticipated New Jobs

| QUESTIONNAIRE ITEM | RESPONSE | | | | | |
|---|-----------|------|-----------|------|-------------|-----|
| | YES | | NO | | NO RESPONSE | |
| | Frequency | % | Frequency | % | Frequency | % |
| Do you anticipate any new products or services within the next 5 years that will create a need for new job positions? | | | | | | |
| Projected Experience Increased Job Demand Due to Changes in Products or Services (Based upon Five-Year Projections) | 187 | 46.7 | 210 | 52.5 | 3 | 0.7 |
| Computer Personnel Engineers Sales Personnel Nurses/Nurses Aides Secretaries Mechanics Electronic Technicians Machinists Assemblers | | | | | | |

Questions #6 & 7 indicate that only 2 types of businesses anticipate cutbacks in personnel within the next 5 years. Table 9 lists these businesses and the position titles which will be modified or eliminated. Table 11 shows these responses by occupational category.

Questions #8 & 9 show that 81.0% of the employers interviewed have had difficulty filling positions (Table 10). Table 12 lists the most frequently occurring difficult positions and the reasons for the difficulty in each case.

Question #10 asks the interviewee what recruitment sources are used to fill open positions. Table 13 shows the frequency and percentage distribution answer to each response option (response options were included only for the use of the interviewer in coding responses). This table indicates that most employers rely on newspaper advertising to fill open positions. Table 14 shows all the recruitment sources used by occupational category. The most frequent "other" responses are listed in Table 4.

Question #11, Table 15 indicates by frequency and percentage, that most new employees are oriented to their new job activities by a department head or supervisor. Table 16 shows who conducts orientation training within each occupational category. Table 4 lists most frequently occurring "other" responses.

Question #12 & 13 determined that 78.0% of the companies interviewed conduct supplemental training to upgrade employees (Table 17). Tables 18 and 19 show that most employers within each occupational category have department heads or supervisors conduct this training.

Questions 14 & 15 indicate that 12 of the occupational categories surveyed feel that they have specific training needs that are not being met (Table 20). Table 20 lists these positions and the reasons for the difficulty in each case.

Questions #16 & 17 show that the majority of respondents have experienced high turnover of employees (Table 21). Table 21 shows the most frequently occurring positions and the reason for the high turnover in each case.

Question #18 indicates that 64.0% of all employers interviewed promote employees on the basis of performance evaluation (Table 22). In Table 23, the chart shows the responses to each option by occupational category.

Question 19, Table 25 shows that 90.7% of all employers interviewed try to fill management level positions from within whenever possible. Table 11 lists the responses to this question by occupational category.

Table 9. Response to Anticipated Cutbacks

Do you anticipate any cutbacks in products or services that will modify or eliminate positions within the next 5 years?

Those businesses responding "Yes":

Descriptive Title

Mortuary Services

Energy Sources/Utilities

Table 10. Response to Difficulty in Filling Positions

| QUESTIONNAIRE ITEM | RESPONSE | | | | | |
|--|-----------|------|-----------|------|-------------|-----|
| | YES | | NO | | NO RESPONSE | |
| | Frequency | % | Frequency | % | Frequency | % |
| Are there any positions that you have had difficulty in filling? | 324 | 81.0 | 76 | 19.0 | 0 | 0.0 |

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Table II. POSITIVE SURVEY RESPONSES
BY OCCUPATIONAL CATEGORIES

| <u>Anticipated</u> <u>Cutbacks</u> <u>within</u> <u>5 years</u> | <u>Conduct</u> <u>Supplemental</u> <u>Training to</u> <u>Upgrade</u> <u>Employees</u> | <u>Any</u> <u>Specific</u> <u>Training</u> <u>Needs not</u> <u>being Met</u> | <u>Any</u> <u>Positions</u> <u>with</u> <u>High</u> <u>Turnover</u> | <u>Fill Mgmt.</u> <u>Level</u> <u>Positions</u> <u>from</u> <u>within</u> | <u>Willing</u> <u>to Offer</u> <u>Incentives</u> <u>for New</u> <u>Training</u> <u>Program</u> | <u>Have</u> <u>Hired</u> <u>Handi-</u> <u>capped</u> | <u>Willing to</u> <u>Participate</u> <u>In Special</u> <u>Training for</u> <u>Handicapped</u> | <u>Affirmative</u> <u>Action</u> <u>Participant</u> |
|--|---|--|---|---|---|---|---|---|
| <u>AGRICULTURE</u> | | | | | | | | |
| <u>Nurseries/Florists/Landscapers</u> | * | | * | * | | * | * | |
| <u>Taxidermists</u> | | | | * | | * | | |
| <u>Agriculture Supplies & Services</u> | * | * | * | * | * | | * | * |
| <u>Golf Courses/Country Clubs</u> | * | | * | * | | | | |
| <u>ADMINISTRATIVE</u> | | | | | | | | |
| <u>Auto Dealerships/Auto Leasing</u> | * | | * | * | * | * | | |
| <u>Banks/Savings & Loans/Commercial</u> | * | | * | * | | * | * | * |
| <u>Stock Brokers</u> | * | * | | * | | * | * | * |
| <u>Retail Grocers/Wholesalers</u> | * | | * | * | | * | * | * |
| <u>Food Services</u> | * | | * | * | | | * | |
| <u>Hotels/Restaurants/Night Clubs</u> | * | | * | * | | * | | |
| <u>Insurance/Property Management</u> | * | | * | * | * | | | * |
| <u>Petroleum Services</u> | * | | * | * | | | | * |
| <u>Real Estate/Land Development</u> | * | | | * | | | * | * |
| <u>Casino Track/Amusements</u> | * | * | * | * | * | * | | |
| <u>Trucking/Moving/Delivery Services</u> | * | | * | * | | | * | * |
| <u>Department Stores/Retail Businesses</u> | * | | * | * | | * | * | |
| <u>HEALTH</u> | | | | | | | | |
| <u>Medical/Hospital</u> | * | * | * | * | * | * | * | * |
| <u>Funerary Services</u> | * | * | * | * | | * | * | |
| <u>HOME ECONOMICS</u> | | | | | | | | |
| <u>Dry Cleaning Services</u> | * | * | * | * | | * | * | |

Table II. POSITIVE SURVEY RESPONSES
BY OCCUPATIONAL CATEGORIES

| <u>Anticipated Cutbacks within 5 years</u> | <u>Conduct Supplemental Training to Upgrade Employees</u> | <u>Any Specific Training Needs not being Met</u> | <u>Any Positions with High Turnover</u> | <u>Fill Mgmt. Level Positions from within</u> | <u>Willing to Offer Incentives for New Training Program</u> | <u>Have Hired Handi- capped</u> | <u>Willing to Participate in Special Training for Handicapped</u> | <u>Affirmative Action Participant</u> |
|--|---|--|---|---|---|---|---|---|
|--|---|--|---|---|---|---|---|---|

OFFICE

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| <u>Accounting/Computer/Communications</u> | * | | * | * | * | * | * | * |
| <u>Employment Services</u> | | * | * | | * | * | * | * |
| <u>Law Firms</u> | | * | * | | * | | * | * |

TRADE AND INDUSTRIAL

| | | | | | | | | |
|--|---|---|---|---|---|---|---|---|
| <u>Electrical/A/C Repairs</u> | * | | * | * | | | | |
| <u>Airlines</u> | * | | * | | * | * | | |
| <u>Construction</u> | * | | | * | | * | * | * |
| <u>Architectural Occupations</u> | | | | * | | * | * | * |
| <u>Pool Maintenance</u> | * | | * | * | | * | * | * |
| <u>Laundries/Dry Cleaning Services</u> | * | * | * | * | * | * | * | * |
| <u>Printers/Newspapers/Photographers</u> | * | | * | * | | * | * | * |
| <u>Ship Builders</u> | * | * | * | * | | * | * | * |
| <u>Manufacturing/Machine Shops</u> | * | | * | * | * | * | * | * |
| <u>Energy Sources/Utilities</u> | * | * | * | * | * | * | * | * |
| <u>Radio Stations</u> | * | * | * | * | * | * | * | * |

PUBLIC SERVICE

| | | | | | | | | |
|-----------------------------|---|---|---|---|--|---|---|---|
| <u>Security</u> | | * | * | * | | * | * | * |
| <u>Schools/Universities</u> | * | * | * | * | | * | * | * |

CITY GOVERNMENT

| | | | | | | | | |
|--|---|--|---|---|---|---|---|---|
| | * | | * | * | * | * | * | * |
|--|---|--|---|---|---|---|---|---|

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Table 12

Positions Most Difficult To Fill

| <u>Position</u> | <u>Reason</u> |
|------------------------|-----------------------|
| Office Personnel | Poor Skills |
| Restaurant Personnel | Transient |
| Nurses | Poor pay, poor skills |
| Sales | Transient |
| Management | Irresponsible |
| Mechanics | Poor pay, poor skills |
| Keypunch Operators | Poor hours |
| Electronic Technicians | Lack of applicants |
| Programmers | Poor hours |
| Machinists | Poor skills |

Table 13. Response to Recruitment Sources

| QUESTIONNAIRE ITEM | RESPONSE | | | | | |
|---|-----------|------|-----------|------|-------------|-----|
| | YES | | NO | | NO RESPONSE | |
| | Frequency | % | Frequency | % | Frequency | % |
| What recruitment sources do you use to fill positions? | | | | | | |
| Private Employment Agencies | 98 | 24.5 | 301 | 75.2 | 1 | 0.2 |
| Florida State Employment Services | 168 | 42.0 | 231 | 57.7 | 1 | 0.2 |
| Newspaper Ads | 344 | 86.0 | 55 | 13.7 | 1 | 0.2 |
| Employee Referrals | 142 | 35.5 | 257 | 64.2 | 1 | 0.2 |
| College, High School, or Technical School Placement Offices | 118 | 29.5 | 281 | 70.2 | 1 | 0.2 |
| Professional Publications | 31 | 7.7 | 368 | 92.0 | 1 | 0.2 |
| Other Public Agencies | 14 | 3.5 | 385 | 96.2 | 1 | 0.2 |
| Other | 92 | 23.0 | 307 | 76.7 | 1 | 0.2 |

Table 14. Response to Recruitment Sources by Occupational Category
 WHAT RECRUITMENT SOURCES DO YOU USE TO FILL POSITIONS?

| | Private Employment Agencies | Florida State Employment Service | Newspaper Ads | Employee Referrals | College, H.S. or Technical School Placement Office | Professional Publications | Other Public Agencies | Other |
|-------------------------------------|-----------------------------------|---|------------------|-----------------------|--|------------------------------|-----------------------------|-------|
| AGRICULTURE | | | | | | | | |
| Nurseries/Florists/Landscapers | * | * | | | | | | |
| Taxidermists | | | * | * | * | | | |
| Agriculture Supplies and Services | * | * | * | * | * | | | * |
| Golf Courses/Country Clubs | | | * | * | * | | | |
| DISTRIBUTIVE | | | | | | | | |
| Auto Dealerships/Auto Leasing | | | * | | | | | |
| Banks/Savings & Loans/Commercial | * | | * | * | | | | |
| Stock Brokers | | * | * | * | | | | * |
| Retail Grocers | | * | * | | | | | |
| Food Services | * | * | * | | * | | | |
| Hotels/Restaurants/Night Clubs | | | * | | * | | | |
| Insurance/Property Management | * | * | * | * | | | | |
| Petroleum Services | | | | | | | | * |
| Real Estate/Land Development | | * | * | | | | | * |
| Race Track/Amusements | | * | * | | | | | * |
| Trucking/Moving/Delivery Services | | | * | * | | | | |
| Department Stores/Retail Businesses | | | * | | * | | | |
| HEALTH | | | | | | | | |
| Medical/Hospital | | | * | | | | | |
| Funerary Services | * | | | | * | | | |
| HOME ECONOMICS | | | | | | | | |
| Laundry/Cleaning Services | | | * | * | | | | * |

Table 14. Response to Recruitment Sources by Occupational Category
 WHAT RECRUITMENT SOURCES DO YOU USE TO FILL POSITIONS?

| | Private Employment Agencies | Florida State Employment Service | Newspaper Ads | Employee Referrals | College, H.S. or Technical School Placement Office | Professional Publications | Other Public Agencies | Other |
|------------------------------------|-----------------------------------|---|------------------|-----------------------|--|------------------------------|-----------------------------|-------|
| OFFICE | | | | | | | | |
| Accounting/Computer/Communications | | | * | | * | | | |
| Employment Services | | | * | * | | | | |
| Law Firms | | | * | | | | | * |
| | | | * | | | | | * |
| TRADE AND INDUSTRIAL | | | | | | | | |
| Electrical/A/C Repairs | | | * | | | | | |
| Airlines | | | * | | | | | |
| Construction | | | * | | | | | * |
| Architectural Occupations | | | * | | | | | |
| Pool Maintenance | * | * | * | | | * | | |
| Laundries/Dry Cleaning Services | * | | * | * | | | | |
| Printers/Newspapers/Photographers | | | * | | | * | | * |
| Ship Builders | | | * | | | | | |
| Manufacturing/Machine Shops | | * | * | | | | | |
| Energy Sources/Utilities | | * | * | | * | | | |
| Radio Stations | | * | | | | | | * |
| | | | | | | | | * |
| PUBLIC SERVICE | | | | | | | | |
| Security | | | * | | | | | |
| Schools/Universities | | | * | | | | | |
| | | | * | | | | | |
| CITY GOVERNMENT | | | | | | | | |
| | * | | * | * | | | | * |

Table 15. Response to Orientation of New Personnel

| QUESTIONNAIRE ITEM | RESPONSE | | | | | |
|---|-----------|------|-----------|------|-------------|-----|
| | YES | | NO | | NO RESPONSE | |
| | Frequency | % | Frequency | % | Frequency | % |
| Who currently orients your new personnel before they begin the job? | | | | | | |
| Personnel Manager | 99 | 24.7 | 301 | 75.2 | 0 | 0.0 |
| Training Director | 42 | 10.5 | 358 | 89.5 | 0 | 0.0 |
| Department Head or Supervisor | 266 | 66.5 | 134 | 33.5 | 0 | 0.0 |
| Co-Workers | 22 | 5.5 | 378 | 94.5 | 0 | 0.0 |
| Other | 75 | 18.8 | 325 | 81.3 | 0 | 0.0 |

Table 16. Response to Orientation of New Personnel by Occupational Category
WHO CURRENTLY ORIENTS YOUR NEW PERSONNEL BEFORE THEY BEGIN THE JOB?

| | <u>Personnel Manager</u> | <u>Training Director</u> | <u>Department Head or Supervisor</u> | <u>Co-workers</u> | <u>Other</u> |
|---|------------------------------|------------------------------|--|-------------------|--------------|
| <u>AGRICULTURE</u> | | | | | |
| <u>Nurseries/Florists/Landscapers</u> | | | * | | |
| <u>Taxidermists</u> | | | | * | |
| <u>Agriculture Supplies and Services</u> | | | * | | * |
| <u>Golf Courses/Country Clubs</u> | | | * | | |
| <u>DISTRIBUTIVE</u> | | | | | |
| <u>Auto Dealerships/Auto Leasing</u> | | | * | | |
| <u>Banks/Savings & Loans/Commercial</u> | | | | * | |
| <u>Stock Brokers</u> | * | * | | | |
| <u>Retail Grocers</u> | | | * | | |
| <u>Food Services</u> | * | | * | | |
| <u>Hotels/Restaurants/Night Clubs</u> | | | * | | |
| <u>Insurance/Property Management</u> | | | * | | |
| <u>Petroleum Services</u> | | | * | | * |
| <u>Real Estate/Land Development</u> | * | | * | | |
| <u>Race Track/Amusements</u> | | | * | | |
| <u>Trucking/Moving/Delivery Services</u> | | | * | | |
| <u>Department Stores/Retail Businesses</u> | * | | | | |
| <u>HEALTH</u> | | | | | |
| <u>Medical/Hospital</u> | | | * | | |
| <u>Mortuary Services</u> | | | | | * |
| <u>HOME ECONOMICS</u> | | | | | |
| <u>Maid/Cleaning Services</u> | | | * | | * |

Table 16. Response to Orientation of New Personnel by Occupational Category
WHO CURRENTLY ORIENTS YOUR NEW PERSONNEL BEFORE THEY BEGIN THE JOB?

| | <u>Personnel Manager</u> | <u>Training Director</u> | <u>Department Head or Supervisor</u> | <u>Co-workers</u> | <u>Other</u> |
|---|------------------------------|------------------------------|--|-------------------|--------------|
| <u>OFFICE</u> | | | | | |
| <u>Accounting/Computer/Communications</u> | | | * | | |
| <u>Employment Services</u> | | | | | * |
| <u>Law Firms</u> | | | * | * | * |
| <u>TRADE AND INDUSTRIAL</u> | | | | | |
| <u>Electrical/A/C Repairs</u> | | | * | | |
| <u>Airlines</u> | | | * | | |
| <u>Construction</u> | | | * | | |
| <u>Architectural Occupations</u> | * | | | | |
| <u>Pool Maintenance</u> | * | | | | |
| <u>Laundries/Dry Cleaning Services</u> | * | | * | | |
| <u>Printers/Newspapers/Photographers</u> | | | * | | |
| <u>Ship Builders</u> | | | * | | |
| <u>Manufacturing/Machine Shops</u> | | | * | | |
| <u>Energy Sources/Utilities</u> | | | * | | |
| <u>Radio Stations</u> | | * | * | | |
| <u>PUBLIC SERVICE</u> | | | | | |
| <u>Security</u> | | | * | | |
| <u>Schools/Universities</u> | | | * | | |
| <u>CITY GOVERNMENT</u> | | | | | |
| | | | * | | |

Table 17. Response to Current Supplemental Training

| QUESTIONNAIRE ITEM | RESPONSE | | | | | |
|--|-----------|------|-----------|------|-------------|-----|
| | YES | | NO | | NO RESPONSE | |
| | Frequency | % | Frequency | % | Frequency | % |
| Do you conduct supplemental training to upgrade employees? | 312 | 78.0 | 86 | 21.5 | 2 | 0.5 |

Table 18. Response to Type of Personnel Conducting Supplemental Training

| QUESTIONNAIRE ITEM | RESPONSE | | | | | |
|---|-----------|------|-----------|------|-------------|------|
| | YES | | NO | | NO RESPONSE | |
| | Frequency | % | Frequency | % | Frequency | % |
| Who currently conducts supplemental training? | | | | | | |
| Personnel Manager | 34 | 8.5 | 285 | 71.2 | 81 | 20.2 |
| Training Director | 51 | 12.7 | 268 | 66.9 | 81 | 20.2 |
| Department Head or Supervisor | 174 | 43.5 | 145 | 36.2 | 81 | 20.2 |
| Co-Workers | 37 | 9.2 | 282 | 70.5 | 81 | 20.2 |
| Company School within Broward County | 31 | 7.7 | 288 | 72.0 | 81 | 20.2 |
| Company School outside Broward County | 30 | 7.5 | 289 | 72.2 | 81 | 20.2 |
| Outside Agency | 35 | 8.7 | 284 | 71.0 | 81 | 20.2 |
| Other | 81 | 20.2 | 238 | 59.5 | 81 | 20.2 |

Table 19. Response to Type of Personnel Conducting Supplemental Training by Occupational Category WHO CURRENTLY CONDUCTS SUPPLEMENTAL TRAINING?

| | <u>Personnel Manager</u> | <u>Training Director</u> | <u>Department Head or Supervisor</u> | <u>Co-workers</u> | <u>Company School within Broward County</u> | <u>Company School outside Broward County</u> | <u>Outside Agency</u> | <u>Other</u> |
|-------------------------------------|------------------------------|------------------------------|--|-------------------|---|--|---------------------------|--------------|
| <u>AGRICULTURE</u> | | | | | | | | |
| Nurseries/Florists/Landscapers | | | * | | | | * | |
| Taxidermists | | | | | | | | |
| Agriculture Supplies and Services | | | | | * | | * | * |
| Golf Courses/Country Clubs | | | * | | | | | |
| <u>DISTRIBUTIVE</u> | | | | | | | | |
| Auto Dealerships/Auto Leasing | | | | | | * | | |
| Banks/Savings & Loans/Commercial | | | * | | | | | |
| Stock Brokers | * | | * | * | | | | |
| Retail Grocers | | | * | | | | | |
| Food Services | * | | * | | | | | |
| Hotels/Restaurants/Night Clubs | | | * | | | | | |
| Insurance/Property Management | | | | | | | | |
| Petroleum Services | | | | | | | | * |
| Real Estate/Land Development | | | * | | | | | |
| Race Track/Amusements | | | | * | | | | |
| Trucking/Moving/Delivery Services | | | * | | | * | | |
| Department Stores/Retail Businesses | | | | | | | | |
| <u>HEALTH</u> | | | | | | | | |
| Medical/Hospital | | | * | | | | | |
| Mortuary Services | | | | | * | * | | |
| <u>HOME ECONOMICS</u> | | | | | | | | |
| Weld/Cleaning Services | | | * | | | | | |

Table 19. Response to Type of Personnel Conducting Supplemental Training by Occupational Category WHO CURRENTLY CONDUCTS SUPPLEMENTAL TRAINING?

| | <u>Personnel Manager</u> | <u>Training Director</u> | <u>Department Head or Supervisor</u> | <u>Co-workers</u> | <u>Company School within Broward County</u> | <u>Company School outside Broward County</u> | <u>Outside Agency</u> | <u>Other</u> |
|------------------------------------|------------------------------|------------------------------|--|-------------------|---|--|---------------------------|--------------|
| <u>OFFICE</u> | | | | | | | | |
| Accounting/Computer/Communications | | | * | | | | | |
| Employment Services | | | | | | | | * |
| Law Firms | | | | | | | | * |
| <u>TRADE AND INDUSTRIAL</u> | | | | | | | | |
| Electrical/A/C Repairs | | | * | | | | | |
| Airlines | | | * | | * | | * | * |
| Construction | | | * | | | | | |
| Architectural Occupations | | | | | | | | |
| Pool Maintenance | * | | | | | | | |
| Laundries/Dry Cleaning Services | * | | * | | | | | * |
| Printers/Newspapers/Photographers | | | * | | | | | |
| Ship Builders | | | | | | | | * |
| Manufacturing/Machine Shops | | | * | | | | | |
| Energy Sources/Utilities | | * | * | | | * | | |
| Radio Stations | | | | | | | * | |
| <u>PUBLIC SERVICE</u> | | | | | | | | |
| Security | | | | | | | | |
| Schools/Universities | | | | | | | | |
| <u>CITY GOVERNMENT</u> | | | | | | | | |

Table 20. Response to Unmet Training Needs

| QUESTIONNAIRE ITEM | RESPONSE | | | | | |
|--|-----------|------|-----------|------|-------------|-----|
| | YES | | NO | | NO RESPONSE | |
| | Frequency | % | Frequency | % | Frequency | % |
| Do you have any specific training needs That are not being met? | 149 | 37.2 | 248 | 62.0 | 3 | 0.7 |

Table 21. Response to High Employee Turnover

| QUESTIONNAIRE ITEM | RESPONSE | | | | | |
|--|-------------------------------------|------|-----------|------|-------------|-----|
| | YES | | NO | | NO RESPONSE | |
| | Frequency | % | Frequency | % | Frequency | % |
| Do you have any position(s) with a high turnover of employees? | 285 | 71.2 | 114 | 28.5 | 1 | 0.2 |
| Positions with High Turnover and Reasons | | | | | | |
| <u>Position</u> | <u>Reason</u> | | | | | |
| Restaurant | Transient, seasonal, poor attitudes | | | | | |
| Sales | Transient, lack of loyalty | | | | | |
| Secretarial | Transient, poor pay | | | | | |
| Nursing | Poor pay, lack of loyalty | | | | | |
| Bank Telling | Transient, poor pay | | | | | |

Table 22. Response to Employee Promotion

| QUESTIONNAIRE ITEM | RESPONSE | | | | | |
|--|-----------|------|-----------|------|-------------|-----|
| | YES | | NO | | NO RESPONSE | |
| | Frequency | % | Frequency | % | Frequency | % |
| How do employees advance within the company? | | | | | | |
| Seniority | 49 | 12.2 | 350 | 87.5 | 1 | 0.2 |
| Additional on the job training | 100 | 25.0 | 299 | 74.7 | 1 | 0.2 |
| Further outside schooling | 43 | 10.7 | 356 | 89.0 | 1 | 0.2 |
| Promotion on merit | 219 | 54.7 | 180 | 45.0 | 1 | 0.2 |
| Performance Evaluation | 256 | 64.0 | 143 | 35.7 | 1 | 0.2 |
| Testing | 9 | 2.2 | 390 | 97.5 | 1 | 0.2 |
| Other | 45 | 11.2 | 354 | 88.4 | 1 | 0.2 |

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Table 23. Response to Employee Promotion by Occupational Category
 HOW DO EMPLOYEES ADVANCE WITHIN THE COMPANY?

| | <u>Seniority</u> | <u>Additional on the Job Training</u> | <u>Further Outside Schooling</u> | <u>Promotion on Merit</u> | <u>Performance Evaluation</u> | <u>Testing</u> | <u>Other</u> |
|-------------------------------------|------------------|---------------------------------------|----------------------------------|---------------------------|-------------------------------|----------------|--------------|
| <u>AGRICULTURE</u> | | | | | | | |
| Nurseries/Florists/Landscapers | | | | * | * | | |
| Taxidermists | | * | | * | | | |
| Agriculture Supplies and Services | | * | | * | * | | |
| Golf Courses/Country Clubs | | | | | * | | |
| <u>DISTRIBUTIVE</u> | | | | | | | |
| Auto Dealerships/Auto Leasing | | | | * | * | | |
| Banks/Savings & Loans/Commercial | | | | * | * | | |
| Stock Brokers | * | | | * | * | | * |
| Retail Grocers | | | | * | * | | |
| Food Services | | | | | * | | |
| Hotels/Restaurants/Night Clubs | | | | * | * | | |
| Insurance/Property Management | | | | * | * | | |
| Petroleum Services | | * | | * | * | | |
| Real Estate/Land Development | | | | * | * | | |
| Race Track/Amusements | | | | | * | | |
| Trucking/Moving/Delivery Services | | | | | * | | |
| Department Stores/Retail Businesses | | | | * | * | | |
| <u>HEALTH</u> | | | | | | | |
| Medical/Hospital | | | | | | | |
| Mortuary Services | | | * | * | | | |
| <u>HOME ECONOMICS</u> | | | | | | | |
| Maid/Cleaning Services | | | | * | * | | |

Table 23. Response to Employee Promotion by Occupational Category
 HOW DO EMPLOYEES ADVANCE WITHIN THE COMPANY?

| | <u>Seniority</u> | <u>Additional on the Job Training</u> | <u>Further Outside Schooling</u> | <u>Promotion on Merit</u> | <u>Performance Evaluation</u> | <u>Testing</u> | <u>Other</u> |
|------------------------------------|------------------|---|--|-----------------------------------|-----------------------------------|----------------|--------------|
| <u>OFFICE</u> | | | | | | | |
| Accounting/Computer/Communications | | | | * | * | | |
| Employment Services | | | | | | | * |
| Law Firms | | | | * | * | | |
| <u>TRADE AND INDUSTRIAL</u> | | | | | | | |
| Electrical/A/C Repairs | | | | | * | | |
| Airlines | | | | | * | | |
| Construction | | | | * | * | | |
| Architectural Occupations | | | | | * | | |
| Pool Maintenance | | | | | * | | |
| Laundries/Dry Cleaning Services | | | * | * | * | | |
| Printers/Newspapers/Photographers | | | | * | * | | |
| Ship Builders | | | | * | * | | |
| Manufacturing/Machine Shops | | | | * | * | | |
| Energy Sources/Utilities | * | * | | * | * | | |
| Radio Stations | | * | | | * | | |
| <u>PUBLIC SERVICE</u> | | | | | | | |
| Security | | | | * | | | |
| Schools/Universities | | | * | * | | | * |
| <u>CITY GOVERNMENT</u> | | | | | | | |
| | | | | * | * | | |

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Questions #20 & 21 ask each employer interviewed whether or not they are interested in having new programs developed for their specific needs. Fifty-six percent of the companies are interested in new program development (Table 25). Table 26 shows by frequency and percentage distribution, where employers prefer to locate the training sites, and Table 27 shows these preferences by occupational category. "Other" responses are shown in Table 4.

