EMPLOYEE SURVEY DIGITAL DEVELOPMENT

Dear Mrs. XXX,
Dear Mr. XXX,

as you know the LEPL State Employment Support Agency (SESA) was established in 2019 to improve the balance in the labour market. It´s the will of the Ministry of Labour to improve WorkNet for the sake of the Georgian Citizens as well the employees. Therefore, two surveys will be carried out, one addresses the citizens the other one you have in your hand. We want to find out what the improvement needs concerning WorkNet really are. Hence, we please you to help us meet by answering this survey questions . The results of the survey will become published and taken into account for concrete improvement measures on WorkNet . It´s our wish that you see yourself as a co-creator of future WorkNet whom ´s opinion is very much needed and appreciated.

We thank you in advance that you will take a few minutes of your time to complete the enclosed survey which aims to explore your experience and opinion on improvement 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.*Employee*.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?

- ☐ Job Counselor
- ☐ Employer Counselor
- ☐ Career Guidance Specialist
- ☐ Case Manager
- ☐ HR
- ☐ Controller
- ☐ Management
- ☐ Others

2. How long do work for SESA or SESA´s Predecessor?

- ☐ less than one year
- ☐ one up to 3 years
- ☐ four up to 5 years
- ☐ more than 5 years

3. Did you get a training for the use of WorkNet?

- ☐ yes
- ☐ no
- ☐ I would like to get a training on WorkNet

4. How long ago was the training?

- ☐ 1 year ago
- ☐ 2 years ago
- ☐ more than 2 years ago
- ☐ I would like to get a training on WorkNet

5. Have you gained insights in other Countries Public Employment Services and their specific Job Boards?

- ☐ no, I´ve never visited another PES
- ☐ yes, I have gained insights in the PES (please mention the country):
- ☐ I particularly liked the job board in (please mention the country) because ....

6. I find the registration process in WorkNet ...

- ☐ I do not know the registration process in WorkNet because I am not responsible for it.
- ☐ very good and see no need for improvement
- ☐ insufficient and I see need for improvement
  I suggest the following improvement measures:

7. I find the profiling process in WorkNet ...

- ☐ not yet existent
- ☐ very good and see no need for improvement

☐ insufficient and I see need for improvement

I suggest the following improvement measures:

8. I find the customer segmentation process in WorkNet ...

☐ not yet existent

☐ very good and see no need for improvement

☐ insufficient and I see need for improvement

I suggest the following improvement measures:

9. The process of creating applicant profiles in WorkNet is ...

☐ very good and comprehensive, there is no need for improvement

☐ insufficient and I see need for improvement

I suggest the following improvement measures:

10. Worknet offers me a set of competences and soft skills for each profession (Jobseekers Profile).

☐ This statement is correct.

☐ This is not true.

I suggest the following improvement measure:

11. The process of creating job profiles in WorkNet is ...

☐ very good and comprehensive, there is no need for improvement

☐ insufficient and I see need for improvement

I suggest the following improvement measures:

12. Worknet offers me a set of competences and soft skills for each vacancy (Vacancy Profile).

☐ This statement is correct.

☐ This is not true.

I suggest the following improvement measure:

13. The WorkNet matching process is leading to suitable results ...

☐ yes, always

☐ sometimes

☐ not at all

How should we improve the matching process? Please make suggestions:

14. Worknet offers an easy and comprehensive process to track the results of Job referrals.

☐ This statement is correct.

☐ This is not true.

I suggest the following improvement measure:

15. Do you find WorkNet easy to use?

☐ yes

☐ no

How can we improve WorkNet to make it easy to use for you? (Please provide any comments.)

16. Do you need assistance/support to be able to use WorkNet?

☐ I can´t use WorkNet without help.

☐ I need sometimes help.

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

17. WorkNet should provide the opportunity to process the Customer Segmentation.

☐ I don´t agree.

☐ I agree.

I want to give some remarks on how to implement the costumer segmentation:

18. WorkNet should provide the opportunity to process the Individual Action Agreement.

☐ I don´t agree.

☐ I agree.

I want to give some remarks on how to implement the Individual Action Agreement:

19. WorkNet should provide the opportunity to process the Customer Segmentation.

☐ I don´t agree.

☐ I agree.

I want to give some remarks on how to implement the costumer segmentation:

20. WorkNet is a reliable software which runs without failures.

☐ This statement is correct.

☐ This is not true.
   Please describe the kind of failure which are occurring and let us know how often the failures are occurring:

21. Worknet offers a process to track the results of Job referrals.

☐ This statement is correct.

☐ This is not true.
   I suggest the following improvement measure:

22. It is easy to handle the following activities with WorkNet…

☐ I find it easy to open a new customer case.

☐ I find it easy to close a customer case.

☐ I find it easy to re-open a customer case.

☐ I find it easy to make changes in a customer's case.

There are some difficulties I processing the above-mentioned activities, which should be improved:

23. WorkNet offers a process to track the results of Job referrals.

☐ This statement is correct.
☐ This is not true.
I suggest the following improvement measure:

24. WorkNet offers an electronic process to send referrals for training measures to Jobseekers.

☐ This statement is correct.
☐ This is not true.
I suggest the following improvement measure:

25. WorkNet contains a database with all forms and documents. These forms are getting automatically personalized to the Jobseeker/Employer.

☐ This statement is correct.
☐ This is not true.
I suggest the following improvement measure:

26. WorkNet creates automatic follow-ups that make my work much easier.

☐ This statement is correct.
☐ This is not true.
I would like automatic follow-up in the following processes:

27. WorkNet sends automatic reminders to Jobseekers and Employers what makes my work much easier.

☐ This statement is correct.
☐ This is not true.
I would like automatic reminders in the following processes:

28. WorkNet sends automatically statistical data to the statistics office.

☐ This statement is correct.
☐ This is not true.
I would appreciate when the following statistics could be sent automatically:

29. Does WorkNet provide all processes and functionalities that you expect of a modern Job Board?

☐ yes
☐ no
What kind of processes and functionalities do you miss? (Please provide any comments.)

30. Do you think WorkNet is cumbersome to use?

☐ yes
☐ no

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

31. Did you feel confident using WorkNet?

☐ yes
☐ no

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

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

☐ Monster
☐ Stepstone
☐ Jobs Georgia
☐ others (please mention what others):

33. Which of the in question 32 mentioned job boards listed do you like best and why?

Please provide any comment.

34. Do you have steady access to the internet?

☐ yes
☐ no

35. What internet speed is available in your branch?

☐ 4G
☐ 5G
☐ LTE
☐ I don´t know.

36. 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.)

37. 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.

38. The following statement applies in my experience to SESA´s customer orientation?

- ☐ I have a lot of customer contact.
- ☐ I respect my customers' opinions.
- ☐ The customer feedback helps me to develop further.
- ☐ The existing IT-tools and work processes enable me to effectively meet the needs of my customers (internally and/or externally).
- ☐ None of the above-mentioned answers applies to me, because:

39. I rate my work environment and my workplace equipment as follows...

- ☐ The external conditions at my workplace are good (light, air, noise, cleanliness).
- ☐ I have a fully equipped workplace (tower, monitor, keyboard, mouse, headset, telephone, printer)
- ☐ I have access to any working tools and materials needed, as well to a scanner.
- ☐ I´m not satisfied concerning (Please provide any comments):

40. I am well informed about SESA´s strategy and WordNet's development goals.

- ☐ I agree.
- ☐ I don´t agree.

  I wish... (Please provide any comments)