CUSTOMER SURVEY DIGITAL DEVELOPMENT

Dear Mrs. XXX,
Dear Mr. XXX,

LEPL State Employment Support Agency (SESA) was established in 2019 to improve the balance in the labour market. SESA helps unemployed people to find jobs and helps employers to find staff. We at SESA are striving to better meet our customers needs and to make you with us pleasurable. To help us meet this goal, we survey 100 customers from each region and branch. This survey helps us to make improvements in our services and gives you the opportunity of being co-creator of the State Employment Support Agency´s services.

We would greatly appreciate your taking a few minutes to complete the enclosed survey about your experiences and needs. Be assured that your responses will be kept completely confidential. We will review the results and present the results to the public in August 2020.

Please return the printed version of your completed survey in your SESA branch or via Mail to: SESA.Customer.Survey@gmail.com until 20th July 2020.

Thank you for joining the survey and we look forward your answers.

Best regards,

Tamila Barkalaia
Deputy Minister of MoH and Head of LEPL SESA

1. To which User Group do you belong?

- ☐ Jobseeker
- ☐ Employer

2. Are you male or female?

- ☐ male
- ☐ female
- ☐ divers

3. How old are you?

- ☐ less than 30 years old
- ☐ over 30 years old

4. What is the postal code of your residency?

xxxxxxxx

5. In what sector are you operating/working?

- ☐ Extraction of raw materials
- ☐ Farming / Fishing
- ☐ Manufacturing
- ☐ Utilities; electricity, oil, gas
- ☐ Extraction of raw materials
- ☐ Construction
- ☐ Retail
- ☐ Financial Services, Insurances
- ☐ Communication
- ☐ Hospitality and leisure
- ☐ Real Estate
- ☐ Information Technology
- ☐ Education
- ☐ Public Sector
- ☐ Research and Development

You can tick more than one options.

6. How many employees are working in your firm?

- ☐ This question doesn´t apply to me
- ☐ less than 5
- ☐ between 5 and 10
- ☐ between 11 and 50
- ☐ between 51 and 100
- ☐ more than 100

7. How often did you use the services of SESA?

- ☐ never
- ☐ once
- ☐ between 2 and 5 times
- ☐ more than 5 times

8. What is your highest level of professional education?

- ☐ informal professional education
- ☐ professional education
- ☐ higher education

9. Do you know the job board WorkNet?

- ☐ yes
- ☐ no

10. Do you like to use WorkNet frequently?

- ☐ yes
- ☐ no

Why don´t you want to use WorkNet? (Please provide any comments.)

11. Do you find WorkNet easy to use?

- ☐ yes
- ☐ no

Why don´t you find Work.Net easy to use? (Please provide any comments.)

12. Do you need assistance to be able to use WorkNet?

- ☐ yes
- ☐ no

Why do you need assistance? (Please provide any comments.)

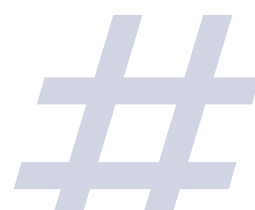## 13. Does WorkNet provide all functionalities that you expect of a Job Board?

- ☐ yes
- ☐ no

What kind of functionalities do you miss? (Please provide any comments.)

14. Do you think WorkNet is cumbersome to use?

- ☐ yes
- ☐ no

Why do you find WorkNet cumbersome to use? (Please provide any comments.)

15. Did you feel confident using WorkNet?

☐ yes
☐ no

Why didn´t you feel confident in using WorkNet? (Please provide any comments.)

16. Which of the following mentioned job boards do you know?

☐ Monster
☐ Stepstone
☐ Jobs Georgia
☐ others

17. Which of the following mentioned job boards do you know?

☐ Monster
☐ Stepstone
☐ Jobs Georgia
☐ others

18. What job board do prefer?

☐ Monster
☐ Stepstone
☐ Jobs Georgia
☐ other

What other job board do you prefer and why do you prefer it? Please provide any comment.

19. Do you have access to the internet?

☐ yes
☐ no

20. What internet speed is available in your area of residency?

☐ 4G
☐ 5G
☐ LTE
☐ I don´t know.

21. How frequent do you use the internet?

☐ I´m regularly in the internet with my PC at home.
☐ I´m regularly surfing in the internet with my Tablet
☐ I´m regularly surfing in the internet with my Android Smartphone
☐ I´m regularly surfing in the internet with my iOS Smartphone
☐ I´m not using the internet, I prefer personal services.

22. How do you evaluate your computer literacy?

- ☐ I love to use online tools and it´s easy for me to navigate in the internet.
- ☐ I´m need to work with online tools and the internet.
- ☐ I use online tools and the internet only if there is no alternative.
- ☐ I´m afraid to use online tools and the internet. I use only personal services
  I want to mention that: (Please provide any comments.)

23. What kind of Social Network do you use?

- ☐ none
- ☐ Twitter
- ☐ Facebook
- ☐ Instagram
- ☐ Tumblr
- ☐ LinkedIn
- ☐ Others
  What other social networks are relevant to you? (Please provide any comments)
  You can tick more than one option.

24. Would you appreciate if SESA would provide that Services online?

- ☐ Mediation Services
- ☐ Counselling Services
- ☐ Self Assessment Tools
- ☐ Labour Market Information
- ☐ Application Services
- ☐ Job Matching Services
- ☐ Others
  What other services would you appreciate as digital Services? (Please provide any comments)
  You can tick more than one option.

25. How do you value the overall performance of SESA?

- ☐ very good
- ☐ good
- ☐ nor good nor bad
- ☐ bad
- ☐ very bad
  Why do you value the performance of SESA like that? (Please provide any comments)[1]

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[1] The Survey Questions are based on System Usability Scale (SUS) and the User Experience Questionnaire (UEQ)