Question #22 asks what incentives the employers currently offer to their employees for taking further schooling or training. Table 28 shows by frequency and percentage distribution that 50.0% provide company payment. Table 30 shows incentives offered within each occupational category.

Questions #23 & 24 show that 41.2% of those who would like new training programs, are willing to offer their employees incentives for taking the new training (Table 29). Tables 31 and 32 show by frequency and percentage distribution, and by occupational category, that company payment and possible subsequent promotion would be the most frequent types of incentives provided.

Question 25, (Table 33) shows that 64.2% of the employers in the survey have hired handicapped persons. Many of the employers volunteered information on the nature of the handicaps. These handicaps are listed in Table 33. Table 11 shows which occupational categories have hired the handicapped.

Question #26 shows that 37.7% of the companies would be willing to participate in special training programs for the handicapped, but with reservations based upon the nature of the handicap (Table 34). Table 11 lists occupational categories willing to participate.

Question #27 shows that 51.7% of all survey respondents have an Affirmative Action Plan (Table 35). Table 11 shows which occupational categories have such a plan.

Table 36 is a summation of county-wide results to each questionnaire item.

The next set of tables appear in Appendix K and are titled Projected Job Demand, Educational and Experience Requirements by Occupational Category Based Upon 2-Year Projections. These tables show the job titles and positions within each occupational category in which the employers predicted the largest growth within 2 years. Employers also indicated the minimum education level and experience requirements for each job title. The column headed "Minimum Education Required" contains information which shows the range of education which each company may require. This information may represent a range in education from no minimum through graduate work or professional degree. The final column, "Experience Required" indicates whether or not the majority of employers in that category require previous experience.

Table 24. Response to Filling of Management Positions

| QUESTIONNAIRE ITEM | RESPONSE | | | | | |
|--|-----------|------|-----------|-----|-------------|-----|
| | YES | | NO | | NO RESPONSE | |
| | Frequency | % | Frequency | % | Frequency | % |
| If you have a management level position open do you try to fill it | | | | | | |
| From within | 363 | 90.7 | 34 | 8.5 | 3 | 0.7 |

Table 25. Response to Interest In New Training Programs

| QUESTIONNAIRE ITEM | RESPONSE | | | | | |
|---|-----------|------|-----------|------|-------------|-----|
| | YES | | NO | | NO RESPONSE | |
| | Frequency | % | Frequency | % | Frequency | % |
| Would you be interested in having any of the educational agencies in Broward County such as, universities, community colleges, technical schools or public schools, establish training programs to meet your needs? | | | | | | |
| | 224 | 56.0 | 167 | 41.7 | 9 | 2.2 |

Table 26. Response to Training Site Preference

| QUESTIONNAIRE ITEM | RESPONSE | |
|---|-----------|------|
| Where would you prefer that this training take place? | Frequency | % |
| On Site | 79 | 19.7 |
| At one of the Colleges or Schools | 120 | 30.0 |
| Other | 20 | 0.5 |
| No Response | 181 | 45.2 |

Table 27. Response to Training Site Preference by Occupational Category
 WHERE WOULD YOU PREFER THAT THIS TRAINING TAKE PLACE?

| | On Site | At one of the Colleges or Schools | Other | No Response |
|-------------------------------------|---------|-----------------------------------|-------|-------------|
| AGRICULTURE | | | | |
| Nurseries/Florists/Landscapers | | | | * |
| Taxidermists | | | | * |
| Agriculture Supplies and Services | | | | * |
| Golf Courses/Country Clubs | | | | * |
| DISTRIBUTIVE | | | | |
| Auto Dealerships/Auto Leasing | | | | * |
| Banks/Savings & Loans/Commercial | | | | * |
| Stock Brokers | | | | * |
| Retail Grocers | | | | * |
| Food Services | | * | | |
| Hotels/Restaurants/Night Clubs | | | | * |
| Insurance/Property Management | | * | | |
| Petroleum Services | | | | * |
| Real Estate/Land Development | | | | * |
| Race Track/Amusements | * | | | |
| Trucking/Moving/Delivery Services | | | | * |
| Department Stores/Retail Businesses | | | | * |
| HEALTH | | | | |
| Medical/Hospital | * | | | |
| Mortuary Services | | | | * |
| HOME ECONOMICS | | | | |
| Child/Cleaning Services | | | | * |

Table 27. Response to Training Site Preference by Occupational Category
 WHERE WOULD YOU PREFER THAT THIS TRAINING TAKE PLACE?

| | On Site | At one of the Colleges or Schools | Other | No Response |
|------------------------------------|---------|-----------------------------------|-------|-------------|
| OFFICE | | | | |
| Accounting/Computer/Communications | | * | | |
| Employment Services | | * | | |
| Law Firms | | * | | |
| TRADE AND INDUSTRIAL | | | | |
| Electrical/A/C Repairs | * | | | |
| Airlines | * | | | |
| Construction | | | | * |
| Architectural Occupations | | | | * |
| Pool Maintenance | * | | | |
| Laundries/Dry Cleaning Services | * | | | |
| Printers/Newspapers/Photographers | | * | | |
| Ship Builders | | | | * |
| Manufacturing/Machine Shops | | | | * |
| Energy Sources/Utilities | * | | | |
| Radio Stations | | | | * |
| PUBLIC SERVICE | | | | |
| Security | | | | * |
| Schools/Universities | | | | * |
| CITY GOVERNMENT | | | | |
| | | | | * |

Table 28. Response to Current Incentives for Training

| QUESTIONNAIRE ITEM | RESPONSE | | | | | |
|---|-----------|------|-----------|------|-------------|-----|
| | YES | | NO | | NO RESPONSE | |
| | Frequency | % | Frequency | % | Frequency | % |
| What incentives do you currently offer for employees taking further training? | | | | | | |
| Release time from work | 29 | 7.2 | 367 | 91.7 | 4 | 1.0 |
| Company payment | 200 | 50.0 | 196 | 49.0 | 4 | 1.0 |
| Possible subsequent promotion | 134 | 33.5 | 262 | 65.5 | 4 | 1.0 |
| None | 117 | 29.2 | 279 | 69.7 | 4 | 1.0 |
| Other | 29 | 7.2 | 366 | 91.5 | 5 | 1.2 |

Table 29. Response to Current Incentives for Training by Occupational Category

| QUESTIONNAIRE ITEM | RESPONSE | | | | | |
|---|-----------|------|-----------|------|-------------|------|
| | YES | | NO | | NO RESPONSE | |
| | Frequency | % | Frequency | % | Frequency | % |
| Would you be willing to offer incentives for new training programs developed by the educational agencies in Broward County? | | | | | | |
| | 165 | 41.2 | 72 | 18.0 | 163 | 40.7 |

Table 30. Response to Current Incentives for Training by Occupational Category
 WHAT INCENTIVES DO YOU CURRENTLY OFFER FOR EMPLOYEES TAKING FURTHER TRAINING?

| | <u>Release Time from Work</u> | <u>Company Payment</u> | <u>Possible Subsequent Promotion</u> | <u>None</u> | <u>Other</u> |
|---|---|----------------------------|--|-------------|--------------|
| <u>AGRICULTURE</u> | | | | | |
| <u>Nurseries/Florists/Landscapers</u> | | * | | * | |
| <u>Taxidermists</u> | | | * | | |
| <u>Agriculture Supplies and Services</u> | * | * | * | | * |
| <u>Golf Courses/Country Clubs</u> | | | | * | |
| <u>DISTRIBUTIVE</u> | | | | | |
| <u>Auto Dealerships/Auto Leasing</u> | | * | | | |
| <u>Banks/Savings & Loans/Commercial</u> | | * | | | |
| <u>Stock Brokers</u> | | * | * | | |
| <u>Retail Grocers</u> | | | | * | |
| <u>Food Services</u> | | | | * | |
| <u>Hotels/Restaurants/Night Clubs</u> | | | | | |
| <u>Insurance/Property Management</u> | | * | | | |
| <u>Petroleum Services</u> | | * | * | | |
| <u>Real Estate/Land Development</u> | | * | | * | |
| <u>Race Track/Amusements</u> | | | | * | |
| <u>Trucking/Moving/Delivery Services</u> | | * | | | |
| <u>Department Stores/Retail Businesses</u> | | | | | |
| <u>HEALTH</u> | | | | | |
| <u>Medical/Hospital</u> | | * | | | |
| <u>Mortuary Services</u> | | | | * | |
| <u>HOME ECONOMICS</u> | | | | | |
| <u>Maid/Cleaning Services</u> | | * | | * | |

Table 30. Response to Current Incentives for Training by Occupational Category
 WHAT INCENTIVES DO YOU CURRENTLY OFFER FOR EMPLOYEES TAKING FURTHER TRAINING?

| | <u>Release Time from Work</u> | <u>Company Payment</u> | <u>Possible Subsequent Promotion</u> | <u>None</u> | <u>Other</u> |
|---|---|----------------------------|--|-------------|--------------|
| <u>OFFICE</u> | | | | | |
| <u>Accounting/Computer/Communications</u> | | | | | |
| <u>Employment Services</u> | | * | * | | |
| <u>Law Firms</u> | | | * | | |
| <u>TRADE AND INDUSTRIAL</u> | | | | | |
| <u>Electrical/A/C Repairs</u> | | | | | |
| <u>Airlines</u> | | | | * | |
| <u>Construction</u> | | * | | | |
| <u>Architectural Occupations</u> | | | | | |
| <u>Pool Maintenance</u> | | | | | * |
| <u>Laundries/Dry Cleaning Services</u> | | | | | * |
| <u>Printers/Newspapers/Photographers</u> | | * | * | | |
| <u>Ship Builders</u> | | | * | | |
| <u>Manufacturing/Machine Shops</u> | | | * | * | |
| <u>Energy Sources/Utilities</u> | | * | | | |
| <u>Radio Stations</u> | | * | * | | |
| | | | | * | |
| <u>PUBLIC SERVICE</u> | | | | | |
| <u>Security</u> | | | | | |
| <u>Schools/Universities</u> | | | | * | |
| <u>STATE GOVERNMENT</u> | | | | | |
| | | * | | | |

Table 31. Response to Types of Incentives for New Training Programs

| QUESTIONNAIRE ITEM | RESPONSE | | | | | |
|---|-----------|------|-----------|------|-------------|------|
| | YES | | NO | | NO RESPONSE | |
| | Frequency | % | Frequency | % | Frequency | % |
| What types of incentives would you offer? | | | | | | |
| Release time from work | 21 | 5.2 | 162 | 40.5 | 217 | 54.2 |
| Company payment | 118 | 29.5 | 65 | 16.2 | 217 | 54.2 |
| Possible subsequent promotion | 72 | 18.0 | 111 | 27.7 | 217 | 54.2 |
| None | 15 | 3.7 | 168 | 42.0 | 217 | 54.2 |
| Other | 33 | 8.2 | 151 | 37.7 | 216 | 54.0 |

Table 32. Response to Types of Incentives for New Training Programs by Occupational Category
 WHAT TYPES OF INCENTIVES WOULD YOU OFFER?

| | <u>Release Time from Work</u> | <u>Company Payment</u> | <u>Possible Subsequent Promotion</u> | <u>None</u> | <u>Other</u> |
|---|---|----------------------------|--|-------------|--------------|
| <u>AGRICULTURE</u> | | | | | |
| <u>Nurseries/Florists/Landscapers</u> | | | | | |
| <u>Taxidermists</u> | | | | | |
| <u>Agriculture Supplies and Services</u> | * | * | | | * |
| <u>Golf Courses/Country Clubs</u> | | | | | |
| <u>DISTRIBUTIVE</u> | | | | | |
| <u>Auto Dealerships/Auto Leasing</u> | | | | | |
| <u>Banks/Savings & Loans/Commercial</u> | | | | | |
| <u>Stock Brokers</u> | | | * | | |
| <u>Retail Grocers</u> | | | | | |
| <u>Food Services</u> | | | | * | |
| <u>Hotels/Restaurants/Night Clubs</u> | | | | | |
| <u>Insurance/Property Management</u> | | | | | |
| <u>Petroleum Services</u> | | | | | |
| <u>Real Estate/Land Development</u> | | | | | |
| <u>Race Track/Amusements</u> | | | | | * |
| <u>Packing/Moving/Delivery Services</u> | | | | | |
| <u>Department Stores/Retail Businesses</u> | | | | | |
| <u>HEALTH</u> | | | | | |
| <u>Medical/Hospital</u> | | * | | | |
| <u>Funerary Services</u> | | | | | |
| <u>HOME ECONOMICS</u> | | | | | |
| <u>Child/Cleaning Services</u> | | | * | | |

Table 32. Response to Types of Incentives for New Training Programs by Occupational Category
WHAT TYPES OF INCENTIVES WOULD YOU OFFER?

| | <u>Release Time from Work</u> | <u>Company Payment</u> | <u>Possible Subsequent Promotion</u> | <u>None</u> | <u>Other</u> |
|---|---|----------------------------|--|-------------|--------------|
| OFFICE | | | | | |
| <u>Accounting/Computer/Communications</u> | | * | | | |
| <u>Employment Services</u> | | | * | | |
| <u>Law Firms</u> | | * | * | | |
| TRADE AND INDUSTRIAL | | | | | |
| <u>Electrical/A/C Repairs</u> | | | | | |
| <u>Airlines</u> | * | * | * | | |
| <u>Construction</u> | | | | | |
| <u>Architectural Occupations</u> | | | | | |
| <u>Pool Maintenance</u> | | | | | * |
| <u>Laundries/Dry Cleaning Services</u> | | * | * | | |
| <u>Printers/Newspapers/Photographers</u> | | | | | |
| <u>Ship Builders</u> | | | | | |
| <u>Manufacturing/Machine Shops</u> | | | | | |
| <u>Energy Sources/Utilities</u> | | * | * | | |
| <u>Radio Stations</u> | | | | | |
| PUBLIC SERVICE | | | | | |
| <u>Security</u> | | | | | |
| <u>Schools/Universities</u> | | | | | |
| CITY GOVERNMENT | | | | | |

Table 33. Response to Hiring the Handicapped

| QUESTIONNAIRE ITEM | RESPONSE | | | | | |
|--|-----------|------|-----------|------|-------------|-----|
| | YES | | NO | | NO RESPONSE | |
| | Frequency | % | Frequency | % | Frequency | % |
| Have you ever hired any handicapped persons? | 257 | 64.2 | 137 | 34.2 | 6 | 1.4 |
| Persons have been hired with the following handicaps: Physical handicaps Deafness Missing Limbs Blindness Mental Handicaps Epileptic | | | | | | |

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Table 34. Response to Willingness to Train the Handicapped

| QUESTIONNAIRE ITEM | RESPONSE | |
|---|-----------|------|
| Would you be willing to participate in special training programs to train handicapped persons for jobs in your company? | Frequency | % |
| Definitely would you participate | 98 | 24.5 |
| Might participate but with reservations | 151 | 37.7 |
| Undecided | 73 | 18.2 |
| Would you prefer not to participate | 54 | 13.5 |
| Definitely do not want to participate | 6 | 1.5 |
| No response | 18 | 4.5 |

Table 35. Response to Affirmative Action Plan

| QUESTIONNAIRE ITEM | RESPONSE | | | | | |
|--|-----------|------|-----------|------|-------------|-----|
| | YES | | NO | | NO RESPONSE | |
| | Frequency | % | Frequency | % | Frequency | % |
| Does your company have an Affirmative Action Plan? | 207 | 51.7 | 184 | 46.0 | 9 | 0.2 |

3.03

Table 36. County Wide Results to Questionnaire Items

BUSINESS/INDUSTRY/GOVERNMENT FACT SHEET

| <u>Questionnaire Items</u> | <u>County-Wide Results</u> |
|--|----------------------------|
| Person Interviewed ----- | Manager |
| Most important quality looked for in Employee candidates ----- | Dependability |
| Are present employees adequately prepared for needs in : | |
| Basic Skills ----- | Yes |
| Technical Skills ----- | Yes |
| Management Skills ----- | Yes |
| Work Attitude ----- | Yes |
| Sense of Personal Responsibility ----- | Yes |
| Ability to get along with co- workers ----- | Yes |
| New products or services within next 5 years requiring new personnel ----- | Yes |
| Anticipated cutbacks within 5 years ----- | No |
| Positions that were difficult to fill ----- | Yes |
| Recruitment sources used to fill positions ----- | Newspapers |
| Person who orients new personnel ----- | Dept. Head |
| Supplemental training to upgrade employees ----- | Yes |
| Person conducting supplemental training ----- | Dept. Head |
| Specific training needs <u>not</u> being met ----- | No |
| Have positions with high turnover of employees ----- | Yes |
| How employees advance within the company ----- | Evaluation |
| Fill management level from within ----- | Yes |
| Interested in new tra grams ----- | Yes |

Table 36.

Prefer training to take place -----On-Site

Incentives currently offered em-
ployees for further training -----Tuition payment

Willingness to offer incentives for
new training programs -----Yes

Have hired handicapped -----Yes

Willingness to participate in
special training programs for
handicapped-----Yes

Affirmative Action participant -----Yes

Appendix L contains information regarding positions within each occupational category. The positions listed are those which, according to area employers, will have the highest percentage of growth over the next five years. The numbers listed under each occupational category represent the Florida Community College (FCC) codes and United States Office of Education codes for each type of occupation. Appendix E contains complete listings of all job titles employed in the respective occupational categories and the corresponding C.C. and U.S.O.E. codes. Any job title not having these code numbers were added in by the employers.

Another objective of the study was to map the assessed training needs with educational agencies in Broward County already offering programs. Appendix J shows all the public and private schools in the county and the institutions of higher education in the surrounding area with indications concerning the programs currently being offered.

The third objective was to determine which of the educational institutions in the area could offer the needed training programs. Results of the study along with recommendations of the Broward Industrial Board and the Fort Lauderdale Area Chamber of Commerce for disseminating results appear in Chapter IV.

An analysis of variance (0.05 level of significance) and multiple regression analysis were run on the data by occupational category. Results indicated that there is no significant difference among occupational categories with regard to training needs.

IV. Conclusions, Recommendations, and Implications

Many conclusions become evident from the survey results enumerated in the preceding chapter. The conclusions are listed below in order of the project research questions:

1. Existing training needs of major Broward County Employers (business, industry, and government) were determined as described in the Results and Appendices and lead to the conclusions that most Broward County employers:

- Indicate "dependability" and "honesty" as the most important qualities among job candidates;
- Agree that employees have the ability to get along with co-workers and have adequate technical skills;
- Anticipate new products or services within the next five years that will demand new jobs;
- Do not anticipate any cut backs in products or services that will justify or eliminate positions the next five years;
- Have experienced difficulty filling some positions;
- Use newspapers as the major recruitment source;
- Utilize department heads/supervisors to orient new personnel before they begin the job;
- Have department heads/supervisors conduct supplemental training to upgrade personnel;
- Advance employees within the companies by performance evaluation;
- Fill management-level positions from within;
- Are interested in having educational agencies in Broward County establish training programs to meet their needs;
- Indicate preference for training class locations on-site;
- Offer company payment for tuition for employees for participation in supplemental training;
- Are willing to offer incentives such as: payment of tuition for completing training programs developed by the educational agencies in Broward County;
- Have hired handicapped persons and are willing to participate (with some reservations) in special training programs for the handicapped; and
- Half of them have an Affirmative Action Plan.

Many positions which are hard to fill and which have high turnover of employees are that way primarily because of low pay scales and poor working hours. Most of the positions do not require any specific technical skills for entry-level and result in the hiring of transient workers who often exhibit poor work attitudes and "lack of loyalty". Therefore, in many cases, the employment problems are not due to poor training by educational agencies but, rather, are caused by factors, such as low pay and poor working hours, in the field.

The following types of training were identified by employers as most needed in Broward County:

| Type of Training: Positions Requiring Training: | <u>Personal, Behavioral</u> | <u>Skill or Technical</u> | <u>Management</u> |
|--|---|--|---|
| | Nurses Secretaries Home Health Aides | Waitresses Machinists Nurses Secretaries Electronic- Technicians Tool & Die Makers Computer Personnel | Management Nurses Sales Home Health Aides |

Minimum education required varies tremendously even within single occupational job categories, and most positions require experience. Based upon two-year projections, the highest projected demand occupations included the following:

Sales
Assemblers/Production
Managers
Waiters/Waitresses
Registered Nurses
Nurses Aides
Housekeeping Personnel
Secretaries
Bookkeepers
Cooks & Chefs

Changes in products and services were attributed as bringing need for changes in the training of the following types of personnel:

Computer/Keypunch Personnel
Engineers
Sales Personnel
Nurses/Nurses Aides
Secretaries
Mechanics
Electronic Technicians
Machinists
Assemblers

2. Determination of which educational agencies in Broward County could best fulfill the training needs: the training needs are too numerous for one institution to fulfill. However, it appears that employers are very willing to assist the educational agencies with the development of the necessary training programs. Coordination among the vocational centers, public School Board, and colleges will also enhance the planning efforts for implementation strategies. Implementation must be the focus, since employers are becoming disenchanted with continual surveys and no follow-up.

3. Companies were informed of the results by means of a packet including a letter from the Project Director and Coordinator thanking them for their contributions, a copy of the "Training Needs Assessment" brochure, and a Fact Sheet listing county-wide results compared to those of their occupational category type. Direct feedback to respondents is the best method for fostering continued liaison between the college and the private sector. It enhances cooperation and builds confidence between the public and private sectors as well as furthering the College goal of meeting the needs of its constituencies.

Recommendations and Implications

The following steps are recommended:

1. Broward Community College personnel inform educational agencies of the Training Needs Assessment results.
 - a. Presentation of results should be made to the Broward County Vocational-Technical Coordinating Council;
 - b. Results should be sent to the Division of Community Colleges and the Division of Vocational Education of the State of Florida Department of Education, and to the regional state office;
 - c. Other community colleges and neighboring universities should be informed; and
 - d. Presentation of results be made to BCC's Board of Trustees.
2. The BETA project, "Program Development for New Occupational Training," be endorsed by the BCC Board of Trustees and implemented.
 - a. The project was proposed and approved to BETA for October 1, 1978, through September 30, 1979, funding; and
 - b. The project was approved by BETA Council and contains the following objectives:
 - (1) To form an advisory board among business, industry, local units of government and educational institutions in order to establish a system for identification and prioritization of Broward County employer training needs and the systematic updating of those needs;

- (2) To select the highest need priorities for each area (discipline and sector) and initiate course/program development;
 - (a) Conduct task analysis for all job titles as necessary;
 - (b) Determine job-entry level competencies;
 - (c) Translate competencies into curricula;
 - (3) To conduct all necessary research for documentation of resources available for the delivery of new courses/programs; and
 - (4) To implement the new training programs.
3. Dialogue be maintained between the College and the employers in order to implement new training programs.

Observations

Numerous observations were made by project workers which were indirect extensions of the responses received to questionnaire items. Recruitment observations are listed below:

1. Employers emphasize the importance of the "basics." In general, employable candidates well-trained in basic skills are much easier to train.
2. Employers differentiate between employees "over twenty-five" and those "under twenty-five" with regard to adequacy of basic skills and attitude toward work. Persons under twenty-five years of age including college graduates, are viewed as having poor basic skills and poor attitudes toward work. Some employers suggested that a course in work attitude should be taught in high school.
3. Much of the high turnover in employees is a result of the transient nature of the Southeast Florida population.
4. Many employers expressed the need for more communication regarding training programs offered by educational institutions in the county.
5. Employers believe that high school counselors have a tendency to advise students away from technical programs and into more traditional liberal arts disciplines.
6. The Florida State Employment Service does not seem to screen employee candidates adequately.
7. Most recruitment for skilled workers is conducted in the North. Many companies do not even advertise in the South Florida area for job openings.
8. Many employers do not appear to know what is meant by an "Affirmative Action Plan" even though such a plan is required by law in companies with fifty or more employees.
9. Many employers who had hired handicapped persons stated that they turned out to be some of their most valued employees.

APPENDICES

Sector Sampling by ZipcodesNorth Sector Zipcodes

| | | |
|-------|-------|-------|
| 33060 | 33066 | 33309 |
| 33062 | 33067 | 33319 |
| 33063 | 33068 | 33321 |
| 33064 | 33306 | 33334 |
| 33065 | 33308 | 33441 |

Central Sector Zipcodes

| | | | |
|-------|-------|-------|-------|
| 33301 | 33313 | 33322 | 33330 |
| 33304 | 33314 | 33324 | 33331 |
| 33305 | 33315 | 33325 | |
| 33311 | 33316 | 33326 | |
| 33312 | 33317 | 33328 | |

South Sector Zipcodes

| | |
|-------|-------|
| 33004 | 33024 |
| 33009 | 33025 |
| 33020 | 33026 |
| 33023 | |



administrative offices
225 east las olas boulevard
fort lauderdale, florida 33301

November 17, 1977

Dear Broward County Employer:

Broward Community College, as part of the effort in planning for responsiveness to community and learner needs, is conducting a county-wide training needs assessment in cooperation with the Fort Lauderdale Area Chamber of Commerce, Broward Industrial Board, and Broward Employment and Training Administration. The goal of the needs assessment is to aid the community in identifying training needs for upgrading personnel and to identify the institutions in the area which can best provide this training. The results of this effort will be carefully evaluated by the College Office of Institutional Research and Systems Planning and findings will be disseminated to all participants.

We urge your participation in this endeavor to assist us in helping meet the training needs of our major employers. Personal interviews will be conducted by a Broward Community College representative and should take no more than half an hour. This individual will be contacting you soon to establish an appointment.

We look forward to your cooperation.

Sincerely,

Mr. Richard G. Clark
Executive Director
Broward Industrial Board

Mr. Charles V. Emerson
Executive vice President
Fort Lauderdale Area
Chamber of Commerce



administrative offices
225 east las olas boulevard
fort lauderdale, florida 33301

December 5, 1977

Dear Broward County Employer.

Recently you received a joint letter from the Broward Industrial Board and the Fort Lauderdale Area Chamber of Commerce requesting your cooperation in our Training Needs Assessment Project. The purpose of the project is to assess the training needs of Broward County's major employers and to determine which educational agencies could assist by developing training to meet the needs. This is the first cooperative attempt in Broward County by business, industry, and education to assess needs and develop training for new employees, and/or to supplement, upgrade or retain present employees. The project is funded and supported by the Broward Employment Training Administration.

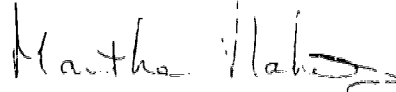
I fervently hope that you will take part in this effort with us. We are asking that you agree to being interviewed for approximately half an hour in your office by a Broward Community College interviewer. Your responses will not be publicly divulged. Your specific needs will be assessed; you will receive a comparative analysis of your needs and the average needs of companies similar to yours; and you will be placed in contact with educational agencies in the area which are best equipped to meet your needs. Even if you are pleased with your current training program, you should find the comparative analysis informative.

Kathleen Mann will be contacting you by phone for an interview sometime during the period of December through February. Analysis of results will take place in March and will be reported back to you during the period from April through June.

To assist us in assessing your current and future training needs, we would like for you to have completed the form attached to this letter which indicates the current numbers and types of employees you hire and your projections for one, two, and five years from now. The list was validated by business persons similar to yourself in your field. Your particular company may have some positions not listed or may not have all those listed. If this is the case, please write in your additional ones and leave blank those you do not have. The interviewer will pick the form up when she comes to interview you.

Again, the Broward Employment Training Administration, Broward Industrial Board, and Fort Lauderdale Area Chamber of Commerce have joined us, Broward Community College, in asking your cooperation and participation in the Training Needs Assessment. We hope that you will agree to the interview which will help make this project a success. If you have any questions regarding the project, please do not hesitate to call me at (467-6700, Ext. 232). I am looking forward to your participation!

Sincerely,



Dr. Mantha Vlanos
Director of Institutional Research
and Systems Planning

MV:ew
Attach.

| <u>C.C. CODE</u> | <u>DESCRIPTIVE TITLE</u> | <u>USOE CODE</u> |
|------------------|---|------------------|
| 21.0000 | Nurseries/Florists/Landscapers | 010000 |
| 21.0101 | Taxidermists | 010101 |
| 21.0200 | Agriculture Supplies & Services | 160200 |
| 21.0300 | Golf Courses/Country Clubs | 010300 |
| 22.0300 | Auto Dealerships/Auto Leasing | 040300 |
| 22.0400 | Banks/Savings & Loans/Commercial | 040400 |
| 22.0450 | Stock Brokers | 040406 |
| 22.0600 | Retail Grocers/Wholesalers | 040600 |
| 22.0700 | Food Services | 040700 |
| 22.1100 | Hotels/Restaurants/Nightclubs | 041100 |
| 22.1300 | Insurance Companies/Property Management | 041300 |
| 22.1600 | Petroleum Services | 041600 |
| 22.1700 | Real Estate/Land Development | 041700 |
| 22.1800 | Amusements/Race Tracks | 041800 |
| 22.1900 | Trucking/Moving/Delivery Services | 041900 |
| 22.2000 | Department Stores/Retail Businesses | 042201 |
| 23.0000 | Hospitals/Medical Services | 070000 |
| 23.0909 | Mortuary Services | 160519 |
| 24.0205 | Maid/Cleaning Services | 090699 |
| 25.0100 | Accounting/Computer/Communications | 140100 |
| 25.0600 | Employment Services | 140600 |
| 25.0707 | Law Firms | 160516 |
| 26.0101 | Electrical/Air Conditioning Repairs | 170102 |
| 26.0400 | Airlines Occupations | 170504 |

| <u>C.C. CODE</u> | <u>DESCRIPTIVE TITLE</u> | <u>USOE CODE</u> |
|------------------|-----------------------------------|------------------|
| 26.0100 | Construction Occupations | 170900 |
| 26.1011 | Architectural Occupations | 160103 |
| 26.1106 | Pool Maintenance Services | 171006 |
| 26.1600 | Laundries/Dry Cleaning Services | 172500 |
| 26.1900 | Printers/Newspapers/Photographers | 170800 |
| 26.2202 | Ship Builders | 171805 |
| 26.2300 | Manufacturing/Machine Shops | 171900 |
| 26.3201 | Energy Sources/Utilities | 171503 |
| 26.9907 | Radio Stations | 160600 |
| 27.0202 | Security | 172205 |
| 27.0300 | Schools/Universities | 090207 |
| 27.0800 | City Government | 173200 |
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| C. C. CODE | DESCRIPTIVE TITLE | USOE CODE |
|------------|--|-----------|
| 21.0000 | Nurseries/Florists/Landscapers | 010000 |
| 25.0805 | Managers | 140802 |
| 26.1702 | Agricultural Foremen | 173103 |
| 21.0305 | Agricultural Mechanics | 010301 |
| 22.0501 | Floral Designers | 090506 |
| 26.1703 | Grounds Superintendents | 173104 |
| 21.0304 | Irrigation Specialists | 010305 |
| 26.1014 | Laborers | 170914 |
| 21.0504 | Landscape Architects | 010504 |
| 21.0306 | Landscape Maintenance | 010304 |
| 22.1901 | Local Truck Drivers | 041901 |
| 21.0301 | Power Truck Operators | 010301 |
| 22.1901 | Sales Representatives | 042204 |
| 25.0702 | Secretaries | 140702 |
| 25.0503 | Shipping and Receiving Clerks | 140306 |
| 21.0309 | Small Machine Operators | 010399 |
| 21.0603 | Soil Conservationists | 010601 |
| 25.0504 | Stock Clerks | 140307 |
| 22.0501 | Floral Consultants | 040501 |
| 21.0101 | Taxidermists | 010101 |
| 25.0702 | Secretaries | 140702 |
| 25.0102 | Bookkeepers | 140102 |
| 25.0805 | Office Managers | 140801 |
| 25.0805 | Managers | 140802 |
| 22.1901 | Marine Taxidermists | |
| | Truck Drivers | 041901 |
| 21.0200 | Agriculture Supplies/Services (Pest Control Technology) | 160200 |
| 25.0805 | Office Managers | 140802 |
| 25.0102 | Bookkeepers | 140102 |
| 25.0702 | Secretaries | 140702 |
| 22.2102 | Telephone Solicitors | 142205 |
| 22.2101 | Sales Managers | 042203 |
| 21.0213 | Route Supervisors | 160213 |
| 22.2103 | Salesmen (monthly service) | 042204 |
| 21.0212 | Termite Supervisors | 160212 |
| 21.0214 | Termite Control Salesmen | 160214 |
| 21.0211 | Tent Crew | 160211 |
| 21.0207 | Subterranean Termite Technicians | 160207 |
| 21.0210 | Fumigators | 160210 |
| 21.0215 | Lawn Control Salesmen | 160215 |
| 21.0206 | Lawn Technicians | 160206 |
| 21.0205 | Pest Control Technicians | 160205 |

| C.C. CODE | DESCRIPTIVE TITLE | USOE CODE |
|-----------|--|-----------|
| 21.0300 | Golf Courses/Country Clubs | 010300 |
| 25.0805 | Managers | 140802 |
| 21.0507 | Greens Superintendents | 010507 |
| 21.0506 | Turf Management | 010506 |
| 25.0102 | Bookkeepers | 140102 |
| 25.0104 | Office Machine Operators | 140103 |
| 25.0702 | Secretaries | 140702 |
| 26.2907 | Hostesses | 173308 |
| 26.2904 | Waitresses/Waiters | 172305 |
| 26.2906 | Bus Boys | 172307 |
| 26.2905 | Bartenders | 172306 |
| 26.2901 | Bakers | 090406 |
| 26.2902 | Cooks/Chefs | 090405 |
| 22.1801 | Health/Recreation Room Attendants | 041804 |
| 21.0308 | Golf Course Mechanics | 010306 |
| 21.0504 | Landscape Technicians | 010504 |
| 26.1102 | General Building Maintenance | 171005 |
| 26.1100 | Custodial Services | 171001 |
| 22.0300 | Auto Dealerships | 040300 |
| 25.0805 | Office Managers | 140801 |
| 22.2004 | Department Managers | 042208 |
| 22.0412 | Loan Managers | 140816 |
| 22.2101 | Sales Managers | 042203 |
| 22.1901 | Sales People | 042204 |
| 22.2001 | Purchasing Agents | 042207 |
| 22.0100 | Public Relations/Advertising Personnel | 040101 |
| 25.0102 | Bookkeepers | 140102 |
| 25.0103 | Cashiers | 140104 |
| 25.0201 | Computer Operators | 140203 |
| 25.0104 | Office Machine Operators | 140103 |
| 25.0702 | Secretaries | 140702 |
| 22.0408 | Loan Secretaries | 140509 |
| 22.9901 | Telephone Operators | 140403 |
| 25.0506 | Title Clerks | 140316 |
| 25.0302 | File Clerks | 140301 |
| 25.0902 | Typists | 140303 |
| 26.0309 | Automobile Parts Supervisors | 040307 |
| 26.0302 | Automobile Mechanics | 170301 |
| 26.0308 | Service Advisors | 170304 |
| 25.0504 | Stock Clerks | 140307 |
| 26.0101 | Air Conditioning Mechanics | 170301 |
| 26.0305 | Automobile Painters | 170402 |
| 26.0307 | Automobile Parts Sales | 040305 |
| 26.0306 | Automobile Trimmers and Installers | 170403 |
| 26.1101 | Housekeeping Personnel | 171001 |
| 27.0202 | Security Personnel | 172205 |
| 26.0310 | Porters/Get Ready | 170404 |
| 26.0301 | Body Shop Workers | 170401 |
| 22.1901 | Courtesy Driver/Truck | 041901 |

C.C. CODE

DESCRIPTIVE TITLE

USOE CODE

| | | |
|---------|--|--------|
| 22.0300 | Auto Leasing | 040300 |
| 25.0805 | Office Managers | 140802 |
| 22.0100 | Public Relations/Advertising Personnel | 040101 |
| 25.0102 | Bookkeepers | 140102 |
| 25.0201 | Computer Operators | 140203 |
| 25.0104 | Office Machine Operators | 140103 |
| 25.0702 | Secretaries | 140702 |
| 25.0103 | Cashiers | 140104 |
| 22.9901 | Telephone Operators | 140403 |
| 22.1802 | Reservationists | 041913 |
| 22.2001 | Purchasing Agents | 042207 |
| 26.1702 | Automobile Parts Supervisors | 171303 |
| 26.0302 | Automobile Mechanics | 170301 |
| 26.1101 | Housekeeping Personnel | 171001 |
| 22.1901 | Drivers | 041901 |
| 26.0408 | Dispatcher | 170506 |
| 22.0400 | Banks - Savings and Loan | 040400 |
| 25.0805 | Managers | 140802 |
| 22.0413 | Mortgage Officers | 140514 |
| 22.0415 | Loan Servicing Officers | 140516 |
| 22.0414 | Operations Officers | 140515 |
| 25.0600 | Personnel Managers | 140600 |
| 22.0405 | Head Tellers | 140405 |
| 22.0416 | Appraisers | 140517 |
| 25.0107 | Auditors | 140105 |
| 25.0102 | Bookkeepers | 140102 |
| 25.0104 | Office Machine Operators | 140103 |
| 25.0105 | Tellers | 140502 |
| 25.0103 | Cashiers | 140104 |
| 25.0205 | E.D.P. Managers | 140206 |
| 25.0204 | Systems Analysts | 140201 |
| 25.0203 | Programmers | 140202 |
| 25.0806 | Comptrollers | 140106 |
| 25.0201 | Computer Operators | 140203 |
| 25.0306 | Key Punch Operators | 140313 |
| 25.0702 | Secretaries | 140702 |
| 22.0407 | Collection Credit Clerks | 140501 |
| 22.0408 | Loan Processing Clerks | 140509 |
| 22.0409 | Loan Servicing Clerks | 140510 |
| 25.0302 | File Clerks | 140301 |
| 25.0406 | Receptionists | 140402 |
| 25.0405 | Couriers | 140406 |
| 26.1101 | Housekeeping Personnel | 171001 |
| 27.0202 | Security | 172205 |
| 22.0418 | Savings Counselors | 140519 |
| 22.0419 | Safe Deposit Clerks | 140520 |
| 22.0420 | In-House Clerks | 140521 |

| C.C. CODE | DESCRIPTIVE TITLE | ICOE CODE |
|-----------|--|-----------|
| 22.0400 | Branches - Commercial | 040400 |
| 25.0807 | Managers | 140807 |
| 22.0413 | Money Officers | 140514 |
| 22.0410 | Correspondent Bank Officers | 140511 |
| 22.0412 | Loan Officers | 140513 |
| 22.0414 | Operations Officers | 140515 |
| 22.0411 | Trust Officers | 140512 |
| 25.0601 | Personnel Managers | 140601 |
| 22.0100 | Advertising Personnel/Public Relations | 040101 |
| 22.0405 | Head Tellers | 140504 |
| 25.0205 | Electronic Data Processing Managers | 140206 |
| 25.0204 | Systems Analysts | 140201 |
| 25.0203 | Programmers | 140202 |
| 25.0806 | Comptrollers | 140106 |
| 25.0206 | Tape Librarians | 140207 |
| 25.0201 | Computer Operators | 140203 |
| 25.0306 | Key Punch Operators | 140312 |
| 25.0305 | Proof Machine Operators | 140312 |
| 25.0904 | Teletype Operators | 140311 |
| 25.0402 | Correspondents | 140404 |
| 25.0105 | Tellers | 140502 |
| 25.0102 | Bookkeepers | 140102 |
| 25.0103 | Cashiers | 140104 |
| 25.0702 | Secretaries | 140702 |
| 25.0903 | Dictaphone Typists | 140310 |
| 25.0902 | Typists | 140303 |
| 22.9901 | Switchboard PBX | 140403 |
| 22.0401 | Payroll Clerks | 140505 |
| 22.0402 | Transit Clerks | 140503 |
| 22.0403 | Exchange Clerks | 140506 |
| 22.0408 | Loan Processing Clerks | 140509 |
| 22.0406 | Interest Clerks | 140508 |
| 22.0404 | Mortgage Clerks | 140507 |
| 25.0302 | File Clerks | 140301 |
| 25.0406 | Receptionists | 140402 |
| 25.0405 | Couriers | 140406 |
| 26.1101 | Housekeeping Personnel | 171001 |
| | Customer Service Representatives | |
| | Miscellaneous Officers (Manager) | |
| | New Accounts Clerks | |
| 22.0450 | Stock Brokers | 040600 |
| 25.0702 | Sales Assistant Secretary | 140702 |
| 25.0102 | Bookkeepers | 140102 |
| 25.0102 | Margin Bookkeeper | 140102 |
| 25.0103 | Cashiers | 140104 |
| 25.0406 | Receptionists | 140402 |
| | Wire Operator | |
| 25.0301 | Duplicating Clerk | 140304 |
| 25.0805 | Managers | 140801 |

| C.C. CODE | DESCRIPTIVE TITLE | USOE CODE |
|-----------|--|-----------|
| 22.0600 | Retail Grocers, Wholesalers | 040600 |
| 25.0305 | Managers | 140802 |
| 25.0807 | Branch Managers | 140807 |
| 22.0605 | Stock Managers | 040608 |
| 22.0602 | Meat Managers | 040606 |
| 22.0601 | Produce Managers | 040605 |
| 25.0805 | Office Managers | 140801 |
| 25.0702 | Secretaries | 140702 |
| 25.0104 | Office Machine Operators | 140103 |
| 25.0302 | File Clerks | 140301 |
| 22.0100 | Public Relations/Advertising Personnel | 040101 |
| 22.2001 | Purchasing Agents | 042207 |
| 25.0201 | Computer Operators | 140203 |
| 25.0203 | Programmers | 140202 |
| 25.0601 | Personnel Workers | 140601 |
| 26.0706 | Commercial Artists | 170701 |
| 26.1102 | General Building Maintenance | 171005 |
| 26.0302 | Mechanics | 170301 |
| 22.1901 | Truck Drivers | 041901 |
| 22.1904 | Warehouse Superintendents | 041915 |
| 22.1903 | Warehousmen | 041905 |
| 26.1026 | Forklift Operators | 171109 |
| 26.1703 | Grounds Superintendents | 173104 |
| 26.1101 | Housekeeping Personnel | 171001 |
| 26.2903 | Meatcutters | 172304 |
| 22.0606 | Meat Wrappers | 040610 |
| 25.0103 | Cashiers | 140104 |
| 25.0504 | Stock Clerks | 140307 |
| 22.0607 | Produce Wrappers | 040611 |
| 25.0102 | Bookkeepers | 140102 |
| 26.1015 | General Production | 170915 |
| 22.0608 | Packing Boys | 040612 |
| 22.1901 | Sales People | 042204 |
| 25.0503 | Shipping and Receiving Clerks | 140306 |
| 26.2905 | Bar Personnel | 172306 |
| | Route People | |
| 22.0700 | Food Services | 040700 |
| 25.0805 | Managers | 140802 |
| 25.0102 | Bookkeepers | 140102 |
| 25.0702 | Secretaries | 140702 |
| 25.0104 | Office Machine Operators | 140103 |
| 25.0103 | Cashiers | 140104 |
| 22.2001 | Purchasing Agents | 042207 |
| 22.1116 | Parking Attendants | 041116 |
| 26.2905 | Bartenders | 172306 |
| 26.2906 | Bus Boys | 172307 |
| 26.2902 | Cooks and Chefs | 090405 |
| 26.2909 | Dishwasher Operators | 172310 |
| 22.1121 | Food Checkers | 041121 |
| 26.2904 | Waiters and Waitresses | 172305 |
| 27.0202 | Security Personnel | 172205 |
| 26.1102 | General/Building Maintenance | 171005 |
| 26.1101 | Housekeeping Personnel | 171001 |
| 26.2902 | Food Preparation Personnel | |
| 26.2902 | Food and Equipment Handlers | |

| C.C. CODE | DESCRIPTIVE TITLE | USOE CODE |
|-----------|-------------------------------|-----------|
| 22.1100 | Hotels | 041100 |
| 22.1101 | Hotel Managers and Assistants | 041101 |
| 22.1104 | Convention Manager | 041104 |
| 22.1108 | Reservations Manager | 041108 |
| 22.1120 | Storeroom Managers | 041120 |
| 22.1105 | Banquet Manager | 041105 |
| 22.1117 | Dining Room Manager | 041117 |
| 26.1603 | Laundry Managers | 172507 |
| 26.2708 | Bar Managers | 172309 |
| 22.1115 | Entertainment Director | 041115 |
| 25.0102 | Bookkeepers | 140102 |
| 25.0702 | Secretaries | 140702 |
| 25.0104 | Office Machine Operators | 140103 |
| 22.1102 | Hotel Front Office Clerks | 041102 |
| 25.0307 | Accounts Payable Clerks | 140319 |
| 25.0308 | Accounts Receivable Clerks | 140320 |
| 25.0806 | Comptroller | 140106 |
| 25.0103 | Cashiers | 140104 |
| 25.0107 | Auditors | 140105 |
| 22.9901 | Telephone Operators | 140403 |
| 22.2001 | Purchasing Agents | 042207 |
| 22.1109 | Reservations Clerk | 041109 |
| 22.1901 | Sales Representatives | 042204 |
| 26.1001 | Carpenters | 170901 |
| 26.1007 | Plumbers | 170910 |
| 26.1005 | Painters | 170909 |
| 26.1002 | Electricians | 171307 |
| 26.0101 | Air Conditioning Mechanics | 170102 |
| 26.1102 | General Maintenance | 171105 |
| 21.0504 | Landscapers | 01 504 |
| 21.0508 | Yard Maintenance | 010508 |
| 26.1101 | Housekeeping Personnel | 171001 |
| 22.1111 | Housemen | 041111 |
| 22.1118 | House Steward | 041118 |
| 22.1122 | Steward Helpers | 041122 |
| 22.1113 | Porters | 041113 |
| 22.1110 | Maids | 041110 |
| 22.1103 | Bell Captains & Bellmen | 041103 |
| 22.1106 | Pool Attendants | 041106 |
| 22.1107 | Life Guards | 041107 |
| 22.1116 | Parking Attendants | 041116 |
| 26.1604 | Mangle Operators | 172508 |
| 26.1602 | Washer Operators | 172503 |
| 22.1119 | Banquet Steward | 041119 |
| 26.2906 | Bar Boys | 172307 |
| 26.2905 | Bar Tenders | 172306 |
| 26.2902 | Cooks and Chefs | 090405 |
| 26.2909 | Dishwasher Operator | 172310 |
| 22.1121 | Food Checkers | 041121 |
| 26.2904 | Waiters & Waitresses | 172305 |
| 27.2002 | Security Personnel | 172205 |
| 22.1114 | Doormen | 041114 |
| 22.1112 | Valets | 041112 |
| 25.0304 | Gas Attendants | 041601 |



| C.C. CODE | DESCRIPTIVE TITLE | USOC CODE |
|-----------|---|-----------|
| 22.1100 | Restaurants/Nightclubs | 041100 |
| 25.0805 | Managers | 140802 |
| 25.0102 | Bookkeepers | 140102 |
| 25.0702 | Secretaries | 140702 |
| 25.0104 | Office Machine Operators | 140103 |
| 25.0103 | Cashiers | 140104 |
| 22.2001 | Purchasing Agents | 042207 |
| 22.1116 | Parking Attendants | 041116 |
| 26.2905 | Bartenders | 172306 |
| 26.2906 | Bus Boys | 172307 |
| 26.2902 | Cooks and Chefs | 090405 |
| 26.2909 | Dishwasher Operators | 172310 |
| 22.1121 | Food Checkers | 041121 |
| 26.2904 | Waiters and Waitresses | 172305 |
| 27.0202 | Security Personnel | 172205 |
| 26.1102 | General/Building Maintenance | 171005 |
| 26.1101 | Housekeeping Personnel | 171001 |
| 26.2907 | Hostesses | 172308 |
| 22.1901 | Sales People | 042204 |
| | Entertainers | |
| 26.2902 | Grillmen | 172302 |
| | Closers | |
| 26.2910 | Counter help | |
| 26.2901 | Bakers | 172301 |
| 25.0504 | Stock Room Help | 140307 |
| 23.1300 | Insurance Companies/Property Management | 041300 |
| 25.0807 | Agency Managers | 140807 |
| 22.2002 | Sales Manager/Supervisors | 042203 |
| 25.0805 | Office Managers | 140801 |
| 25.0102 | Bookkeepers | 140102 |
| 25.0702 | Secretaries | 140702 |
| 25.0302 | File Clerks | 140301 |
| 25.0902 | Typists | 140303 |
| 25.0406 | Receptionists | 140402 |
| 22.2102 | Telephone Solicitors | 042205 |
| 22.1306 | Agency Trainers | 041309 |
| 22.1305 | Field Trainers | 041308 |
| 22.1303 | Underwriters | 041306 |
| 22.1307 | Group Specialists | 041310 |
| 22.1308 | Pension Specialists | 041311 |
| 22.1309 | Pension Actuaries | 041312 |
| 22.1301 | Claims Adjusters | 041304 |
| 22.1302 | Claims Examiners | 041305 |
| 22.1304 | Insurance Agents or Brokers | 041307 |
| 26.1101 | Housekeeping Personal | 171001 |
| 26.1102 | General Maintenance | 171005 |
| 25.0101 | Accountants/Comptrollers | 140101 |
| | Tour Guides | |
| 22.1901 | Sales People | 042204 |

| C.C. CODE | DESCRIPTIVE TITLE | USOE CODE |
|-----------|-------------------------------|-----------|
| 22.1600 | Petroleum Services | 041600 |
| 25.0805 | Managers | 140802 |
| 22.1901 | Truck Drivers | 041901 |
| 25.0702 | Secretaries | 140702 |
| 22.1901 | Sales People | 042204 |
| 25.0902 | Clerk Typists | 140303 |
| 26.1702 | Supervisors | 171303 |
| 26.0304 | Terminal Operators | 041601 |
| 22.1903 | Station Attendants | 041905 |
| 25.0803 | Warehousemen | 140804 |
| 26.0302 | Office Assistant | 170301 |
| 25.0102 | Mechanics | 140102 |
| 25.0101 | Bookkeeper | 140101 |
| 25.0203 | Accountants | 140202 |
| 25.0601 | Programmer | 140601 |
| 22.9901 | Training Coordinators | 140403 |
| 27.0103 | Switchboard | 172201 |
| 26.2203 | Firemen | 171806 |
| 26.2306 | Tankermen | 171909 |
| 27.0875 | Welders | 173275 |
| 26.1014 | Painters | 170914 |
| | Laborers | |
| | Service Technician | |
| | Shift Leaders | |
| 22.1700 | Real Estate/Land Development | 041700 |
| 25.0805 | Managers | 140801 |
| 25.0702 | Secretaries | 140702 |
| 25.0102 | Bookkeepers | 140102 |
| 25.0406 | Receptionists | 140402 |
| 25.0101 | Accountants | 140101 |
| 26.0404 | Attorneys | 170508 |
| 26.1102 | Pilots | 171005 |
| 25.0405 | Maintenance | 140406 |
| 25.0201 | Messengers | 140203 |
| 25.0107 | Computer Operators | 140105 |
| | Internal Auditors | |
| | Land Planners | |
| 22.1901 | Sales Personnel | 042204 |
| | Travel Personnel | |
| 25.0601 | Personnel Workers | 140601 |
| | Accounts Clerks | |
| | Assistant Chief Land Surveyor | |
| 26.2500 | Engineers | 160100 |
| | Engineering Technology | |
| 26.1300 | Draftsmen | 160116 |
| 27.1133 | Survey Party Chief | 173333 |
| 26.1013 | Survey Instrumentmen | 170916 |
| 25.0104 | Office Machine Operators | 140103 |
| | Project Representatives | |

| C.C. CODE | DESCRIPTIVE TITLE | USOE CODE |
|-----------|-------------------------------------|-----------|
| 22.1800 | Race Tracks/Amusements | 041800 |
| 25.0805 | General Superintendent | 140802 |
| 26.1703 | Landscape Superintendent | 173104 |
| | Barn Area Supervisor | |
| 21.0506 | Turf Course Supervisor | 010506 |
| | Building Maintenance Superintendent | |
| | Track Superintendent | |
| | Cleaning Superintendent | |
| 21.0309 | Equipment Operators | 010399 |
| 26.1101 | Cleaning Personnel | 171001 |
| 26.0302 | Mechanics (Auto) | 170301 |
| 26.1001 | Carpenter | 170901 |
| 26.1007 | Plumber | 170910 |
| 26.1002 | Electrician | 171301 |
| 26.1102 | Maintenance Personnel | 171005 |
| 26.1014 | Landscape Laborers | 170914 |
| | Barn Area Laborers | |
| 22.1900 | Trucking/Moving/Delivery Services | 041900 |
| 25.0805 | Managers | 140802 |
| 22.1907 | Storage Managers | 041910 |
| 25.0808 | Operations Supervisors | 140808 |
| 25.0102 | Bookkeepers | 140102 |
| 25.0702 | Secretaries | 140702 |
| 25.0302 | File Clerks | 140301 |
| 25.0904 | Teletype Operators | 040311 |
| 25.0201 | Computer Operators | 140203 |
| 22.1904 | I.C.C. Compliance Officers | 041907 |
| 22.1909 | Dispatchers | 041912 |
| 25.0507 | Inventory Control Clerks | 140317 |
| 22.1906 | Moving Consultants | 041909 |
| 22.1901 | Truck Drivers | 041901 |
| 22.1301 | Claims Adjusters | 041304 |
| 27.0202 | Security | 172205 |
| 25.0503 | Shipping and Receiving Clerks | 140306 |
| 22.2102 | Telephone Solicitors | 042205 |
| 22.1903 | Warehousemen | 041905 |
| 25.0405 | Couriers | 140406 |
| 26.1014 | Truck Driver Helpers | 170914 |
| 26.0302 | Mechanics | 170301 |

| C.C. CODE | DESCRIPTIVE TITLE | USOE CODE |
|-----------|--|-----------|
| 22.2000 | Department Stores, Retail Businesses | 042201 |
| 22.2002 | Retail Business Managers | 042203 |
| 25.0601 | Personnel Managers | 140601 |
| 22.2004 | Department Managers | 042208 |
| 22.0417 | Credit Officials | 140518 |
| 22.0407 | Credit Clerks | 140501 |
| 25.0805 | Office Managers | 140801 |
| 25.0102 | Box keepers | 140102 |
| 25.0702 | Secretaries | 140702 |
| 25.0104 | Office Machine Operators | 140103 |
| 25.0201 | Computer Operators | 140203 |
| 25.0203 | Programmers | 140202 |
| 22.2005 | Buyers | 042209 |
| 26.0704 | Advertising Artists | 170705 |
| 26.0702 | Window Display | 170703 |
| 22.0100 | Public Relations/Advertising Personnel | 040101 |
| 22.2003 | Retail Sales Clerk | 042206 |
| 25.0103 | Cashiers | 140104 |
| 25.0503 | Shipping and Receiving Clerks | 140306 |
| 25.0504 | Stock Clerks | 140307 |
| 25.0703 | Stenographers | 140703 |
| 27.0202 | Security Personnel | 172205 |
| 22.1901 | Truck Drivers | 041901 |
| 26.3305 | Alterations Personnel | 177806 |
| 26.3500 | Installers/Upholsterers | 172700 |
| 26.0701 | Decorators | 170702 |
| 26.0302 | Warehousemen | 170301 |
| | Furniture Finisher | |
| 26.2102 | Jewelry/Watch Repairman | 171703 |
| 26.0302 | Mechanics | 170301 |
| 26.2909 | Cooks | 090405 |
| 26.2909 | Dishwashers | 172310 |
| 26.2910 | Cafeteria Workers | |
| 26.0304 | Gas Attendants | 041601 |
| 25.0601 | Personnel Workers | 1406 1 |
| 26.0201 | Appliance Service Technicians | 170203 |
| | Auto Laborers | |
| | Catalogue/Customer Service | |
| 26.1102 | General Building Maintenance | 171005 |

| C.C. CODE | DESCRIPTIVE TITLE | USOE CODE |
|-----------|---|-----------|
| 23.0000 | Medical/Hospital | 070000 |
| 23.9910 | Hospital Administrators | 070810 |
| 25.0805 | Office Managers | 140801 |
| 25.0102 | Bookkeepers | 140102 |
| 25.0201 | Computer Operators | 140203 |
| 25.0203 | Programmers | 140202 |
| 25.0702 | Secretaries | 140702 |
| 25.0104 | Office Machine Operators | 140103 |
| 25.0406 | Receptionists | 140402 |
| 25.0902 | Typists | 140303 |
| 25.0302 | File Clerks | 140301 |
| 25.0103 | Cashiers | 140104 |
| 22.1312 | Insurance Clerks | 041313 |
| 22.9901 | Telephone Operators | 140403 |
| 23.9905 | Medical Records Clerks | 070705 |
| 23.9906 | Medical Records Technicians | 070704 |
| 25.9904 | Ward Clerk-Admitting Personnel | 070309 |
| 25.0601 | Personnel Workers | 140601 |
| 22.0100 | Public Relations/Advertising Personnel | 040101 |
| 22.2001 | Purchasing Agents | 042207 |
| 23.0908 | Dieticians | 090403 |
| 26.2902 | Cooks and Chefs | 090405 |
| 26.1103 | Executive Housekeepers | 090601 |
| 23.9903 | Housekeeping Personnel | 070819 |
| 23.0703 | Sanitarians | 070812 |
| 27.0202 | Security Personnel | 172205 |
| 23.9916 | Bio-medical Technicians | 070818 |
| 23.9914 | Cardio-Pulmonary Technologists | 070815 |
| 23.0901 | EKG Technicians | 070210 |
| 23.0902 | EKG Technicians | 070209 |
| 23.0907 | Emergency Medical Technicians | 070801 |
| 23.9915 | Epidemiologists | 070816 |
| 23.0302 | Licensed Practical Nurses | 070302 |
| 23.0904 | Medical Assistants | 070805 |
| 23.0203 | Medical Lab Assistants | 160303 |
| 23.0200 | Medical Lab Technicians | 070203 |
| 23.0503 | Nuclear Medicine Technologists | 070208 |
| 23.0311 | Nurse Clinicians | 070311 |
| 23.0303 | Nurses Aides, Orderlies, Attendants | 070303 |
| 23.0310 | Nursing Administrators | 070310 |
| 23.0312 | Nursing In-Service Educators | 070312 |
| 23.0401 | Occupational Therapists | 070401 |
| 23.0401 | Occupational Therapists Assistants | 070402 |
| 23.0305 | Operating Room Technicians | 070304 |
| 23.0601 | Ophthalmic Dispensing Technicians (Opticians) | 070601 |
| 23.0603 | Optometric Assistants | 070602 |
| 23.9912 | Paramedics | 070813 |
| 23.9911 | Pharmacists | 070811 |
| 23.0402 | Physical Therapists | 070403 |
| 23.0402 | Physical Therapists Assistants | 070403 |
| 23.9908 | Physicians | 070808 |
| 23.9907 | Pulmonary Function Technicians | 070817 |
| 23.0502 | Radiologic Therapists | 070207 |

| C.C. CODE | DESCRIPTIVE TITLE | USOE CODE |
|-----------|------------------------------|-----------|
| 23.0000 | Medical/Hospital | 070000 |
| 23.0301 | Registered Nurses | 070301 |
| 23.9909 | Speech Pathologists | 070809 |
| 23.9913 | Ultra Sound Technologists | 070814 |
| 25.2909 | Dishwashers/Food Service | 1 2310 |
| 23.0200 | Lab Technologists | 070203 |
| | Dietary Utility Aides | |
| 23.0307 | Homenakers/home Health Aides | 070307 |
| 26.1102 | Building Maintenance | 171005 |
| 23.0909 | Mortuary Services | 160519 |
| | General Personnel | |
| | Intern Embalmers | |
| | Intern Funeral Directors | |
| | Funeral Directors | |
| | Lead Directors | |
| 25.0702 | Secretaries | 140702 |
| 24.0205 | Maid/Cleaning Services | 090699 |
| 22.1110 | Maids | 041110 |
| 25.0702 | Secretaries | 140702 |
| 25.0803 | Drivers-Managers | 140804 |
| 25.0807 | General Managers | 140807 |
| 22.1901 | Sales People | 042204 |

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DESCRIPTIVE TITLE

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| | | |
|---------|--|--------|
| 25.0100 | Accounting/Computer/Communications/Companies | 140100 |
| 25.0805 | Office Managers | 140802 |
| 25.0101 | Accountants | 140101 |
| 25.0102 | Bookkeepers | 140102 |
| 25.0106 | Tax Preparers | 140107 |
| 25.0204 | Systems Analysts | 140201 |
| 25.0203 | Programmers | 140202 |
| 25.0208 | Junior Programmers | 140209 |
| 25.0207 | Program Trainees | 140208 |
| 25.0206 | Tape Librarians | 140207 |
| 25.0502 | Control Clerks | 140315 |
| 25.0201 | Computer Operators | 140203 |
| 25.0104 | Office Machine Operators | 140103 |
| 25.0702 | Secretaries | 140702 |
| 25.0905 | Statistical Clerks | 140314 |
| 25.0406 | Receptionists | 140402 |
| 22.9901 | Telephone Operators | 140403 |
| 25.0902 | Typists | 140303 |
| 25.0302 | File Clerks | 140301 |
| 25.0403 | Postal Clerks | 140405 |
| 25.0601 | Personnel Workers | 140601 |
| 22.1901 | Salespeople | 042204 |
| 26.1101 | Housekeeping Personnel | 171001 |
| 27.0202 | Security Personnel | 172205 |
| 25.0803 | Statistical Supervisor | 140804 |
| 25.0102 | General Bookkeeping Clerks | 140102 |
| | Repairman | |
| | Service Representatives | |
| | Bill Adjusters | |
| 26.1504 | Computer Technician | 171402 |
| 26.2500 | Engineers | 160100 |
| 25.0201 | Console Operators | 140203 |
| | Inserting Machine Operators | |
| | CRT Operators | |
| 25.0101 | Junior Accountants | 140101 |
| | Key Tape Operators | |
| 22.0417 | Credit Analysts | 140518 |
| 22.0407 | Collectors | 140501 |
| | Encoding Machine Operators | |
| 25.0600 | Employment Services | 140600 |
| 25.0805 | Managers | 140802 |
| 25.0803 | Supervisors | 140804 |
| 25.0406 | Receptionists | 140402 |
| 22.1901 | Sales Representatives | 042204 |
| 25.0102 | Bookkeepers | 140102 |
| 25.0703 | Stenographers | 140703 |
| 25.0306 | Key Punch Operators | 140313 |
| 25.0902 | Typists | 140303 |
| 25.0901 | General Office Clerks | 140301 |

| C.C. CODE | DESCRIPTIVE TITLE | USOE CODE |
|-----------|--|-----------|
| 25.0707 | Law Firms | 160516 |
| 25.0805 | Management | 140802 |
| 25.0708 | Attorneys | 160522 |
| 27.0863 | Legal Secretaries | 173263 |
| 25.0907 | Word Processing Typists | 140321 |
| 25.0102 | Accounting Clerks | 140102 |
| 25.0102 | Bookkeepers | 140102 |
| 25.0302 | Records Clerks (File) | 140301 |
| 27.0403 | Librarians | 090264 |
| 22.9901 | Telephone Operators | 140403 |
| 25.0405 | Couriers | 140406 |
| 25.0709 | Para-legals | 160523 |
| 25.0406 | Receptionists | 140402 |
| 25.0403 | Mail Clerks | 140405 |
| 26.0101 | Electrical/Air Conditioning Repairs | 170102 |
| 25.0805 | Management | 140802 |
| 26.1002 | Electrical Construction Servicemen | 171301 |
| 26.0101 | Air Conditioning In-Shop Installers | |
| 25.0901 | Clerical Personnel | 140301 |
| 26.0400 | Airlines | 170504 |
| 25.0805 | Managers | 140802 |
| 25.0102 | Bookkeepers | 140102 |
| 25.0702 | Secretaries | 140702 |
| 25.0302 | File Clerks | 140301 |
| 25.0104 | Office Machine Operators | 140103 |
| 22.0100 | Public Relations/Advertising Personnel | 040101 |
| 25.0601 | Personnel Workers | 140601 |
| 22.1802 | Reservationists | 041913 |
| 22.9901 | Telephone Operators | 140403 |
| 25.0201 | Computer Operators | 140203 |
| 25.0203 | Programmers | 140202 |
| 25.0904 | Teletypists | 140311 |
| 26.0408 | Airline Dispatchers | 170506 |
| 26.0411 | Traffic Agents and Clerks | 70510 |
| 26.0412 | Baggage Handlers | 170511 |
| 26.0415 | Freight Agents | 170514 |
| 26.0404 | Pilots | 170508 |
| 26.0410 | Co-Pilots | 170509 |
| 22.1803 | Flight Attendants | 041914 |
| 26.0406 | Flight Engineers | 160101 |
| 26.0407 | Aircraft Mechanics | 170503 |
| 26.0409 | Ground Radio Operators | 170507 |
| 26.0413 | Refuelers | 170512 |
| 26.0414 | Ramp Agents | 170513 |
| 27.0202 | Security Personnel | 172205 |
| 26.1101 | Housekeeping Personnel | 171001 |
| 22.1901 | Sales | 042204 |
| 25.0101 | Accountants | 140101 |
| 25.0507 | Parts Clerks/Inventory Control | 140317 |

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| C.C. CODE | DESCRIPTIVE TITLE | USOE CODE |
|-----------|--|-----------|
| 26.1000 | Construction Occupations | 170900 |
| 26.1704 | Project Managers | 173105 |
| 26.1705 | Field Superintendents | 173106 |
| 26.1702 | Foremen | 173103 |
| 26.1706 | Coordinators | 173107 |
| 26.1300 | Draftsmen | 160116 |
| 26.1021 | Brick Layers | 170905 |
| 26.1001 | Carpenters | 170901 |
| 26.1004 | Cement and Stone Masons | 170902 |
| 26.1010 | Roofers | 170912 |
| 26.1022 | Asbestos and Insulation Workers | 170918 |
| 26.1008 | Dry Wall Installers | 170904 |
| 26.1006 | Plasterers | 170903 |
| 26.1007 | Plumbers/Pipefitters/Welders | 170910 |
| 26.1002 | Electricians | 171301 |
| 26.1005 | Painters/Paper Hangers | 170909 |
| 26.1018 | Floor Covering Installers | 170913 |
| 26.1019 | Terrazzo Workers | 170907 |
| 26.1020 | Tile Setters | 170908 |
| 26.1009 | Glaziers | 170911 |
| 26.2305 | Sheet Metal Workers | 171907 |
| 26.2310 | Structural-Ornamental Ironworkers (Rigger) | 171913 |
| 26.1014 | Construction Laborers | 170914 |
| 25.0102 | Bookkeepers | 140102 |
| 25.0702 | Secretaries | 140702 |
| 27.0202 | Security | 172205 |
| 26.1003 | Construction Machinery Operators | 171103 |
| 22.1901 | Drivers | 041901 |
| 22.1901 | Sales Personnel | 042204 |
| 26.1102 | General Maintenance | 171005 |
| 26.1010 | Shingle Layers | 170912 |
| 22.0401 | Pre-Cast Installers | 140505 |
| 26.0408 | Payroll Clerks | 170506 |
| 22.1903 | Dispatchers | 041905 |
| | Warehousemen | |
| | Real Estate Sales | |
| 25.0805 | Executive Management | 140802 |
| 25.0101 | Accountants | 140101 |
| 26.0302 | Mechanics | 170301 |
| 26.2500 | Engineers | 160100 |

| C.C. CODE | DESCRIPTIVE TITLE | USOE CODE |
|-----------|-------------------------------------|-----------|
| 26.1011 | Architectural Occupations | 160103 |
| 26.1300 | Architectural Drafters | 171201 |
| 26.0500 | Blue Print Readers | 170915 |
| 26.1708 | Construction Managers | 173109 |
| 26.1023 | Construction Specifications Writers | 170920 |
| 26.1707 | Construction Superintendents | 173108 |
| 26.1024 | Interior Designers | 170921 |
| 26.1301 | Structural Steel Detail Drafters | 160132 |
| 26.1302 | Truss Designers | 160133 |
| 26.1704 | Project Managers | 173105 |
| 25.0805 | Office Managers | 140802 |
| 25.0102 | Bookkeepers | 140102 |
| 25.0202 | Secretaries | 140702 |
| 26.9902 | Technical Writers | 160599 |
| 26.1303 | Mechanical Designers | 160134 |
| 26.1304 | Printed Circuit Board Designers | 160135 |
| 26.2500 | Manufacturing Engineers | 160100 |
| 26.2307 | Tool Makers | 171905 |
| 26.1305 | Machine Designers | 160136 |
| | Configuration Analysts | |
| | Packaging Engineers | |
| 26.1300 | Civil Draftsman | 160116 |
| 26.1907 | Technical Illustrators | 170809 |
| 26.1306 | Tetra - Chemical Piping Designers | 160137 |
| | Equipment Operators | |
| | Loss Control Coordinator | |
| 26.1106 | Pool Maintenance | 171006 |
| 25.0702 | Secretaries/Receptionists | 140702 |
| 26.1702 | Supervisors | 171303 |
| 26.1107 | Repairmen, Pool | 171009 |
| 26.1108 | Service Technicians, Pool | 171008 |
| 26.1600 | Laundries, Dry Cleaning | 172500 |
| 25.0805 | Plant Managers | 140802 |
| 25.0805 | Managers | 140802 |
| 25.0102 | Bookkeepers | 140102 |
| 25.0702 | Secretaries | 140702 |
| 25.0103 | Cashiers/Counter Sales | 140104 |
| 25.0201 | Computer Operators | 140203 |
| 22.1901 | Local Truck Drivers (Delivery) | 171104 |
| 26.3304 | Color Specialists | 173505 |
| 26.3303 | Dyers | 172504 |
| 26.3305 | Seamstresses | 177806 |
| 23.0703 | Soil Room Operators | 070812 |
| 26.1604 | Flatwork Personnel | 172508 |
| 26.1602 | Laundry Production Personnel | 172503 |
| 26.1604 | Linen Products Personnel | 172508 |
| | Pressers | |
| | Spotters | |
| 1101 | Housekeeping Personnel | 171001 |
| 2500 | Engineers | 160100 |

| C.C. CODE | DESCRIPTIVE TITLE | USOE CODE |
|-----------|--|-----------|
| 26.1900 | Printers/Newspapers/Photographers | 170800 |
| | Editors | |
| 25.0805 | Managers | 140801 |
| 25.0102 | Bookkeepers | 140102 |
| 25.0302 | File Clerks | 140301 |
| 25.0406 | Receptionists | 140402 |
| 25.0702 | Secretaries | 140702 |
| 25.0905 | Statistical Clerks | 140314 |
| 25.0104 | Office Machine Operators | 140103 |
| 25.0902 | Typists | 140303 |
| 25.0203 | Programmers | 140202 |
| 25.0201 | Computer Operators | 140203 |
| 22.9901 | Telephone Operators | 140403 |
| 22.0100 | Public Relations/Advertising Personnel | 040101 |
| 25.0601 | Personnel Workers | 140601 |
| 22.2001 | Purchasing Agents | 042207 |
| 26.0707 | Air Brush Artists | 170707 |
| 26.0706 | Commercial Artists | 170701 |
| 26.0708 | Mechanical Artists | 170708 |
| 26.1911 | Graphic Illustrators | 170814 |
| 26.1912 | Graphic Technicians | 170815 |
| 26.1901 | Composing Room Personnel | 170802 |
| 26.1903 | Lithographic Occupations | 170804 |
| 26.9902 | Technical Writers | 160599 |
| 26.1902 | Printing Pressmen and Assistants | 170803 |
| 26.1908 | Photographers | 170808 |
| 26.1915 | Lab Technicians | 170818 |
| 26.1904 | Photo Engravers | 170805 |
| 26.1914 | Offset Technicians | 170817 |
| 25.0301 | Duplicating Equipment Operators | 140304 |
| 25.0906 | Electrotypers and Stereotypers | 140318 |
| 26.1906 | Book Binders | 170807 |
| 26.1909 | Bindery Specialists/Technicians | 170812 |
| 26.1916 | Newspaper Reporters | 170819 |
| 26.1913 | Press Workers | 170816 |
| 26.1702 | Working Foremen | 173103 |
| 26.1101 | Housekeeping Personnel | 171001 |
| 22.1901 | Sales People | 042204 |
| | Editorial Production Workers | |
| 26.1014 | Laborers/Paper Handlers | 170914 |
| 26.1016 | Inspectors | 173110 |
| | Circulation Personnel | |
| 22.1901 | Drivers | 041901 |
| 26.1102 | General Building Maintenance | 171005 |

| C.C. CODE | DESCRIPTIVE TITLE | USOE CODE |
|-----------|--------------------------|-----------|
| 26.2202 | Ship Builders | 171805 |
| 25.0805 | Managers | 140802 |
| 25.0101 | Accountants | 140101 |
| 25.0101 | Bookkeepers | 140102 |
| 25.0702 | Secretaries | 140702 |
| 25.0104 | Office Machine Operators | 140103 |
| 26.1001 | Carpenters | 170901 |
| 26.1002 | Electricians | 171301 |
| 26.1017 | Fiberglass Laminators | 170917 |
| 26.1702 | Foremen | 173102 |
| 26.1016 | Inspectors | 170916 |
| 26.1005 | Painters | 170909 |
| 26.1007 | Plumbers | 170910 |
| 26.1015 | Semi-skilled Assemblers | 170915 |
| 26.1015 | Skilled Assemblers | 170915 |
| 26.2306 | Welders | 171909 |
| 26.0802 | Marine Mechanics | 171803 |

| C.C. CODE | DESCRIPTIVE TITLE | USOE CODE |
|-----------|--|-----------|
| 26.2300 | Manufacturing/Machine Shops | 171900 |
| 25.0805 | Managers | 140802 |
| 25.0101 | Accountants | 140101 |
| 25.0102 | Bookkeepers | 140102 |
| 25.0702 | Secretaries | 140702 |
| 25.0406 | Receptionists | 140402 |
| 25.0905 | Statistical Clerks | 140314 |
| 25.0302 | File Clerks | 140301 |
| 25.0902 | Typists | 140303 |
| 25.0104 | Office Machine Operators | 140103 |
| 22.9901 | Telephone Operators | 140403 |
| 25.0201 | Computer Operators | 140203 |
| 25.0203 | Programmers | 140202 |
| 22.3101 | Manufacturers Salesworkers | 042211 |
| 22.0100 | Public Relations/Advertising Personnel | 040101 |
| 22.1201 | Marketing Research Workers | 041203 |
| 22.2001 | Purchasing Agents | 042207 |
| 26.1101 | Housekeeping Personnel | 171001 |
| 26.1102 | General Building Maintenance | 171005 |
| 27.0202 | Security Personnel | 172205 |
| 26.1702 | Foremen/Supervisors | 171303 |
| 26.2500 | Engineers | 160100 |
| 26.1300 | Draftsmen | 160116 |
| 26.1915 | Lab Technicians | 170818 |
| 26.1002 | Electricians | 171301 |
| 26.2408 | Electroplaters | 171917 |
| 26.2307 | Tool and Die Makers | 171905 |
| 26.2309 | Pattern Makers | 171901 |
| 26.2404 | Set-Up Men | 171916 |
| 23.2302 | All Around Machinists | 171904 |
| 26.2303 | Machine Tool Operators | 171903 |
| 26.1015 | Assemblers/Production Workers | 170915 |
| 26.2409 | Press Operators | 171921 |
| 26.2402 | Coremakers | 171914 |
| 26.2406 | Millwrights | 171918 |
| 26.2401 | Molders | 171913 |
| 26.2411 | Grinders | 171923 |
| 26.2410 | Trimmers/Finishers | 171922 |
| 26.2306 | Welders and Flame Cutters | 171909 |
| 26.1016 | Inspectors | 173110 |
| | Industrial Machine Operators | |
| 25.0507 | Control Clerks | 140317 |
| 25.0504 | Stock Clerks | 140307 |
| 25.0503 | Shipping and Receiving Clerks | 140306 |
| 26.1025 | Power Truck Operators | 171108 |
| | Installers | |
| 22.1901 | Truck Drivers | 041901 |
| | Painters, Grinders, Sanders, Fillers | |
| | Production/Material Control | |
| 26.1014 | Laborers | 170914 |

| C.C. CODE | DESCRIPTIVE TITLE | USOF CODE |
|-----------|--|-----------|
| 26.2300 | Manufacturing/Machine Shops | 171900 |
| 26.1200 | Diesel Mechanics Photo-Printers N.C. Drill Operators Profile Operators Steel Erectors | 171101 |
| 26.0302 | Mechanics Contracts Administrators Art Work Preparers Real Time Programmers Upholstery Workers Licensed Crewmen | 170301 |
| 26.1007 | Pipefitters | 170910 |
| 26.3201 | Energy Sources/Utilities | 171503 |
| 25.0805 | Managers | 140801 |
| 25.0901 | Clerks | 140301 |
| 26.1702 | Foreman | 171303 |
| 22.1901 | Sales People Delivery Men Installers Servicemen | 142204 |
| 26.2306 | Welders | 171909 |
| 26.1014 | Laborers | 170914 |
| 26.0302 | Mechanics - Truck | 170301 |
| 26.9907 | Radio Stations | 160600 |
| 25.0805 | Station Managers | 140802 |
| 25.0805 | Office Managers | 140801 |
| 25.0102 | Bookkeepers | 140102 |
| 25.0702 | Secretaries | 140702 |
| 25.0406 | Receptionists/Clerical | 140402 |
| 22.9901 | Telephone Operators | 14103 |
| 25.0601 | Personnel Workers | 140601 |
| 22.0100 | Public Relations/Advertising Personnel | 040101 |
| 25.0201 | Computer Operators | 140203 |
| 26.9902 | Technical Writers | 160599 |
| 22.9910 | Interpreters | 160603 |
| 22.9908 | Broadcast Technicians | 160601 |
| 22.9911 | Radio Announcers | 160604 |
| 22.9909 | Radio Service Technicians | 160602 |

| C.C. CODE | DESCRIPTIVE TITLE | USOE CODE |
|-----------|--------------------------|-----------|
| 27.0202 | Security | 172205 |
| 25.0805 | Office Managers | 140802 |
| 25.0102 | Bookkeepers | 140102 |
| 25.0201 | Computer Operators | 140203 |
| 25.0104 | Office Machine Operators | 140103 |
| 25.0702 | Secretaries | 140702 |
| 27.0202 | Security Officers | 172205 |
| 27.0202 | Watchmen | 172205 |
| 27.0202 | Patrolmen | 172205 |
| 26.1702 | Investigators/Inspectors | 171303 |
| 27.0202 | Supervisors | 172205 |
| 27.0202 | Stadium Personnel | 172205 |

| C.C. CODE | DESCRIPTIVE TITLE | USOE CODE |
|-----------|--|-----------|
| 27.0300 | Schools/Universities | 090207 |
| 27.0301 | Accounting Administrative Specialist | 090211 |
| 25.0102 | Accounting Clerk | 140102 |
| 27.0302 | Acquisitions Coordinator | 090212 |
| 27.0303 | Administrative Specialist | 090213 |
| 27.0304 | Admissions and Registration Clerk | 090214 |
| 27.0305 | Admissions and Registration Coordinator | 090215 |
| 22.2006 | Assistant Buyer | 047710 |
| 25.0702 | Assistant Executive Secretary | 140702 |
| 27.0306 | Assistant Supervisor, Custodial Services | 090216 |
| 27.0307 | Audio-Visual Coordinator | 090217 |
| 27.0308 | Audio-Visual Engineer | 090218 |
| 27.0309 | Audio-Visual Technician | 090219 |
| 27.0310 | Bookstore Clerk | 090220 |
| 27.0311 | Bookstore Customer Service Clerk | 090221 |
| 27.0312 | Bookstore Manager | 090222 |
| 27.0313 | Bursar Office Manager | 090223 |
| 27.0314 | Business Clerk | 090224 |
| 22.2005 | Buyer | 042209 |
| 25.0103 | Cashier | 140104 |
| 27.0315 | Class and Space Scheduling Specialist | 090225 |
| 27.0316 | Clerk, Senior | 090226 |
| 25.0902 | Clerk, Typist | 140303 |
| 25.0201 | Computer Operator | 140203 |
| 26.1101 | Custodian | 171001 |
| 27.0317 | Data Control Clerk | 090227 |
| 25.0104 | Duplicating Equipment Operator | 140103 |
| 26.1504 | Electronic Technician | 171402 |
| 27.0318 | Equipment Manager | 090228 |
| 27.0319 | Equipment Operator/Mechanic | 090229 |
| 25.0302 | File Clerk | 140301 |
| 27.0320 | Financial Aid Specialist | 090230 |
| 21.0508 | Gardener | 010508 |
| 27.0321 | Graphics Illustrator | 090231 |
| 27.0322 | Graphics Technician | 090232 |
| 21.0508 | Groundskeeper | 010508 |
| 27.0323 | Instructors | 090233 |
| 25.0306 | Key punch Operator | 140313 |
| 27.0324 | Key punch/Registration Clerk | 090234 |
| 27.0325 | Laboratory Supervisor | 090235 |
| 27.0326 | Language Laboratory Clerk | 090236 |
| 27.0401 | Library Administrative Specialist | 090262 |
| 27.0402 | Library Clerk | 090263 |
| 25.0405 | Mail Carrier | 140406 |
| 25.0403 | Mail Clerk | 140405 |
| 27.0327 | Mail Service Coordinator | 090237 |
| 27.0328 | Material Services Supervisor | 090238 |
| 26.0302 | Mechanic | 170301 |
| 27.0329 | Media Specialist | 090239 |
| 27.0330 | Minority Recruiter | 090240 |
| 27.0331 | Office Machine Repair Worker | 090241 |
| 27.0332 | PBX Information Specialist | 090242 |
| 25.0601 | Personnel Specialist | 140601 |

C.C. CODE

DESCRIPTIVE TITLE

USOE CODE

| | | |
|---------|----------------------------------|--------|
| 27.0300 | Schools/Universities | 090207 |
| 27.0333 | Placement Specialist | 090243 |
| 27.0334 | Posting Clerk | 090244 |
| 27.0355 | Press Worker | 090245 |
| 25.0203 | Programmer | 140202 |
| 27.0336 | Property Clerk Specialist | 090246 |
| 25.0406 | Receptionist | 140402 |
| 27.0337 | Records Specialist | 090247 |
| 27.0338 | Science Technician | 090248 |
| 25.0702 | Secretary | 140702 |
| 27.0339 | Security Chief | 090249 |
| 27.0202 | Security Guard | 172205 |
| 27.0340 | Student Advisor | 090250 |
| 27.0341 | Student Activities Specialist | 090251 |
| 27.0342 | Student Affairs Clerk | 090252 |
| 27.0343 | Supervisor, Building Maintenance | 090253 |
| 27.0344 | Supervisor, Custodial Services | 090254 |
| 27.0345 | Supervisor, Grounds Maintenance | 090255 |
| 27.0346 | Textbook Buyer | 090256 |
| 27.0341 | Timekeeper Clerk | 090257 |
| 27.0348 | Transcript Clerk | 090258 |
| 27.0349 | Television Engineer | 090259 |
| 27.0350 | Vehicle Maintenance Supervisor | 090260 |
| 27.0351 | Veteran and Administrative Clerk | 090261 |
| 22.1903 | Warehouse Worker | 041905 |

| C.C. CODE | DESCRIPTIVE TITLE | USOL CODL |
|-----------|---|-----------|
| 27.0800 | City Government | 173200 |
| 25.0101 | Accountant I | 140101 |
| 25.0102 | Bookkeeper | 140102 |
| 25.0801 | Administrative Assistant I | 140303 |
| 27.0801 | Administrative Services Coordinator | 173201 |
| 26.0101 | Air Conditioning Maintencenceman | 170102 |
| 27.0802 | Airport Maintenance Foreman | 173202 |
| 27.0803 | Airport Manager | 173203 |
| 27.0804 | Airport Operations Supervisor | 173204 |
| 27.0805 | Airport Police Officer | 173205 |
| 27.0806 | Airport Police Supervisor | 173206 |
| 27.0807 | Aquatic Leader | 173207 |
| 27.0808 | Architect | 173208 |
| 27.0809 | Associate Planner | 173209 |
| 27.0810 | Athletic Supervisor | 173210 |
| 27.0811 | Auditorium Clerk | 173211 |
| 27.0812 | Auditorium Manager | 173212 |
| 25.0205 | Auto. Data Processing Operations Supervisor | 140206 |
| 26.0302 | Automotive Mechanic I | 170301 |
| 26.0305 | Automotive Paint and Body Man I | 170402 |
| 27.0813 | Battalion Chief | 173213 |
| 27.0814 | Beach Patrol Captain | 173214 |
| 27.0815 | Bridgentender | 173215 |
| 27.0816 | Building Inspector I | 173216 |
| 27.0817 | Building Maintenance Foreman | 173217 |
| 22.2005 | Buyer | 042209 |
| 26.1001 | Carpenter (Maintenance) | 170901 |
| 27.0818 | Cemetary Manager | 173218 |
| 27.0819 | Central Services Administrator | 173219 |
| 27.0820 | Chief Code Compliance Inspector | 173220 |
| 27.0821 | Chief Product Control Inspector | 173221 |
| 27.0822 | City Clerk | 173222 |
| 27.0823 | City Engineer | 173223 |
| 27.0824 | City Planner | 173224 |
| 27.0825 | City Treasurer and Collector | 173-25 |
| 27.0826 | Civil Engineer I | 173226 |
| 25.0303 | Clerk I | 140302 |
| 25.0703 | Stenographer I | 140703 |
| 25.0902 | Clerk Typist I | 140301 |
| 27.0827 | Communications Service Officer | 173227 |
| 27.0828 | Communications Technician | 173228 |
| 27.0829 | Community Affairs Representative I | 173229 |
| 25.0201 | Computer Operator I | 140203 |
| 27.0830 | Custodial Foreman | 173230 |
| 27.0831 | Customer Serviceman I | 173231 |
| 27.0832 | Data Control Clerk | 173232 |
| 26.1200 | Diesel Technician | 171101 |
| 27.0833 | Director of Building and Zoning | 173233 |
| 27.0834 | Director of Community Affairs and Housing | 173234 |
| 27.0835 | Director of Dept. of Solid Waste Management | 173235 |
| 27.0836 | Director of Finance | 173236 |
| 27.0837 | Docks and Waterways Foreman | 173237 |
| 27.0838 | Documentation Clerk | 173-38 |

| C.C. CODE | DESCRIPTIVE TITLE | USOE CODE |
|-----------|-------------------------------------|-----------|
| 27.0800 | City Government | 173200 |
| 27.0839 | Driver-Engineer | 173239 |
| 25.0301 | Duplicating Equipment Operator | 140304 |
| 27.0840 | Electrical Inspector I | 173240 |
| 27.0341 | Electrician I (Maintenance) | 173241 |
| 27.0842 | Electro-Technician I | 173242 |
| 27.0843 | Engineering Aide | 173243 |
| 27.0844 | Engineering Draftsman I | 173244 |
| 27.0845 | Engineering Inspector I | 173245 |
| 27.0846 | Engineering Services Supervisor | 173246 |
| 27.0847 | Environmental Biologist | 173247 |
| 27.0848 | Environmental Chemist | 173248 |
| 27.0849 | Environmental Laboratory Technician | 173249 |
| 27.0850 | Environmental Service Coordinator | 173250 |
| 27.0851 | Fabricator-Welder | 173251 |
| 27.0852 | Financial Analyst | 173252 |
| 27.0101 | Fire Captain | 172206 |
| 27.0102 | Fire Chief | 172207 |
| 27.0103 | Firefighter | 172201 |
| 27.0104 | Fire Lieutenant | 172208 |
| 27.0105 | Fire Unit Dispatcher | 172209 |
| 27.0853 | Fleet Superintendent | 173253 |
| 27.0854 | Garage Supervisor | 173254 |
| 26.1103 | Heavy Equipment Operator | 171103 |
| 27.0855 | Incinerator Maintenance Mechanic I | 173255 |
| 27.0856 | Incinerator Operator I | 173256 |
| 27.0857 | Incinerator Plant Supervisor | 173257 |
| 27.0858 | Industrial Airpark Coordinator | 173258 |
| 23.0301 | Industrial Nurse | 070301 |
| 27.0859 | Instrument Technician I | 173259 |
| 25.0107 | Internal Auditor | 140105 |
| 25.0306 | Key Punch Operator | 140313 |
| 27.0860 | Labor Relations Officer | 173260 |
| 21.0504 | Landscape Architect | 010504 |
| 27.0861 | Landscape Inspector I | 173261 |
| 27.0862 | Legal Administrative Assistant | 173262 |
| 27.0863 | Legal Secretary I | 173263 |
| 27.0864 | License Inspector | 173264 |
| 27.0865 | Lifeguard | 173265 |
| 27.0866 | Maintenance Machinist | 173266 |
| 27.0867 | Maintenance Mechanic | 173267 |
| 27.0868 | Maintenance Supervisor | 173268 |
| 26.1004 | Mason/Plasterer | 170902 |
| 27.0869 | Mechanical Inspector I | 173269 |
| 27.0870 | Meter Reader | 173270 |
| 27.0871 | Mobile Equipment Supervisor | 173271 |
| 27.0872 | Mobile Parts Expediter | 173272 |
| 27.0873 | Municipal Maintenanceman I | 173273 |
| 21.0505 | Nursery Foreman | 010505 |
| 27.0874 | Organized Crime Analyst | 173274 |
| 27.0875 | Painter (Maintenance) | 173275 |
| 27.0876 | Park Ranger | 173276 |
| 27.0877 | Parking Lot Attendant | 173277 |
| 27.0878 | Parking Manager | 173278 |

| C.C. CODE | DESCRIPTIVE TITLE | USOE CODE |
|-----------|--------------------------------|-----------|
| 27.0800 | City Government | 173200 |
| 27.0879 | Parking Meter Checker | 173279 |
| 27.0880 | Parking Meter Serviceman I | 173280 |
| 27.0881 | Parking System Supervisor | 173281 |
| 27.0882 | Parks Foreman | 173282 |
| 27.0883 | Parks Superintendent | 173283 |
| 27.0884 | Parks Supervisor | 173284 |
| 27.0885 | Party Chief | 173285 |
| 27.0886 | Paymaster | 173286 |
| 25.0601 | Personnel Director | 140601 |
| 25.0603 | Personnel Records Clerk | 140602 |
| 25.0602 | Personnel Technician | 140603 |
| 27.0887 | Pest Control Foreman | 173287 |
| 27.0888 | Pest Control Supervisor | 173288 |
| 27.0889 | Pest Controlman | 173289 |
| 27.0890 | Planning Assistant | 173290 |
| 27.0891 | Planning Technician | 173291 |
| 27.0892 | Plumber (Maintenance) | 173292 |
| 27.0893 | Plumbing Inspector I | 173293 |
| 27.0894 | Police Aide | 173294 |
| 27.0895 | Police Cadet | 173295 |
| 27.0896 | Police Captain | 173296 |
| 27.0897 | Police Chief | 173297 |
| 27.0898 | Police Lieutenant | 173298 |
| 27.0899 | Police Major | 173299 |
| 27.1101 | Police Officer | 173301 |
| 27.1102 | Police Sergeant | 173302 |
| 27.1103 | Pool Maintenceneman | 173303 |
| 27.1104 | Print Shop Supervisor | 173304 |
| 27.1105 | Programmer I | 173305 |
| 27.1106 | Property Control Clerk | 173306 |
| 27.1107 | Property Control Supervisor | 173307 |
| 27.1108 | Public Works Director | 173308 |
| 22.2001 | Purchasing Agent | 042207 |
| 25.0406 | Receptionist | 140402 |
| 27.1109 | Recreation Director | 173309 |
| 27.1110 | Recreation Leader I | 173310 |
| 27.1111 | Recreation Superintendent | 173311 |
| 27.1112 | Refrigerant Mechanic | 173312 |
| 27.1113 | Refuse Collector I | 173313 |
| 27.1114 | Refuse Foreman | 173314 |
| 27.1115 | Relocation Aide | 173315 |
| 27.1116 | Research Engineer | 173316 |
| 27.1117 | Right-of-Way Agent | 173317 |
| 27.1118 | Right-of-Way Aide | 173318 |
| 27.1119 | Risk Manager | 173319 |
| 27.1120 | Safety Supervisor | 173320 |
| 27.1121 | Sanitation Field Supervisor | 173321 |
| 27.1122 | Sanitation Operator I | 173322 |
| 25.0702 | Secretary I | 140702 |
| 27.1123 | Service Clerk | 173323 |
| 27.1124 | Sewage Transmission Supervisor | 173324 |
| 27.1125 | Sign Painter | 173325 |
| 27.1126 | Software Specialist | 173326 |

| C.C. CODE | DESCRIPTIVE TITLE | USOE CODE |
|-----------|---|-----------|
| 27.0800 | City Government | 173200 |
| 27.1127 | Stadium Maintenance Foreman | 173327 |
| 27.1128 | Storekeeper I | 173328 |
| 27.1129 | Streets Foreman | 173329 |
| 27.1130 | Streets Supervisor | 173330 |
| 27.1131 | Streets Superintendent | 173331 |
| 27.1132 | Supervisor of Marine Facilities | 173332 |
| 27.1133 | Surveyor | 173333 |
| 22.9901 | Switchboard Operator I | 140403 |
| 27.1134 | Systems Administrator | 173334 |
| 25.0204 | Systems Analyst | 140201 |
| 27.1135 | Technical Clerk | 173335 |
| 27.1136 | Tennis Supervisor | 173336 |
| 27.1137 | Training Officer | 173337 |
| 27.1138 | Unit Dispatcher | 173338 |
| 27.1139 | Utilities Aide | 173339 |
| 27.1140 | Utilities Director | 173340 |
| 27.1141 | Utilities Maintenance Superintendent | 173341 |
| 27.1142 | Utilities Maintenance Supervisor | 173342 |
| 27.1143 | Utilities Mechanic I | 173343 |
| 27.1144 | Utilities Mechanic Helper | 173344 |
| 27.1145 | Utilities Wastewater Treatment Supervisor | 173345 |
| 27.1146 | Utilities Water Treatment Supervisor | 173346 |
| 27.1147 | Victim Ombudsman | 173347 |
| 27.1148 | Wastewater Operations Superintendent | 173348 |
| 27.1149 | Wastewater Treatment Plant Operator I | 173349 |
| 27.1150 | Watchman | 173350 |
| 27.1151 | Water Distribution Supervisor | 173351 |
| 27.1152 | Water Operations Superintendent | 173352 |
| 27.1153 | Water Treatment Plant Operator I | 173353 |
| 27.1154 | Weighmaster | 173354 |
| 27.1155 | Welder | 173355 |
| 27.1156 | Word Processing Operator | 173356 |
| 27.1157 | Word Processing Supervisor | 173357 |
| 27.1158 | Youth Guidance Advisor | 173358 |
| 27.1159 | Zoning Inspector I | 173359 |
| 27.0402 | Library Personnel | 090263 |
| 26.1014 | Laborers | 170914 |
| | City Administrators/Managers | |
| 25.0102 | Accounting Clerks | 140102 |
| 26.1102 | General Maintenance | 17 005 |
| 21.0308 | Golf Personnel | 010306 |
| 23.0907 | Rescue Squadsmen | 070801 |



Broward Community College

Appendix F

Administrative Offices
225 East Las Olas Boulevard
Fort Lauderdale, Florida 33301

April 6, 1978

Dear

Recently you participated in the Broward County Training Needs Assessment Survey being conducted by Broward Community College. The survey is now near completion. We have found the major employers in Broward County to be very cooperative and informative in this effort to determine the educational and training needs of business and industry in our community.

In order to complete the survey and evaluate the findings, it is necessary to have all sections of the questionnaire in our office by April 28th. If you still have the section of the questionnaire describing positions, education levels and experience, please try to complete it and return it to our office by the end of April.

We would like to take this opportunity to thank you for your time and cooperation. If you have any questions regarding the project, please do not hesitate to call us at (467-6700, Ext. 235).

Sincerely,

Dr. Mantha Vlahos
Director of Institutional Research
and Systems Planning

MV: jat

cc: K. K. Mann
P. Herson
J. Johnson
J. Skudlarek

- 115 -

123



administrative offices
225 east las olas boulevard
fort lauderdale, florida 33301

July 11, 1978

Dear

Broward Community College's Training Needs Assessment is in the final stages. We have gathered many valuable facts and ideas to aid us in planning to meet the educational and training needs of Broward County's major employers.

As one of the County's major employers your input on our final results is very valuable. The evaluation of the findings will be incomplete without your list of current and future employment needs. We have already included the data from our interview with you in the computer analysis of responses to the questionnaire. We appreciate that you have taken the time and effort to talk to our interviewers to discuss your needs. We sincerely hope that your interest in our project is still active, and that you will take the time to complete the second phase of our interview. We hope to have the most complete and accurate data possible.

Once again, thank you for your time and cooperation. Please complete the enclosed forms and return them to our office as soon as possible in order to help us complete our evaluation.

Sincerely,

Mantha Vlachy Mehallis

Dr. Mantha V. Mehallis
Director of Institutional
Research and Systems Planning

Kathleen K. Mann
Kathleen K. Mann
Project Coordinator

KKM/ne



administrative offices
225 east las olas boulevard
fort lauderdale, florida 33301

October 2, 1978

Dear Training Needs Assessment Participants:

Broward Community College has completed the study undertaken last year to assess the educational training needs of Broward County business, industry and government. The project was funded by BETA and conducted in conjunction with the Broward Industrial Board and the Fort Lauderdale Area Chamber of Commerce. As a participant in the personal interviews, we would like to thank you for your pertinent and valuable information.

We have compiled and analyzed the data collected during the interviews and are sending highlights of the results to you in the enclosed brochure and Fact Sheet. The brochure includes a description of the project, major findings, charts of positive survey responses, and survey conclusions. The Fact Sheets compare general responses to responses for all businesses similar to your own. A detailed report is also on file in our Office of Institutional Research. Additional information specific to your concerns may be received from the office upon request (contact Dr. Mehallis, 467-6700, ext. 232).

During the next year, we will begin developing programs to meet some of the highest demand occupational areas. You may be asked to assist us with the design of the curricula, so that the educational institutions can begin training persons qualified to meet your specific needs. Again, we thank you for your participation in this very worthwhile endeavor. We hope to further the excellent relationship which is developing between the college and business, industry, and government of our community.

Sincerely,

Mantha Vlahos Mehallis

Dr. Mantha Vlahos Mehallis
Director of Institutional
Research and Systems Planning

Kathleen Koontz

Kathleen Koontz
Project Coordinator

BROWARD COUNTY TRAINING NEEDS ASSESSMENT SURVEY

BROWARD COMMUNITY COLLEGE

OFFICE OF INSTITUTIONAL RESEARCH
AND SYSTEMS PLANNING
1977 - 1978

Broward County Training Needs Assessment Survey

1. What is your position in the company? (Please circle)

1. President or Vice-President
2. Personnel Manager
3. Public Relations
4. Training Director
5. Other (Specify): _____

2. What is the most important quality you look for in employee candidates? (Please circle only one)

1. Basic skills (Reading, spelling, mathematics)
2. Prior qualifications (Skill training, experience)
3. Interest
4. Personality
5. Ambition
6. Personal appearance
7. Work attitude
8. Responsibility
9. Other (Specify): _____

3. Please answer Yes or No to the following questions:

Are your present employees adequately prepared for your needs in...

| | <u>Yes</u> | <u>No</u> |
|--|------------|-----------|
| 1. Basic skills (Reading, spelling, mathematics) | 1 | 2 |
| 2. Technical skills | 1 | 2 |
| 3. Management skills | 1 | 2 |
| 4. Work attitude | 1 | 2 |
| 5. Sense of personal responsibility | 1 | 2 |
| 6. Ability to get along with co-workers | 1 | 2 |

4. Do you anticipate any new products or services within the next 5 years that will create a need for new job positions? (Please circle)

1. Yes

2. No (Skip to Item #6)

5. What position(s) will be needed?

6. Do you anticipate any cut backs in products or services that will modify or eliminate positions within the next 5 years? (Please circle)

1. Yes

2. No (Skip to Item #8)

7. What position(s) will be changed?

8. Are there any positions that you have had difficulty in filling? (Please circle)

1. Yes

2. No (Skip to Item #10)

9. What are the positions and what is the most prevalent reason for the difficulty in filling each position?

| <u>Positions</u> | <u>Reasons</u> |
|------------------|----------------|
| | |
| | |
| | |
| | |

10. What recruitment sources do you use to fill positions? (Please circle as many as apply)

1. Private employment agencies
2. Florida State Employment Service
3. Newspaper ads
4. Employee referrals
5. College, high school, or technical school placement offices
6. Professional publications
7. Other public agencies
8. Other (Specify): _____

11. Who currently orients your new personnel before they begin the job? (Please circle)

1. Personnel Manager
2. Training Director
3. Department Head or Supervisor
4. Co-workers
5. Other (Specify): _____

12. Do you conduct supplemental training to upgrade employees?
(Please circle)

- 1. Yes
- 2. No (Skip to Item #14)

13. Who currently conducts supplemental training? (Please circle as many as apply)

- 1. Personnel Manager
- 2. Training Director
- 3. Department Head or Supervisor
- 4. Co-workers
- 5. Company School within Broward County
- 6. Company School outside of Broward County
- 7. Outside Agency (Specify): _____
- 8. Other (Specify): _____

14. Do you have any specific training needs that are not being met?
(Please circle)

- 1. Yes
- 2. No (Skip to Item #16)

15. What are the positions and what skills are needed for each?

| <u>Positions</u> | <u>Skills:</u> (1) Personal, Behavioral (2) Technical (3) Managerial |
|------------------|--|
| | |
| | |
| | |
| | |

16. Do you have any position(s) with a high turn-over of employees?
(Please circle)

- 1. Yes
- 2. No (Skip to Item #18)

17. What are the positions and what is the most prevalent reason for the turn-over in each position?

| <u>Positions</u> | <u>Reasons</u> |
|------------------|----------------|
| | |
| | |
| | |
| | |

18. How do employees advance within the company? (Please circle as many as apply)

- 1. Seniority
- 2. Additional on the job training
- 3. Further outside schooling
- 4. Promotion on merit
- 5. Performance evaluation
- 6. Testing
- 7. Other (Specify): _____

19. If you have a management level position open, do you try to fill it... (Please circle)

- 1. From within
- 2. Or from outside your company?

20. Would you be interested in having any of the educational agencies in Broward County, such as, universities, community colleges, technical schools or public schools, establish training programs to meet your needs? (Please circle)
1. Yes
 2. No (Skip to Item #22)
21. Where would you prefer that this training take place? (Please circle)
1. On site
 2. At one of the colleges or schools
 3. Other (Specify): _____
22. What incentives do you currently offer for employees taking further training? (Please circle as many as apply)
1. Release time from work
 2. Company payment
 3. Possible subsequent promotion
 4. None
 5. Other (Specify): _____
23. Would you be willing to offer incentives for new training programs developed by the educational agencies in Broward County? (Please circle)
1. Yes
 2. No (Skip to Item #25)

24. What types of incentives would you offer? (Please circle as many as apply)

1. Release time from work
2. Company payment
3. Possible subsequent promotion
4. None
5. Other (Specify): _____

25. Have you ever hired any handicapped persons? (Please circle)

1. Yes

(Nature of handicap if volunteered): _____

2. No

26. Would you be willing to participate in special training programs to train handicapped persons for jobs in your company? (Please circle one)

1. Definitely would participate
2. Might participate but with reservations
3. Undecided
4. Would prefer not to participate
5. Definitely do not want to participate

27. Does your company have an Affirmative Action Plan? (Please circle)

1. Yes
2. No

Current Program Offerings by Educational Institutions

Agriculture

Home Economics

Public & Social Services

(The following programs are listed diagonally above the grid columns)

- Agricultural Science
- Agriculture Resources
- Crops
- Floral Design
- Landscape & Turf Development
- Livestock/Poultry
- Nursery Operations
- Pest Control
- Custom Drapes
- Dietetic Aide/Dietitian
- Fashion and Pattern Making
- Home Design
- Home Economics
- Tailoring
- Upholstery
- Child Care
- Home Making
- Child Care Development
- Fire Science
- Funeral Service
- Occupational Safety
- Police Science/Criminal Justice
- Pumping Plants
- Recreational Leadership
- Teacher Assistant/Teaching
- Water/Waste Waste Plant Operation
- Public Administration
- Tourism Industries
- Corrections
- Crime Scene Technology
- Pollution Prevention & Control

Vocational Tech. Schools

| | | | | | | | | | | | | | | | |
|--------------------------|---|---|---|---|---|---|---|---|--|---|---|---|---|--|--|
| Atlantic Voc. Center | | | | | X | | | | | | | X | | | |
| Downtown Adult Center | | | | | | | | X | | | | | | | |
| B. F. James Adult Center | | | X | X | X | | | X | | X | X | | | | |
| Shendan Voc. Center | | | | | X | | | | | X | | | X | | |
| Br. Co. High Schools | X | X | X | X | X | X | X | X | | | | X | | | |

Community Colleges

| | | | | | | | | | | | | | | | | | |
|-------------------------|---|--|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Broward Com. Colleges | X | | | X | X | X | | X | X | | | X | X | X | X | X | X |
| Miami-Dade Com. College | | | X | X | | | X | X | X | X | X | X | X | X | X | X | X |

Universities/Colleges -

| | | | | | | | | | | | | | | | | | |
|-----------------------------|--|--|--|--|---|---|---|---|--|--|---|---|---|---|---|---|--|
| Art Inst. of Ft. Lauderdale | | | | | | | | X | | | | | | | | | |
| Barry College | | | | | | X | X | | | | | | | X | | | |
| Biscayne College | | | | | | | | | | | X | X | | | | | |
| F.A.C. | | | | | | | | | | | X | X | | | | | |
| F.L.U. | | | | | X | X | | | | | | X | X | | X | | |
| Ft. Lauderdale College | | | | | | | | | | | | | | | | | |
| Nova College | | | | | | | | | | | X | X | | | | | |
| Nova University | | | | | | | | | | | X | X | | | | | |
| Prospect Hall College | | | | | | | | X | | | | | | | | | |
| University of Miami | | | | | | | | | | | | | | | | X | |

Marketing-Distributive Management Secretarial Business & Office Services Data Processing

Advertising, Public Relations
 Cashier/Checker
 Fashion Merchandising
 Fashion Modeling
 Hotel Training/IBX
 Insurance
 Marketing
 Real Estate
 Retailing/Merchandise
 Tax Preparation
 Travel Agency
 Health Agency (Tourism)
 Hotel Administration
 Management and Supervision
 Public Administration
 Real Estate Administration
 Training Personnel
 Transportation & Traffic Management
 Court Reporting
 Legal Secretarial
 Medical Secretarial
 Office Procedures
 Stenographer (Exec. Secretary) Shorthand
 Accounting
 Bookkeeping
 Banking and Finance
 Business (General)
 General Office Careers
 Savings & Loan
 Small Business Administration
 Business Information Systems
 Computer Operator
 Computer Programming
 Key Punch - Unit Record

| | Advertising, Public Relations | Cashier/Checker | Fashion Merchandising | Fashion Modeling | Hotel Training/IBX | Insurance | Marketing | Real Estate | Retailing/Merchandise | Tax Preparation | Travel Agency | Health Agency (Tourism) | Hotel Administration | Management and Supervision | Public Administration | Real Estate Administration | Training Personnel | Transportation & Traffic Management | Court Reporting | Legal Secretarial | Medical Secretarial | Office Procedures | Stenographer (Exec. Secretary) Shorthand | Accounting | Bookkeeping | Banking and Finance | Business (General) | General Office Careers | Savings & Loan | Small Business Administration | Business Information Systems | Computer Operator | Computer Programming | Key Punch - Unit Record | | |
|---------------------------------|-------------------------------|-----------------|-----------------------|------------------|--------------------|-----------|-----------|-------------|-----------------------|-----------------|---------------|-------------------------|----------------------|----------------------------|-----------------------|----------------------------|--------------------|-------------------------------------|-----------------|-------------------|---------------------|-------------------|--|------------|-------------|---------------------|--------------------|------------------------|----------------|-------------------------------|------------------------------|-------------------|----------------------|-------------------------|---|--|
| Vocational Tech. Schools | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Atlantic Voc. Center | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | |
| Downtown Adult Center | | | | | | | | | | | | | | | | | | | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | |
| B. F. James Adult Center | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | |
| Sheridan Voc. Center | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | |
| Br. Co. High Schools | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | |
| Community Colleges | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Broward Com. Colleges | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | |
| Miami-Dade Com. College | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | |
| Universities/Colleges | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Art Inst. of Ft. Lauderdale | X | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Barry College | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | |
| Biscayne College | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F.A.U. | | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | |
| F.I.U. | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | |
| Ft. Lauderdale College | | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | |
| Nova College | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | |
| Nova University | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prospect Hall College | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | |
| University of Miami | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | |

Health

Cardiovascular Technology
 Dental Assistant
 Dental Hygiene
 Dental Technology
 Electroneurophysiologist
 Emergency Care Specialist
 Hospital Care Specialist
 Hospital Medical Technology
 Medical Laboratory Technology
 Medical Office Assistant
 Mental Health Technology
 Nurse Aide
 Nurse Assistant
 Operating Room
 Optometric Technician
 Physical Therapist
 Radiologic Technology
 Respiratory Technology
 Respiratory Therapy
 Veterinary Medical Assistant

| Vocational Tech. Schools | | | | | | | | | | | | |
|------------------------------|---|---|---|---|---|---|---|---|---|---|---|---|
| Atlantic Voc. Center | | | | X | | | | X | X | | | |
| Downtown Adult Center | | | | | | | | | | | | |
| B. F. James Adult Center | | | X | | | | | | | | | |
| Sheridan Voc. Center | | | | X | X | | | X | X | X | | |
| Br. Co. High Schools | | | | | | | | X | | | | |
| Community Colleges | | | | | | | | | | | | |
| Broward Com. Colleges | | X | X | X | X | X | | X | | X | X | X |
| Miami-Dade Com. College | X | X | X | X | X | X | X | X | X | X | X | X |
| Universities/Colleges | | | | | | | | | | | | |
| Art Inst. of Ft. Lauderdale | | | | | | | | | | | | |
| Barry College | | | | | X | | | X | | | | |
| Biscayne College | | | | | | | | | | | | |
| FAU | | | | | | | | | | | | |
| FIU | | | | X | X | X | X | X | | X | | |
| Ft. Lauderdale College | | | | | | | | | | | | |
| Nova College | X | | | | | | | | | | | |
| Nova University | | | | | | | | | | | | |
| Prospect Hall College | | | | | | | | | | | | |
| University of Miami | | | | | X | | | X | | | | |

Trades-Crafts

*Agriculture Mechanic
Appliance Repair
Apparel (Management)
Automotive - Air Conditioning
Automotive Body Repair & Refinishing
Aviation Mechanics
Business Mechanics
Commercial Machine Repair
Commercial Cooking/Baking/Food Serv
Cosmetology
Custodial and Building Maintenance
Diesel Engine Mechanics
Digital Computer Repairs
Glazing
Heavy Equipment Operator
Marine Engine Mechanics
Meat Curing
Millwork/Cabine Work
Plumbing/Pipefitting
Radio and TV Servicing
Small Engine Repair
Truck Driving
Truck Mechanics
Watch Repair
Welding*

| Vocational Tech. Schools | | | | | | | | | | | | |
|------------------------------|---|---|---|---|---|---|---|---|---|---|---|---|
| Atlantic Voc. Center | | X | | X | | | | | X | X | | X |
| Downtown Adult Center | | | | | | | | | | | | |
| B. F. James Adult Center | | | | X | X | X | | | X | | | |
| Sheridan Voc. Center | | X | X | X | X | | X | X | | | | |
| Br Co. High Schools | X | X | X | X | X | X | X | X | X | X | X | X |
| Community Colleges | | | | | | | | | | | | |
| Broward Com. Colleges | | | | | X | | | | | | | |
| Miami-Dade Com. College | X | | X | X | X | X | | | | | | |
| Universities/Colleges | | | | | | | | | | | | |
| Art Inst. of Ft. Lauderdale | | | | | X | | | | | | | |
| Barry College | | | | | | | | | | | | |
| Biscayne College | | | | | | | | | | | | |
| F.A.U. | | | | | | | | | | | | |
| F.I.U. | | | | | | | | | | | | |
| Ft. Lauderdale College | | | | | | | | | | | | |
| Nova College | | | | | | | | | | | | |
| Nova University | | | | | | | | | | | | |
| Prospect Hall College | | | | | | | | | | | | |
| University of Miami | | | | | | | | | | | | |

Technology (Engineering - Industrial)

*Air Conditioning/Refrigeration
 Air Traffic Control
 Architecture
 Aviation
 Aviation Administration
 Aviation Engineering
 Aviation - Flight
 Aviation - Air Attendant/Airline Careers
 Building - Pilot
 Building Construction
 Carpentry
 Civil Engineering
 Commercial Art & Advertising Design
 Drafting
 Electrical Blue Print Reading
 Electrical Distribution/Engineering
 Electromechanical
 Electronics Assembly - Wiring
 Environmental Control
 Graphics Arts - Printing
 Industrial Materials & Processes
 Instrumentation
 Journalism
 Marine Science
 Mechanical
 Meteorologist
 Radio
 Television Broadcast
 Machine Shop*

| Vocational Tech. Schools | | | | | | | | | | | | | | |
|---------------------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Atlantic Voc. Center | X | | | | | | | | | | | | | |
| Downtown Adult Center | | | | | | | | | | | | | | |
| B. F. James Adult Center | | | | | | | | | | | | | | |
| Sheridan Voc. Center | | | | | | | | | | | | | | |
| Br. Co High Schools | X | X | X | | | X | X | X | X | X | X | X | X | X |
| Community Colleges | | | | | | | | | | | | | | |
| Broward Com. Colleges | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Miami-Dade Com. College | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Universities/Colleges | | | | | | | | | | | | | | |
| Art Inst. of Ft. Lauderdale | | | | | | | | | | | | | | |
| Barry College | | | | | | | | | | | | | | |
| Biscayne College | | | | | | | | | | | | | | |
| F.A.U. | | | | | | | | | | | | | | |
| F.I.U. | | | | | | | | | | | | | | |
| Ft. Lauderdale College | | | | | | | | | | | | | | |
| Nova College | | | | | | | | | | | | | | |
| Nova University | | | | | | | | | | | | | | |
| Prospect Hall College | | | | | | | | | | | | | | |
| University of Miami | | | | | | | | | | | | | | |

Broward County Private Trade Schools

AUTO REPAIR

National Auto Tune-up Center

AVIATION

Bradley Aviation, Inc.
Sky-Tell Aviation
Sunstream Aviation, Inc.

BARTENDING

Advanced School of Bartending and Mixology
Master School of Bartending

BROADCASTING

Brown Institute

BUSINESS

Adelphi Business School
Broward Business School
Broward School of Machine Shorthand
Charron Williams College
Court Reporting Institute of Florida
H & B Schools, Inc.
Health Careers Academy
Le Bridge Legal Secretarial School, Inc.

CASHIERING

Cashier Training of Broward, Inc.

COMPUTER

Institute of Computer Technology

COOKING

Varketta's, Ralph Cooking School

CONSTRUCTION

Allstate Construction College
Broward County Carpenters

COSMETOLOGY

Frederich Hair Styling Academy
Hollywood College of Beauty Culture
Kree Institute of Electrolysis
Luella & Porters School of Beauty
Ray Mar Beauty College
Robinson Beauty School

FASHION

Fashion Institute of America in Fort Lauderdale
Fashion Merchandising Institute of Florida

FLORAL DESIGN

Wilton Manors Florist

INDUSTRIAL

Arma Training Center, Inc.
RETS - Electronic School
South Florida Technical Institute

INTERIOR DESIGN

School for Interior Decoration and Design

MARINE ARTS

Jack Blakes School of Diving
Ocean Learning Institute

MODELING

Barbizon School of Modeling
Carsons Gayle Careers School
John Robert Powers

MOTIVATION

Leadership Training Institute of South Florida
Nova Development Institute

PERFORMING ARTS

Atlantic Foundation for the Performing Arts

PET GROOMING

Merryfield Kennels

REAL ESTATE

Century 21 Academy of Real Estate
Gold Coast School of Real Estate
Jordan Rudi Real Estate School

TRAVEL

Hollywood School of Travel

Program Areas Where One or No Programs Are
Currently Being Offered in Southeast Florida

Distributive

Fashion Modeling - MDCC

Health

Electroencephalographic Technology - MDCC
Respiratory Technology - MDCC

Home Economics

Draping & Pattern Making - MDCC
Tailoring - MDCC

Office

Health Administration - FAU
Public Administration - Biscayne College
Training Personnel - Sheridan Vocational Center

Trades & Industrial

Aviation Mechanics - None
Diesel Engine Mechanics - None
Truck Driving - None
Truck Mechanics - None
Watch Repair - None

Technical

Aviation Engineering - MDCC
Aviation Simulator Instructor - MDCC
Cinema - None
Electromechanical - None
Instrumentation - MDCC
Journalism - None
Meteorologist Analysis - MDCC

Public Service

Funeral Service - MDCC
Occupational Safety - MDCC
Pumping Plants - Broward County High Schools

Projected Job Demand, Educational & Experience Requirements
By Occupational Category Based Upon 2-Year Projections

Key To Education Levels

1. No minimum education required
2. High School
3. 2 Year College Degree (Associate of Arts, Associate of Science) or Trade School
4. 1 Year College Certificate
5. 4 Year College Bachelor's Degree
6. Graduate work or Professional Degree

| Occupational Category 21.0000 010000 | Projected Number of Employees | | | | Minimum Education Required | Experience Required |
|---|-------------------------------|--------------------|---------------------|---------------------|----------------------------------|------------------------|
| | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | | |
| Nurseries/Florists/Landscapers | | | | | | |
| Laborers | 16 | 26 | 26 | 26 | None | No |
| Local Truck Drivers | 12 | 14 | 14 | 16 | None | Yes |
| Floral Designers | 12 | 12 | 12 | 20 | None | Yes |
| Managers | 8 | 9 | 9 | 11 | None | Yes |
| Floral Consultants | 8 | 8 | 8 | 12 | None | Yes |
| Secretaries | 6 | 7 | 7 | 8 | None | Yes |
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45

146

Occupational Category

21.0101 010101

Projected Number of Employees

| Occupational Category | Projected Number of Employees | | | | Minimum Education Required | Experience Required |
|-----------------------|-------------------------------|-----------------|------------------|------------------|----------------------------|---------------------|
| | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | | |
| Taxidermist | | | | | | |
| Marine Taxidermists | 50 | 55 | 55 | 60 | None | No |
| Managers | 5 | 5 | 5 | 5 | High Sch. | Yes |
| Secretaries | 2 | 2 | 2 | 3 | None | No |
| Bookkeepers | 2 | 2 | 2 | 3 | High Sch. | No |
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| Occupational Category 21.0200 160200 | Projected Number of Employees | | | | Minimum Education Required | Experience Required |
|---|-------------------------------|-----------------|------------------|------------------|----------------------------|---------------------|
| | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | | |
| Pest Control Services | | | | | | |
| Monthly Sales People | 6 | 6 | 7 | 8 | None | No |
| Pest Control Technicians | 7 | 7 | 7 | 8 | None | No |
| Termite Control Sales People | 3 | 3 | 3 | 4 | None | No |
| Lawn Control Sales People | 3 | 3 | 3 | 4 | None | No |
| Bookkeepers | 2 | 2 | 2 | 3 | None | No |
| Route Supervisors | 1 | 1 | 2 | 2 | None | Yes |
| Managers | 2 | 2 | 2 | 2 | None | Yes |
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145

| Occupational Category 21.0300 010300 | Projected Number of Employees | | | | Minimum Education Required | Experience Required |
|---|-------------------------------|--------------------|---------------------|---------------------|----------------------------------|------------------------|
| | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | | |
| Country Clubs/Golf Courses | | | | | | |
| Walters/Waitresses | 89 | 90 | 92 | 96 | None | Yes |
| Cooks/Chefs | 44 | 44 | 45 | 46 | None | Yes |
| Landscape Technicians | 41 | 41 | 41 | 41 | None | No |
| Bus Boys | 29 | 30 | 31 | 31 | None | No |
| General Building Maintenance | 26 | 27 | 27 | 27 | None | Yes |
| Managers | 22 | 22 | 22 | 22 | None - 2 Yr. Deg. | Yes |
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| Occupational Category 22,0300 040300 | Projected Number of Employees | | | | Minimum Education Required | Experience Required |
|---|-------------------------------|-----------------|------------------|------------------|----------------------------|---------------------|
| | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | | |
| Auto Dealerships | | | | | | |
| Sales People | 473 | 502 | 516 | 537 | None - 1 Yr. Cert. | Yes |
| Automotive Mechanics | 420 | 471 | 496 | 513 | None - 2 Yr. Deg. | Yes |
| Department Managers | 137 | 142 | 146 | 148 | None - 4 Yr. Deg. | Yes |
| Bookkeepers | 78 | 76 | 80 | 81 | None - 4 Yr. Deg. | Yes |
| Service Advisors | 69 | 74 | 75 | 78 | None - 2 Yr. Deg. | Yes |
| Automobile Parts Sales People | 65 | 67 | 73 | 77 | None - 2 Yr. Deg. | Yes |
| Porters - Get Ready Men | 58 | 61 | 63 | 63 | None - High Sch. | No |
| Body Shop Workers | 56 | 61 | 63 | 66 | None - 2 Yr. Deg. | Yes |
| Sales Managers | 59 | 60 | 61 | 61 | None - 4 Yr. Deg. | Yes |
| Housekeeping Personnel | 59 | 59 | 60 | 60 | None | No |
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| Occupational Category 22.0300 040300 | Projected Number of Employees | | | | Minimum Education Required | Experience Required |
|---|-------------------------------|-----------------|------------------|------------------|----------------------------|---------------------|
| | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | | |
| Auto Leasing | | | | | | |
| Drivers * | 111 | 120 | 150 | 175 | High Sch. | No |
| Automobile Mechanics | 40 | 42 | 50 | 61 | None ~ High Sch. | No |
| Dispatchers | 12 | 12 | 16 | 16 | High Sch. | No |
| Bookkeepers | 14 | 14 | 15 | 18 | High Sch. | No |
| Reservationists | 5 | 5 | 6 | 7 | High Sch. | No |
| Automobile Parts Supervisors | 6 | 6 | 6 | 6 | High Sch. | No |
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1-14-11

| Occupational Category | Projected Number of Employees | | | | | Minimum Education Required | Experience Required |
|---|-------------------------------|-----------------|------------------|------------------|----------------------|----------------------------|---------------------|
| | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | | | |
| 22.0400 040400 Banks/Savings & Loans | | | | | | | |
| Tellers | 255 | 275 | 302 | 347 | None - High Sch. | No | |
| Managers | 86 | 90 | 102 | 123 | High Sch. 2 Yr. Deg. | Yes | |
| File Clerks | 63 | 65 | 70 | 80 | None - High Sch. | No | |
| Savings Counselors | 35 | 40 | 43 | 49 | High Sch. | Yes | |
| Loan Processing Clerks | 35 | 37 | 40 | 46 | None - High Sch. | Yes | |
| Secretaries | 33 | 35 | 38 | 45 | High Sch. | Yes | |
| Head Tellers | 25 | 27 | 32 | 42 | High Sch. | Yes | |
| Mortgage Officers | 21 | 24 | 31 | 39 | High Sch. 4 Yr. Deg. | Yes | |
| Appraisers | 24 | 26 | 30 | 38 | High Sch. 4 Yr. Deg. | Yes | |
| Loan Servicing Clerks | 25 | 27 | 29 | 35 | None High Sch. | No | |
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| Occupational Category | Projected Number of Employees | | | | Minimum Education Required | Experience Required |
|----------------------------------|-------------------------------|------------------------|-----------------|------------------|----------------------------|---------------------|
| | 22.0400 040400 | Current # of Employees | 1 Year from Now | 2 Years from Now | | |
| Commercial Banks | | | | | | |
| Tellers | 343 | 365 | 385 | 407 | High Sch. | No |
| Bookkeepers | 158 | 167 | 176 | 188 | High Sch. | No |
| Managers | 79 | 85 | 92 | 102 | High Sch. 2 Yr. Deg. | Yes |
| Loan Officers | 69 | 76 | 82 | 91 | High Sch. 1 Yr Cert | Yes |
| Secretaries | 63 | 69 | 80 | 88 | High Sch. | Yes |
| Loan Processing Clerks | 64 | 67 | 72 | 78 | High Sch. 2 Yr. Deg. | Yes |
| Typists | 46 | 55 | 62 | 70 | High Sch. | No |
| Operations Officers | 37 | 41 | 47 | 56 | None - 4 Yr. Deg. | Yes |
| Proof Machine Operators | 35 | 41 | 44 | 47 | High Sch. | No |
| Head Tellers | 26 | 30 | 34 | 39 | High Sch. 1 Yr Cert | Yes |
| Customer Service Representatives | 28 | 32 | 34 | 34 | High Sch. | No |
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| Occupational Category 22.0450 040406 | Projected Number of Employees | | | | Minimum Education Required | Experience Required |
|---|-------------------------------|--------------------|--------------------|---------------------|----------------------------------|------------------------|
| | Current # of Employees | 1 Year from Now | 2 Year from Now | 5 Years from Now | | |
| Stock Brokers | 22 | 27 | 37 | 48 | None | Yes |
| Sales Assistant Secretary | 5 | 6 | 7 | 12 | None | No |
| Cashiers | 2 | 3 | 3 | 4 | None | No |
| Managers/Administrators | 2 | 3 | 3 | 4 | 2 Yr. Deg. | Yes |
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| Occupational Category | Projected Number of Employees | | | | | Minimum Education Required | Experience Required |
|--|-------------------------------|--------|---------|---------|------------------|----------------------------|---------------------|
| | Current # of Employees | 1 Year | 2 Years | 5 Years | | | |
| 22.0600 040600 Retail Grocers/Wholesalers | | | | | | | |
| Managers | 209 | 239 | 268 | 301 | None - High Sch. | Yes | |
| Cashiers | 172 | 185 | 198 | 281 | None - High Sch. | Yes | |
| Truck Drivers | 74 | 79 | 83 | 89 | None - High Sch. | No | |
| General Production | 80 | 80 | 80 | 80 | None | No | |
| Stock Clerks | 46 | 46 | 46 | 51 | None - High Sch. | No | |
| Bar Personnel | 40 | 40 | 45 | 50 | None | Yes | |
| Bookkeepers | 42 | 42 | 43 | 44 | None - High Sch. | Yes | |
| Packing Personnel | 30 | 30 | 35 | 40 | None | No | |
| Warehouse Men | 28 | 31 | 34 | 37 | None - High Sch. | No | |
| Route People | 34 | 34 | 34 | 49 | None | No | |
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| Occupational Category 22.0700 040700 | Projected Number of Employees | | | | Minimum Education Required | Experience Required |
|---|-------------------------------|-----------------|------------------|------------------|----------------------------|---------------------|
| | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Year from Now | | |
| Food Services | | | | | | |
| Food & Equipment Handlers | 45 | 47 | 48 | 52 | High Sch. | Yes |
| Food Preparation Personnel | 40 | 43 | 45 | 50 | None | Yes |
| Managers | 34 | 39 | 44 | 50 ⁰⁰ | High Sch. 2 Yr. Deg. | Yes |
| Dishwasher Operators | 24 | 28 | 31 | 35 | None | No |
| Cashiers | 18 | 22 | 26 | 30 | High Sch. | No |
| Cooks & Chefs | 16 | 19 | 22 | 27 | High Sch. | Yes |
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| Occupational Category 22.1100 041100 | Projected Number of Employees | | | | Minimum Education Required | Experience Required |
|---|-------------------------------|-----------------|------------------|------------------|----------------------------|---------------------|
| | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | | |
| Hotels & Restaurants | | | | | | |
| Waiters/Waitresses | 438 | 504 | 519 | 566 | None - High Sch. | No |
| Maids | 319 | 355 | 359 | 365 | None | No |
| Housekeeping Personnel | 240 | 265 | 276 | 288 | None - High Sch. | No |
| Cooks & Chefs | 192 | 191 | 200 | 216 | None - 2 Yr. Deg. | Yes |
| Desk Clerks | 141 | 156 | 162 | 169 | None - 2 Yr. Deg. | No |
| Bartenders | 134 | 151 | 156 | 163 | None High Sch. | Yes |
| Bell Captains & Bellmen | 125 | 139 | 141 | 145 | None - High Sch. | No |
| Bus Boys | 117 | 131 | 138 | 145 | None | No |
| Dishwasher Operators | 134 | 155 | 132 | 168 | None - High Sch. | No |
| Housemen | 85 | 96 | 101 | 107 | None | No |
| Hotel Managers & Assistants | 83 | 93 | 95 | 101 | None 4 Yr. Deg. | Yes |
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| Occupational Category 22.1100 041100 | Projected Number of Employees | | | | Minimum Education Required | Experience Required |
|---|-------------------------------|-----------------|------------------|------------------|----------------------------|---------------------|
| | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | | |
| Restaurants/Nightclubs | | | | | | |
| Waiters/waitresses | 1529 | 2222 | 2775 | 4928 | None - High Sch | Yes |
| Cooks & Chefs | 622 | 688 | 794 | 1068 | None - 2 Yr. Deg. | Yes |
| Managers | 235 | 324 | 428 | 680 | None - 4 Yr. Deg. | Yes |
| Cashiers | 229 | 332 | 369 | 409 | None - High Sch. | Yes |
| Food Checkers | 123 | 157 | 361 | 361 | None - High Sch. | No |
| Bus Boys | 295 | 336 | 346 | 363 | None - High Sch. | No |
| Dishwasher Operators | 270 | 285 | 301 | 317 | None - High Sch. | No |
| Bartenders | 129 | 147 | 149 | 151 | None - 2 Yr. Deg. | Yes |
| Counter Help | 78 | 90 | 90 | 90 | None - High Sch. | No |
| Parking Attendants | 69 | 84 | 84 | 85 | None | No |
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110

| Occupational Category 22.1300 041700 | Projected Number of Employees | | | | | | |
|---|-------------------------------|--------------------|---------------------|---------------------|----------------------------------|------------------------|--|
| | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | Minimum Education Required | Experience Required | |
| Insurance Companies/Property Mgmt. | | | | | None - 1 Yr. Cert. | No | |
| Insurance Agents/Brokers | 402 | 488 | 563 | 661 | None - 4 Yr. Deg. | Yes | |
| Claims Adjustors | 263 | 263 | 263 | 263 | None - High Sch. | Yes | |
| Secretaries | 99 | 105 | 113 | 125 | None - 4 Yr. Deg. | Yes | |
| Managers | 97 | 97 | 98 | 101 | None - 4 Yr. Deg. | Yes | |
| Housekeeping Personnel | 86 | 86 | 86 | 86 | None | No | |
| General Maintenance | 45 | 47 | 49 | 52 | None - High Sch. | No | |
| Sales Managers/Supervisors | 34 | 38 | 40 | 51 | None - 4 Yr. Deg. | Yes | |
| Bookkeepers | 36 | 37 | 37 | 48 | None - 2 Yr. Deg. | Yes | |
| Typists | 36 | 37 | 37 | 38 | None - 1 Yr. Cert. | No | |
| File Clerks | 33 | 34 | 34 | 37 | None - High Sch. | No | |
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Occupational Category

22.1600 041600

Projected Number of Employees

| | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | Minimum Education Required | Experience Required |
|--------------------|------------------------------|--------------------|---------------------|---------------------|----------------------------------|------------------------|
| Petroleum Services | | | | | | |
| Station Attendants | 165 | 173 | 191 | 214 | None | No |
| Truck Drivers | 66 | 66 | 68 | 70 | None | Yes |
| Managers | 38 | 40 | 42 | 47 | None | Yes |
| Terminal Operators | 18 | 19 | 21 | 24 | None - High Sch. | No |
| Supervisors | 18 | 18 | 18 | 19 | None - High Sch. | Yes |
| Mechanics | 15 | 15 | 15 | 15 | None | Yes |
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Occupational Category

22.1700 041700

Projected Number of Employees

| Real Estate/Land Development | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 years from Now | Minimum Education Required | Experience Required |
|------------------------------|------------------------|-----------------|------------------|------------------|----------------------------|---------------------|
| Managers | 40 | 40 | 41 | 41 | 2 Yr. Deg. 4 Yr. Deg. | Yes |
| Secretaries | 24 | 25 | 25 | 25 | None - High Sch. | Yes |
| Bookkeepers | 17 | 19 | 19 | 19 | None - High Sch. | Yes |
| Survey Instrument Men | 8 | 8 | 11 | 11 | High Sch. | Yes |
| Draftsmen | 8 | 9 | 10 | 11 | High Sch. | Yes |
| Project Representatives | 6 | 6 | 7 | 8 | High Sch. | Yes |
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| Occupational Category 22.1800 041800 | Projected Number of Employees | | | | Minimum Education Required | Experience Required |
|---|-------------------------------|-----------------|------------------|------------------|----------------------------|---------------------|
| | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | | |
| Amusements/Race Tracks | | | | | | |
| Cleaning Personnel | 100 | 100 | 100 | 100 | None | No |
| Equipment Operators | 20 | 20 | 20 | 20 | None | No |
| Landscape Laborers | 15 | 15 | 15 | 15 | None | No |
| Maintenance Personnel | 10 | 10 | 10 | 10 | None | No |
| Barn Area Laborers | 8 | 8 | 8 | 8 | None | No |
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| Occupational Category 22.1900 041900 | Projected Number of Employees | | | | Minimum Education Required | Experience Required |
|---|-------------------------------|-----------------|------------------|------------------|----------------------------|---------------------|
| | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | | |
| Trucking/Moving/Delivery | | | | | | |
| Truck Drivers | 115 | 129 | 133 | 143 | None - High Sch. | Yes |
| Couriers | 60 | 63 | 66 | 70 | None | No |
| Truck Drivers Helpers | 23 | 27 | 31 | 41 | None | No |
| Operators Supervisors | 25 | 27 | 30 | 34 | None - 4 Yr. Deg. | Yes |
| Managers | 22 | 22 | 24 | 27 | 2 Yr. Deg. 4 Yr. Deg. | Yes |
| Mechanics | 20 | 21 | 23 | 25 | None - High Sch. | Yes |
| Secretaries | 17 | 17 | 20 | 21 | High Sch. 4 Yr. Deg. | No |
| Warehouse People | 12 | 14 | 16 | 19 | High Sch. | Yes |
| Bookkeepers | 10 | 10 | 14 | 14 | High Sch. 2 Yr. Deg. | Yes |
| Moving Consultants | 11 | 13 | 14 | 16 | High Sch. | Yes |
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| Occupational Category 22.2000 042201 | Projected Number of Employees | | | | Minimum Education Required | Experience Required |
|---|-------------------------------|-----------------|------------------|------------------|----------------------------|---------------------|
| | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | | |
| Department Stores/Retail Business | | | | | None - | |
| Retail Sales Clerks | 2830 | 3140 | 3334 | 3573 | 2 Yr. Deg. | No |
| Department Managers | 137 | 586 | 599 | 627 | 4 Yr. Deg. | Yes |
| Stock Clerks | 295 | 320 | 334 | 364 | None - High Sch. | No |
| Cashiers | 137 | 253 | 275 | 318 | None - High Sch. | No |
| Shipping/Receiving Clerks | 195 | 202 | 207 | 223 | None - High Sch. | No |
| Catalog/Customer Service | 166 | 188 | 193 | 200 | None - High Sch. | |
| Credit Clerks | 205 | 181 | 185 | 194 | None - High Sch. | No |
| Retail Business Managers | 153 | 162 | 170 | 183 | None - 4 Yr. Deg. | Yes |
| Bookkeepers | 126 | 136 | 148 | 157 | None - 1 Yr Cert. | No |
| Housekeeping Personnel | 130 | 137 | 140 | 146 | None - High Sch. | No |
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| Occupational Category | Projected Number of Employees | | | | Minimum Education Required | Experience Required | |
|-------------------------------------|-------------------------------|--------|------------------------|-----------------|----------------------------|---------------------|---------------------------|
| | 23.0000 | 070000 | Current # of Employees | 1 Year from Now | | | 2 Years from Now |
| Medical/Hospital | | | | | | | |
| Registered Nurses | | | 2036 | 2166 | 2281 | 2587 | 2 Yr. Deg. Grad. Wk. Yes |
| Nurses Aides, Orderlies, Attendants | | | 1865 | 1885 | 1910 | 2008 | None - 2 Yr. Deg. Yes |
| Licensed Practical Nurses | | | 1079 | 1165 | 1210 | 1294 | High Sch. Grad. Wk. Yes |
| Housekeeping Personnel | | | 594 | 596 | 622 | 628 | None - High Sch. Yes |
| Ward Clerks/Admitting Clerks | | | 429 | 454 | 471 | 492 | None - 2 Yr. Deg. Yes |
| Secretaries | | | 197 | 201 | 206 | 215 | None - 1 Yr Cert. Yes |
| Medical Lab Technicians | | | 172 | 173 | 189 | 203 | 2 Yr. Deg. 4 Yr. Deg. Yes |
| Cooks & Chefs | | | 157 | 158 | 165 | 168 | None - 1 Yr Cert. Yes |
| Typists | | | 149 | 145 | 145 | 170 | None - 2 Yr. Deg. No |
| Homemaker, Home Health Aides | | | 110 | 130 | 160 | 190 | None No |
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| Occupational Category | Projected Number of Employees | | | | | |
|-----------------------|-------------------------------|--------------------|---------------------|---------------------|----------------------------------|------------------------|
| 23.0909 160519 | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | Minimum Education Required | Experience Required |
| Mortuary Services | | | | | | |
| Funeral Directors | 25 | 25 | 25 | 25 | 4 Yr. Deg. | Yes |
| General Personnel | 11 | 11 | 13 | 13 | High Sch. | No |
| Secretaries | 8 | 8 | 9 | 9 | High Sch. | No |
| Intern Embalmers | 6 | 8 | 4 | 10 | High Sch. | Yes |
| Lead Directors | 3 | 3 | 3 | 4 | 4 Yr. Deg. | Yes |
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| Occupational Category 24.0205 090699 | Projected Number of Employees | | | | Minimum Education Required | Experience Required |
|---|-------------------------------|-----------------|------------------|------------------|----------------------------|---------------------|
| | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | | |
| Maid/Cleaning Services | | | | | | |
| Maids | 165 | 175 | 200 | 230 | None | No |
| Drivers/Managers | 11 | 12 | 15 | 18 | None | No |
| Secretaries | 2 | 3 | 5 | 5 | None - High Sch. | Yes |
| General Managers | 2 | 2 | 2 | 2 | None - High Sch. | Yes |
| Sales People | 1 | 1 | 2 | 2 | High Sch. | Yes |
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| Occupational Category 25.0100 140100 | Projected Number | | | | Minimum Education Required | Experience Required |
|---|------------------------|-----------------|------------------|------------------|----------------------------|---------------------|
| | Current # of Employees | 1 Year From Now | 2 Years from Now | 5 Years from Now | | |
| Telephone Operators | 968 | 974 | 1081 | 1091 | None - High Sch. | Yes |
| Service Representatives | 613 | 643 | 690 | 838 | None - 2 Yr. Deg | Yes |
| General Bookkeeping Clerks | 305 | 306 | 320 | 336 | None | Yes |
| Sales People | 181 | 183 | 188 | 191 | None - 4 Yr. Deg | Yes |
| Office Managers | 172 | 175 | 181 | 194 | None - 4 Yr. Deg | Yes |
| Bookkeepers | 154 | 154 | 156 | 159 | None - 2 Yr. Deg | No |
| Secretaries | 145 | 148 | 152 | 157 | None - 2 Yr. Deg | Yes |
| Statistical Clerks | 144 | 147 | 152 | 158 | None - High Sch. | Yes |
| Tax Preparers | 115 | 130 | 145 | 175 | None | Yes |
| Bill Adjustors | 136 | 136 | 141 | 147 | None - High Sch. | No |
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Occupational Category

25.0600 140600

Projected Number of Employees

| Occupational Category | Projected Number of Employees | | | | Minimum Education Required | Experience Required |
|-----------------------|-------------------------------|-----------------|------------------|------------------|----------------------------|---------------------|
| | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | | |
| Employment Services | | | | | | |
| Typists | 125 | 125 | 125 | 125 | None | Yes |
| General Office Clerks | 75 | 75 | 75 | 75 | None | No |
| Bookkeepers | 30 | 30 | 30 | 30 | High Sch. | Yes |
| Stenographers | 30 | 30 | 30 | 30 | High Sch. | Yes |
| Key Punch Operators | 7 | 14 | 30 | 50 | 2 Yr. Deg. | No |
| Supervisors | 3 | 3 | 3 | 3 | None | Yes |
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Occupational Category

25.0707 160516

Projected Number of Employees

| | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | Minimum Education Required | Experience Required |
|-------------------------|------------------------------|--------------------|---------------------|---------------------|----------------------------------|------------------------|
| Law Firms | | | | | | |
| Legal Secretaries | 75 | 81 | 86 | 96 | High Sch. | Yes |
| Attorneys | 48 | 52 | 56 | 66 | Grad. Wk. | Yes |
| Word Processing Typists | 14 | 17 | 20 | 25 | 4 Yr. Sch. 4 Yr. Deg. | Yes |
| Managers | 11 | 12 | 13 | 15 | 4 Yr. Deg. | Yes |
| Records Clerks | 9 | 9 | 10 | 12 | High Sch. | No |
| Bookkeepers | 7 | 7 | 7 | 9 | High Sch. 4 Yr. Deg. | Yes |
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| Occupational Category 26.0101 170102 | Projected Number of Employees | | | | Minimum Education Required | Experience Required |
|---|-------------------------------|-----------------|------------------|------------------|----------------------------|---------------------|
| | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | | |
| Electrical/Air Conditioning Services | | | | | | |
| Electrical Construction Servicemen | 55 | 55 | 55 | 55 | None | Yes |
| Air Conditioning Installers | 16 | 16 | 16 | 16 | None | Yes |
| Clerical | 10 | 10 | 10 | 10 | None | Yes |
| Management | 7 | 7 | 7 | 7 | None | Yes |
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| Occupational Category | | Projected Number of Employees | | | | Minimum Education Required | Experience Required |
|-------------------------|--------|-------------------------------|-----------------|------------------|------------------|----------------------------|---------------------|
| 26.0400 | 170504 | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | | |
| Airlines | | | | | | None - 2 Yr. Deg. | Yes |
| Aircraft Mechanics | | 84 | 90 | 93 | 100 | High Sch. | Yes |
| Managers | | 49 | 51 | 51 | 52 | High Sch. | Yes |
| Traffic Agents & Clerks | | 31 | 31 | 31 | 31 | High Sch. | No |
| Flight Engineers | | 22 | 24 | 24 | 24 | High Sch. 2 Yr. Deg. | Yes |
| Pilots | | 17 | 20 | 20 | 21 | High Sch. 2 Yr. Deg. | Yes |
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| Occupational Category | Projected Number of Employees | | | | Minimum Education Required | Experience Required | | |
|--------------------------------|-------------------------------|--------|------------------------|-----------------|----------------------------|---------------------|-------------------|------------------|
| | 26.1000 | 170900 | Current # of Employees | 1 Year from Now | | | 2 Years from Now | 5 Years from Now |
| Construction Laborers | | | 704 | 832 | 845 | 887 | None - High Sch. | No |
| Construction Machine Operators | | | 585 | 587 | 587 | 587 | None - High Sch. | Yes |
| Carpenters | | | 400 | 428 | 433 | 443 | None - High Sch. | Yes |
| Drivers | | | 174 | 186 | 191 | 217 | None | Yes |
| Painters/Paper Hangers | | | 126 | 160 | 167 | 210 | None | No |
| Foremen | | | 140 | 149 | 150 | 160 | None - High Sch. | Yes |
| Plumbers/Pipefitters | | | 134 | 138 | 138 | 150 | None - High Sch. | Yes |
| Sales People | | | 123 | 124 | 126 | 139 | None - 4 Yr. Deg. | Yes |
| Secretaries | | | 110 | 117 | 118 | 123 | None - 2 Yr. | Yes |
| Bookkeepers | | | 110 | 114 | 114 | 121 | None - 4 Yr. Deg. | Yes |
| Roofers | | | 78 | 100 | 112 | 148 | None | Yes |
| Field Superintendents | | | 93 | 100 | 101 | 102 | None - 4 Yr. Deg. | Yes |
| Managers | | | 96 | 98 | 99 | 104 | None - 2 Yr. Deg. | Yes |
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| Occupational Category 26.1011 160103 | Projected Number of Employees | | | | Minimum Education Required | Experience Required |
|---|-------------------------------|-----------------|------------------|------------------|----------------------------|---------------------|
| | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | | |
| Architectural Occupations | | | | | | |
| Equipment Operators | 100 | 100 | 100 | 100 | None | Yes |
| Construction Managers | 7 | 7 | 7 | 7 | High Sch. | Yes |
| Manufacturing Engineers | 7 | 7 | 7 | 7 | 2 Yr. Deg. | Yes |
| Printed Circuit Board Designers | 6 | 6 | 6 | 6 | 2 Yr. Deg. | Yes |
| Machine Designers | 5 | 5 | 5 | 5 | High Sch. | Yes |
| Mechanical Designers | 5 | 5 | 5 | 5 | 2 Yr. Deg. | Yes |
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| Occupational Category 26.1106 171006 | Projected Number of Employees | | | | Minimum Education Required | Experience Required |
|---|-------------------------------|-----------------|------------------|------------------|----------------------------|---------------------|
| | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | | |
| Pool Maintenance | | | | | | |
| Service Technicians | 25 | 25 | 25 | 25 | None | No |
| Secretaries/Receptionists | 6 | 7 | 7 | 7 | High Sch. | No |
| Supervisors | 4 | 4 | 4 | 4 | None | No |
| Repairmen | 4 | 4 | 4 | 4 | None | No |
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| Occupational Category 1600 172500 | Projected Number of Employees | | | | Minimum Education Required | Experience Required |
|--------------------------------------|-------------------------------|-----------------|------------------|------------------|----------------------------|---------------------|
| | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | | |
| Laundries/Dry Cleaning | | | | | | |
| Network Personnel | 53 | 54 | 54 | 55 | None | No |
| Local Truck Drivers | 40 | 41 | 42 | 44 | None - High Sch. | Yes |
| Laundry Production Personnel | 30 | 33 | 35 | 36 | None | No |
| Managers | 22 | 23 | 23 | 23 | None - 2 Yr. Deg. | Yes |
| Secretaries | 21 | 22 | 23 | 24 | High Sch. | Yes |
| Mail Room Operators | 19 | 20 | 20 | 21 | None | No |
| Laundresses | 13 | 15 | 17 | 17 | None | Yes |
| Pressers | 13 | 14 | 16 | 16 | None | No |
| Engineers | 13 | 13 | 13 | 14 | Grad. Wk. | Yes |
| Women Products Personnel | 12 | 13 | 13 | 14 | None | No |
| Checkers | 9 | 11 | 13 | 13 | None | No |
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| Occupational Category 26.1900 170800 | Projected Number of Employees | | | | Minimum Education Required | Experience Required |
|---|-------------------------------|-----------------|------------------|------------------|----------------------------|---------------------|
| | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | | |
| Printers/Newspapers/Photographers | | | | | | |
| Composing Room Personnel | 190 | 194 | 295 | 197 | None - High Sch. | Yes |
| Managers | 165 | 168 | 171 | 176 | None - 4 Yr. Deg. | Yes |
| Printing Pressmen & Assistants | 136 | 141 | 145 | 149 | None - High Sch. | Yes |
| Sales People | 140 | 141 | 143 | 143 | None - 2 Yr. Deg. | Yes |
| Circulation Personnel | 100 | 100 | 100 | 100 | None | No |
| Editors | 78 | 79 | 80 | 81 | High Sch. 4 Yr. Deg. | Yes |
| Bookkeepers | 66 | 69 | 71 | 74 | None - High Sch. | Yes |
| Newspaper Reporters | 71 | 71 | 71 | 71 | None - 4 Yr. Deg. | Yes |
| Laborers/Paper Handlers | 50 | 52 | 55 | 60 | None - High Sch. | No |
| Drivers | 49 | 49 | 49 | 49 | None | No |
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Occupational Category

26.2202 171805

Projected Number of Employees

| Occupational Category | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | Minimum Education Required | Experience Required |
|-----------------------|------------------------------|--------------------|---------------------|---------------------|----------------------------------|------------------------|
| Ship Builders | | | | | | |
| Painters | 106 | 110 | 111 | 118 | None | Yes |
| Carpenters | 60 | 65 | 66 | 75 | None | Yes |
| Marine Mechanics | 38 | 38 | 38 | 39 | None | Yes |
| Welders | 20 | 22 | 22 | 25 | None - 2 Yr. Deg. | Yes |
| Foremen | 15 | 15 | 16 | 17 | None - High Sch. | Yes |
| Electronics | 14 | 14 | 14 | 15 | None | Yes |
| Managers | 13 | 14 | 14 | 15 | None - 4 Yr. Deg. | Yes |
| Secretaries | 10 | 10 | 10 | 11 | None - 2 Yr. Deg. | No |
| Fiberglass Laminators | 6 | 8 | 8 | 10 | None | Yes |
| Bookkeepers | 7 | 8 | 8 | 8 | None - 2 Yr. Deg. | Yes |
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| Occupational Category | Projected Number of Employees | | | | Minimum Education Required | Experience Required |
|---|-------------------------------|-----------------|------------------|------------------|----------------------------|---------------------|
| | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | | |
| 26.2300 171900 Manufacturing/Machine Shops | | | | | | |
| Assemblers/Production Workers | 3119 | 3740 | 4037 | 4335 | None - 2 Yr. Deg. | No |
| Inspectors | 799 | 846 | 879 | 911 | None - 2 Yr. Deg. | No |
| Managers | 642 | 684 | 733 | 810 | None - Grad. Wk. | Yes |
| Foremen/Supervisors | 547 | 591 | 637 | 691 | None - 4 Yr Cert. | Yes |
| Engineers | 472 | 561 | 636 | 719 | None - Grad. Wk. | Yes |
| Electronic Technicians | 344 | 405 | 451 | 536 | None - 1 Yr Cert. | No |
| All-around Machinists | 313 | 357 | 384 | 429 | None - 4 Yr. Deg. | Yes |
| Manufacturers Sales Reps. | 333 | 356 | 380 | 432 | None - 4 Yr. Deg. | Yes |
| Secretaries | 290 | 323 | 361 | 426 | None - 4 Yr Cert. | Yes |
| Electricians | 226 | 268 | 321 | 334 | None - 2 Yr Deg. | Yes |
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| Occupational Category 26.3201 171503 | Projected Number of Employees | | | | Minimum Education Required | Experience Required |
|---|-------------------------------|-----------------|------------------|------------------|----------------------------|---------------------|
| | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | | |
| Utilities/Energy Sources | | | | | | |
| Deliverymen | 12 | 9 | 9 | 9 | None | No |
| Clerks | 10 | 6 | 6 | 6 | None | Yes |
| Servicemen | 6 | 6 | 6 | 6 | None | No |
| Welders | 6 | 6 | 6 | 6 | None | Yes |
| Laborers | 6 | 6 | 6 | 6 | None | No |
| Sales People | 5 | 5 | 5 | 5 | None | Yes |
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| Occupational Category 26,9907 160600 | Projected Number of Employees | | | | Minimum Education Required | Experience Required |
|---|-------------------------------|--------------------|---------------------|---------------------|----------------------------------|------------------------|
| | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | | |
| Radio Stations | | | | | | |
| Radio Service Technicians | 25 | 25 | 30 | 35 | 2 Yr. Deg. | No |
| Sales People | 27 | 27 | 27 | 32 | None - High Sch. | No |
| Radio Announcers | 17 | 17 | 17 | 17 | 1 Yr Cert. | Yes |
| Telephone Operators | 8 | 10 | 12 | 12 | High Sch. | No |
| Secretaries | 7 | 8 | 8 | 8 | 2 Yr. Deg, 1 Yr Cert. | Yes |
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Occupational Category

27.022 172205

Projected Number of Employees

| Security | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | Minimum Education Required | Experience Required |
|-------------------|------------------------------|--------------------|---------------------|---------------------|----------------------------------|------------------------|
| Security Officers | 452 | 497 | 547 | 815 | None | Yes |
| Watchmen | 200 | 210 | 215 | 230 | None | No |
| Stadium Personnel | 15 | 15 | 15 | 15 | None | No |
| Supervisors | 8 | 8 | 10 | 15 | 2 Yr; Deg. | No |
| Patrolmen | 0 | 0 | 10 | 25 | None | No |
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| Occupational Category 27.0300 090247 | Projected Number of Employees | | | | Minimum Education Required | Experience Required |
|---|-------------------------------|-----------------|------------------|------------------|----------------------------|---------------------|
| | Current # of Employees | 1 Year from Now | 2 Years from Now | 5 Years from Now | | |
| Schools/Universities | | | | | | |
| Instructors | 205 | 226 | 233 | 252 | None - 4 Yr. Deg. | Yes |
| Secretaries | 57 | 61 | 65 | 66 | None - 2 Yr. Deg. | Yes |
| Custodians | 55 | 59 | 61 | 63 | None - High Sch. | Yes |
| Grounds keepers | 39 | 41 | 43 | 43 | None | Yes |
| Accounting Clerks | 17 | 19 | 19 | 21 | None - 2 Yr. Deg. | Yes |
| Admissions/Registration Coordinators | 17 | 17 | 19 | 19 | None - Yr. Deg. | Yes |
| Clerk Typists | 16 | 17 | 19 | 19 | High Sch. | Yes |
| Student Advisors | 15 | 16 | 17 | 17 | None - Grad. Wk. | Yes |
| Admissions/Registration Clerks | 14 | 14 | 16 | 16 | High Sch. 2 Yr. Deg. | Yes |
| Records Specialists | 12 | 14 | 16 | 16 | High Sch. Grad. Wk. | Yes |
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| Occupational Category | Projected Number of Employees | | | | Minimum Education Required | Experience Required | |
|---------------------------|-------------------------------|--------|------------------------|-----------------|----------------------------|---------------------|-----------------------|
| | 27.0800 | 173200 | Current # of Employees | 1 Year from Now | | | 2 Years from Now |
| City Government | | | | | | | |
| Police Officers | | | 733 | 748 | 773 | 856 | None - High Sch. No |
| Firefighters | | | 319 | 334 | 355 | 395 | None - High Sch. Yes |
| Municipal Maintenance men | | | 191 | 197 | 203 | 208 | None - High Sch. Yes |
| Maintenance Mechanics | | | 186 | 186 | 188 | 188 | None - High Sch. Yes |
| Clerk Typists | | | 139 | 140 | 142 | 149 | None - High Sch. No |
| Police Sergeants | | | 127 | 130 | 134 | 142 | None - 2 Yr. Deg. Yes |
| Driver/Engineers | | | 124 | 127 | 130 | 136 | None - High Sch. Yes |
| Fire Lieutenants | | | 105 | 107 | 111 | 115 | None - 2 Yr. Deg. Yes |
| Police Aides | | | 111 | 111 | 111 | 111 | None - High Sch. No |
| General Maintenance | | | 101 | 101 | 101 | 101 | None - High Sch. No |
| Secretaries | | | 78 | 78 | 79 | 84 | None - 1 Yr Cert. Yes |
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HIGHEST PROJECTED DEMAND OCCUPATIONS

(based upon 2-year projections)

| <u>OCCUPATIONAL TITLE</u> | <u>TWO-YEAR PROJECTIONS</u> |
|---------------------------|-----------------------------|
| Sales | 4724 |
| Assemblers/Production | 4037 |
| Managers | 3586 |
| Waiters/Waitresses | 3386 |
| Registered Nurses | 2281 |
| Nurses Aides | 1910 |
| Housekeeping Personnel | 1844 |
| Secretaries | 1451 |
| Bookkeepers | 1234 |
| Cooks & Chefs | 1226 |

PROJECTED 5-YEAR GROWTH BY OCCUPATIONAL CATEGORY (PERCENTAGE)

Occupational Category

| | |
|---|---|
| Nurseries/Florists/Landscapers 21.0000 010000 | Projected 5-Year Growth (Percentage) |
| Irrigation Specialists | 100 |
| Sales Representatives | 100 |
| Floral Designers | 67 |
| Laborers | 63 |
| Floral Consultants | 50 |
| Agricultural Foremen | 50 |
| Taxidermist 21.0101 010101 | Projected 5-Year Growth (Percentage) |
| Secretaries | 50 |
| Bookkeepers | 50 |
| Pest Control Services 21.0200 160200 | Projected 5-Year Growth (Percentage) |
| Route Supervisors | 100 |
| Bookkeepers | 50 |
| Monthly Salespeople | 33 |
| Termite Control Salespeople | 33 |
| Lawn Control Salespeople | 33 |

PROJECTED 5-YEAR GROWTH BY OCCUPATIONAL CATEGORY (PERCENTAGE)

Occupational Category

| | |
|--|---|
| Golf Courses/Country Clubs 21.0300 010300 | Projected 5-Year Growth (Percentage) |
| Office Machine Operators | 50 |
| Auto Dealerships 22.0300 040300 | Projected 5-Year Growth (Percentage) |
| Courtesy Drivers | 44 |
| Automobile Trimmers/Installers | 36 |
| Air Conditioning Mechanics | 33 |
| Auto Leasing 22.0300 040300 | Projected 5-Year Growth (Percentage) |
| Drivers | 58 |
| Automobile Mechanics | 53 |
| Reservationists | 40 |
| Dispatchers | 33 |

PROJECTED 5-YEAR GROWTH BY OCCUPATIONAL CATEGORY (PERCENTAGE)

Occupational Category

| Banks/Savings & Loans | Projected 5-Year Growth |
|-----------------------------|-------------------------|
| 22.0400 040400 | (Percentage) |
| Systems Analysts | 140 |
| Programmers | 92 |
| Loan Servicing Officers | 89 |
| Mortgage Officers | 86 |
| Key Punch Operators | 86 |
| Operations Officers | 75 |
| Auditors | 75 |
| Cashiers | 67 |
| Couriers | 67 |
| Computer Operators | 64 |
| Commercial Banks | Projected 5-Year Growth |
| 22.0400 040400 | (Percentage) |
| Programmers | 75 |
| Mortgage Officers | 67 |
| Public Relations/Adv. Pers. | 60 |
| New Accounting Clerks | 57 |
| Dictaphone Typists | 56 |
| Couriers | 56 |
| Typists | 52 |
| Operations Officers | 51 |
| Personnel Managers | 50 |
| Head Tellers | 50 |
| Teletype Operators | 50 |

PROJECTED 5-YEAR GROWTH BY OCCUPATIONAL CATEGORY (PERCENTAGE)

Occupational Category

| | |
|--|---|
| Stock Brokers 22.0450 040406 | Projected 5-Year Growth (Percentage) |
| Margin Bookkeepers Sales Assistant Secretary Stock Brokers | 200 140 118 |
| Retail Grocers/Wholesalers 22.0600 040600 | Projected 5-Year Growth (Percentage) |
| Branch Managers Cashiers Meat Cutters Produce Wrappers Managers Route People Office Machine Operators Parking Personnel | 100 63 50 50 44 44 43 33 |
| Food Services 22.0700 040700 | Projected 5-Year Growth (Percentage) |
| Secretaries Cooks & Chefs Cashiers General Building Maintenance Bookkeepers | 83 69 67 50 50 |

PROJECTED 5-YEAR GROWTH BY OCCUPATIONAL CATEGORY (PERCENTAGE)

| Occupational Category | | |
|---|--|---|
| Hotels/Restaurants 22.1100 041100 | | Projected 5-Year Growth (Percentage) |
| Valets | | 79 |
| Banquet Stewards | | 58 |
| Parking Attendants | | 51 |
| Life Guards | | 50 |
| Laundry Managers | | 43 |
| Accounts Payable Clerks | | 38 |
| Reservation Clerks | | 38 |
| Air Conditioning Mechanics | | 38 |
| Food Checkers | | 36 |
| House Stewards | | 36 |
| Restaurants/Nightclubs 22.1100 041100 | | Projected 5-Year Growth (Percentage) |
| Waiters & Waitresses | | 222 |
| Grillmen | | 200 |
| Closers | | 200 |
| Food Checkers | | 193 |
| Managers | | 189 |
| Cashiers | | 79 |
| Cooks & Chefs | | 72 |
| Secretaries | | 64 |
| Stock Room Help | | 57 |
| Purchasing Agents | | 53 |

PROJECTED 5-YEAR GROWTH BY OCCUPATIONAL CATEGORY (PERCENTAGE)

Occupational Category

| Insurance Cos./Property Mgmt. 22.1300 041700 | Projected 5-Year Growth (Percentage) |
|---|---|
| Salespeople | 154 |
| Pension Specialists | 100 |
| Insurance Agents/Brokers | 64 |
| Sales Managers/Supervisors | 50 |
| Telephone Solicitors | 40 |
| Bookkeepers | 33 |
| Petroleum Services 22.1600 041600 | Projected 5-Year Growth (Percentage) |
| Tankermen | 100 |
| Shift Leaders | 67 |
| Painters | 50 |
| Service Technicians | 50 |
| Terminal Operators | 33 |
| Real Estate/Land Development 22.1700 041700 | Projected 5-Year Growth (Percentage) |
| Engineering Technicians | 100 |
| Draftsmen | 38 |
| Survey Instrument Men | 38 |
| Survey Party Chiefs | 33 |

PROJECTED 5-YEAR GROWTH BY OCCUPATIONAL CATEGORY (PERCENTAGE)

Occupational Category

| | |
|---|---|
| Amusements/Race Tracks 22.1800 041800 | Projected 5-Year Growth (Percentage) |
| | No growth projected |
| Trucking/Moving/Delivery 22.1900 041900 | Projected 5-Year Growth (Percentage) |
| Claims Adjustors | 300 |
| Telephone Solicitors | 100 |
| Telephone Operators | 80 |
| Shipping & Receiving Clerks | 80 |
| Truck Driver's Helpers | 78 |
| Storage Managers | 60 |
| Warehouse People | 58 |
| Bookkeepers | 50 |
| Moving Consultants | 45 |
| Operations Supervisors | 36 |
| File Clerks | 36 |

PROJECTED 5-YEAR GROWTH BY OCCUPATIONAL CATEGORY (PERCENTAGE)

Occupational Category

| Department Stores/Retail Bus. 22.2000 042201 | Projected 5-Year Growth (Percentage) |
|---|---|
| Jewelry/Watch Repair Cashiers Public Relations/Adv. Pers. Credit Officials Computer Operators Department Managers Advertising Artists Security Personnel Office Machine Operators Programmers | 133 61 60 50 49 43 43 43 40 40 |
| Hospitals/Medical Services 23.0000 070000 | Projected 5-Year Growth (Percentage) |
| Programmers Bio-Medical Technicians Medical Assistants Homemaker/Home Health Aides Ultra-Sound Technologists Medical Records Technicians Nurse Clinicians Cardio-Pulmonary Tech. Radiation Therapy Tech. Lab Technologists | 400 300 100 73 64 39 38 37 35 35 |

PROJECTED 5-YEAR GROWTH BY OCCUPATIONAL CATEGORY (PERCENTAGE)

Occupational Category

| | |
|--|---|
| Mortuary Services 23.0909 160519 | Projected 5-Year Growth (Percentage) |
| Intern Funeral Directors Intern Embalmers Lead Directors | 100 67 33 |
| Maid/Cleaning Services 24.0205 090699 | Projected 5-Year Growth (Percentage) |
| Secretaries Sales People Driver/Managers Maids | 150 100 64 39 |
| Accounting/Computer/Comm. 25.0100 140100 | Projected 5-Year Growth (Percentage) |
| Receptionists Repairmen Tax Preparers Computer Technologists Service Representatives Housekeeping Personnel | 96 86 52 50 37 33 |
| Employment Services 25.0600 140600 | Projected 5-Year Growth (Percentage) |
| Key Punch Operators | 614 |

PROJECTED 5-YEAR GROWTH BY OCCUPATIONAL CATEGORY (PERCENTAGE)

Occupational Category

| | |
|---|---|
| Law Firms 25. 0707 1 60516 | Projected 5-Year Growth (Percentage) |
| Para-legals Word Processing Typists Librarians Couriers Attorneys | 167 79 50 50 38 |
| Electrical/Air Cond. Repairs 26. 0101 1 70102 | Projected 5-Year Growth (Percentage) |
| | No growth projected |
| Airlines 26. 0400 1 70504 | Projected 5-Year Growth (Percentage) |
| Sales People Refuelers Bookkeepers | 200 67 33 |

PROJECTED 5-YEAR GROWTH BY OCCUPATIONAL CATEGORY (PERCENTAGE)

| Occupational Category | | |
|--|--|---|
| Construction 26.1000 170900 | | Projected 5-Year Growth (Percentage) |
| Tile Setters | | 200 |
| Roofers | | 90 |
| Painters/Paper Hangers | | 84 |
| Shingle Layers | | 78 |
| Pre-cast Installers | | 75 |
| Payroll Clerks | | 67 |
| Security Personnel | | 67 |
| Sheet Metal Workers | | 41 |
| Architectural Occupations 26.1011 160103 | | Projected 5-Year Growth (Percentage) |
| Architectural Drafters | | 200 |
| Technical Writers | | 100 |
| Interior Designers | | 50 |
| Pool Maintenance Services 26.1106 171006 | | Projected 5-Year Growth (Percentage) |
| | | No growth projected |

PROJECTED 5-YEAR GROWTH BY OCCUPATIONAL CATEGORY (PERCENTAGE)

Occupational Category

| | |
|---|--|
| Laundries/Dry Cleaning 26.1600 172500 | Projected 5-Year Growth (Percentage) |
| Cashiers/Counter Sales People Spotters Checkers Bookkeepers | 86 50 44 40 |
| Printers/Newspapers/Photog. 26.1900 170800 | Projected 5-Year Growth (Percentage) |
| Book Binders Inspectors Typists Purchasing Agents Mechanical Artists Statistical Clerks Bindery Specialists/Tech. Duplicating Equip. Operators | 63 50 50 50 50 38 38 33 |
| Ship Builders 26.2202 171805 | Projected 5-Year Growth (Percentage) |
| Fiberglass Laminators | 67 |

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200

PROJECTED 5-YEAR GROWTH BY OCCUPATIONAL CATEGORY (PERCENTAGE)

Occupational Category

| | |
|--|---|
| Manufacturing/Machine Shops 26.2300 171900 | Projected 5-Year Growth (Percentage) |
| Contract Administrators | 213 |
| Profile Operators | 91 |
| Product & Material Control | 88 |
| File Clerks | 82 |
| Pipefitters | 79 |
| Tool & Die Makers | 76 |
| Pnt. Grinders/Sharers/Fillers | 70 |
| Real Time Programmers | 67 |
| Programmers | 56 |
| Electronic Technicians | 56 |
| Energy Sources/Utilities 26.3201 171503 | Projected 5-Year Growth (Percentage) |
| Installers | 50 |
| Clerks | 40 |
| Radio Stations 26.9907 160600 | Projected 5-Year Growth (Percentage) |
| Telephone Operators | 50 |
| Radio Service Technicians | 40 |

PROJECTED 5-YEAR GROWTH BY OCCUPATIONAL CATEGORY (PERCENTAGE)

Occupational Category

| Security 27.0202 172205 | Projected 5-Year Growth (Percentage) |
|--|---|
| Bookkeepers | 200 |
| Supervisors | 88 |
| Security Officers | 80 |
| Office Managers | 50 |
| Investigators/Inspectors | 50 |
| Schools/Universities 27.0300 090207 | Projected 5-Year Growth (Percentage) |
| Student Activities Specialists | 300 |
| Textbook Buyers | 200 |
| Graphics Technicians | 200 |
| Computer Operators | 133 |
| Asst. Executive Secretaries | 100 |
| Buyers | 100 |
| Gardeners | 100 |
| Graphics Illustrators | 100 |
| Mail Clerks | 100 |
| Personnel Specialists | 100 |
| Programmers | 100 |
| Television Engineers | 100 |
| Vehicle Maint. Supervisors | 100 |

PROJECTED 5-YEAR GROWTH BY OCCUPATIONAL CATEGORY (PERCENTAGE)

Occupational Category

| City Government | Projected 5-Year Growth |
|-------------------------|-------------------------|
| 27.0800 173200 | (Percentage) |
| Plumbing Inspectors 1 | 157 |
| Property Control Clerks | 150 |
| Mobile Parts Expeditors | 100 |
| Landscape Inspectors 1 | 100 |
| Planning Technicians | 67 |
| Computer Operators 1 | 50 |
| Mechanical Inspectors | 50 |
| Plumbers (Maintenance) | 50 |
| Victim Ombudsmen | 50 |
| Battalion Chiefs | 40 |
| Buyers | 40 |

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