

THE KATHARINE GRIBBS SCHOOL - PHILADELPHIA
 INFORMATION TECHNOLOGY NEEDS SURVEY

February 2, 2001

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Table 1

Q.1 Do you actively recruit employees with information technology skills?

	JOB TITLE																		
	HUMAN RE-SOURCE MNGR	CHIEF FINAN-CIAL OFFICER	PRES-IDENT/ OWNER	OTHER MNGR	DIREC-TOR	RE-CRUITER	ASST. OTHER	AD MINI-STRATIVE	IT SER-VICE	GOV'T (STATE LOCAL)	EDUC-ATION	HEALTH CARE	FINAN-CIAL SERVICE	MAN-UFAC-TURING	HIGH-TECH SERVICE	BUSI-NESS SERVICE	WHOLE SALE/RETAIL	OTHER	
Total Respondents	40	1	5	25	1	6	3	19	3	8	10	10	4	16	11	4	9	35	
Yes	40	1	5	25	1	6	3	19	3	8	10	10	4	16	11	4	9	35	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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Table 2

Q.2 Compared to 3 or 4 years ago, has it become more or less difficult to find and recruit employees with technology skills?

	JOB TITLE										COMPANY TYPE									
	HUMAN RE-SOURCE MNGR	CHIEF FINAN-CIAL OFFICER	PRES-IDENT/ OWNER	OTHER MNGR	IT SER-VICE DIRECTOR	AD MINI-STRATIVE CRUITER ASST.	OTHER	GOV'T (STATE LOCAL)	EDUC-ATION	HEALTH CARE	FINAN-CIAL SERVICE	MAN-UFAC-TURING	HIGH-TECH SERVICE	BUSI-NESS SERVICE	WHOLE SALE/RETAIL	OTHER				
Total Respondents	100	40	1	5	25	1	6	3	19	3	8	10	4	16	11	4	9	35		
More Difficult	39	15	1	3	9	1	1	3	6	1	2	3	1	7	3	3	3	16		
	39%	38%	100%	60%	36%	100%	17%	100%	32%	33%	25%	30%	25%	44%	27%	75%	33%	46%		
Less Difficult	27	10	-	1	6	-	4	-	6	1	3	2	1	4	5	-	2	9		
	27%	25%	-	20%	24%	-	67%	-	32%	33%	38%	20%	25%	25%	45%	-	22%	26%		
About the same	23	10	-	1	5	-	1	-	6	1	3	2	1	3	3	1	4	5		
	23%	25%	-	20%	20%	-	17%	-	32%	33%	38%	20%	25%	19%	27%	25%	44%	14%		
Don't know	11	5	-	-	5	-	-	-	1	-	-	3	1	2	-	-	-	5		
	11%	13%	-	-	20%	-	-	-	5%	-	-	30%	25%	13%	-	-	-	14%		
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		

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Table 3

Q.3 How many more employees with technology skills, on a percentage basis, does your company need today compared to 3 or 4 years ago?

	JOB TITLE										COMPANY TYPE									
	HUMAN RE-SOURCE	CHIEF FINAN-CIAL OFFICER	PRES-IDENT/ OWNER	OTHER MNGR	IT SER-VICE DIRECTOR	AD MINI-STRATIVE	GOV'T (STATE OR LOCAL)	EDUC-ATION	HEALTH CARE	FINAN-CIAL SERVICE	MAN-UFAC-TURING	HIGH-TECH SERVICE	BUSI-NESS SERVICE	WHOLE SALE/RETAIL	OTHER					
Total Respondents	100	40	1	5	25	1	6	3	19	3	8	10	4	16	4	11	4	9	35	
About the same	36	16	1	1	8	-	2	1	7	1	2	5	-	6	-	3	2	2	15	
Less than 10%	13	5	-	2	4	-	-	-	1	1	-	1	1	3	1	3	-	-	5	
10% more	16	9	-	-	16	-	-	-	33	5	-	10	25	19	-	27	-	-	14	
25% more	12	4	-	1	4	100	-	1	4	1	4	10	-	3	-	-	1	1	5	
50% more	17	5	-	1	6	-	1	-	21	33	50	10	-	19	-	-	25	11	14	
Don't know	6	1	-	-	2	-	2	-	1	-	1	1	1	1	1	2	-	-	2	
Refused	6	3	-	-	8	-	33	-	5	-	13	10	25	-	-	9	-	-	6	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

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Table 4

Q.4 In the past year, how have the compensation packages you offer to attract high technology employees changed? Have the compensation packages decreased, increased or remained the same?

	JOB TITLE																	
	HUMAN RE-SOURCE MNGR	CHIEF FINAN-CIAL OFFICER	PRES-IDENT/OWNER	OTHER MNGR	IT SER-VICER/DIRECTOR	AD MINI-STRATIVE ASST. OTHER	GOV'T (STATE LOCAL)	EDUC-ATION	HEALTH CARE	FINAN-CIAL SERVICE	MAN-UFAC-TURING	HIGH-TECH SERVICE	BUSI-NESS SERVICE	WHOLE SALE/RETAIL	OTHER			
Total Respondents	100	40	1	5	25	1	6	3	19	3	8	10	4	16	11	4	9	35
Increased	58	26	-	3	12	1	6	1	9	2	6	3	2	11	10	3	2	19
	58%	65%	-	60%	48%	100%	100%	33%	47%	67%	75%	30%	50%	69%	91%	75%	22%	54%
Decreased	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Remained the same	39	12	1	2	12	-	2	10	5	1	2	5	1	5	1	1	7	16
	39%	30%	100%	40%	48%	-	67%	53%	50%	33%	25%	50%	25%	31%	9%	25%	78%	46%
Don't know	3	2	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-
	3%	5%	-	-	4%	-	-	-	-	-	-	20%	25%	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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Table 5

Q.5 Has the recent turmoil in the technology industry made it more or less difficult to recruit well-trained employees?

	JOB TITLE																	
	HUMAN RE-SOURCE MNGR	CHIEF FINAN-CIAL OFFICER	PRES-IDENT/ OWNER	OTHER MNGR	IT SER-VICE DIRECTOR	AD MINI-STRATIVE CRUITER ASST. OTHER	GOV'T (STATE LOCAL) ATION	EDUC-HEALTH CARE	HEALTH CARE	FINAN-CIAL SERVICE	MAN-UFAC-TURING SERVICE	HIGH-TECH SERVICE	BUSI-NESS SERVICE RETAIL	WHOLE SALE/ OTHER				
Total Respondents	100	40	1	5	25	1	6	3	19	3	8	10	16	4	11	4	9	35
More difficult	33	15	-	2	8	1	2	2	3	1	-	2	7	1	6	3	1	12
	33%	38%	-	40%	32%	100%	33%	67%	16%	33%	-	20%	44%	25%	55%	75%	11%	34%
Less difficult	8	3	-	-	2	-	1	-	2	-	2	-	1	-	1	-	2	2
	8%	8%	-	-	8%	-	17%	-	11%	-	25%	-	6%	-	9%	-	22%	6%
About the same	47	17	1	3	9	-	3	1	13	2	6	6	6	2	3	1	6	15
	47%	43%	100%	60%	36%	-	50%	33%	68%	67%	75%	60%	38%	50%	27%	25%	67%	43%
Don't know	12	5	-	-	6	-	-	-	1	-	-	2	2	1	1	-	-	6
	12%	13%	-	-	24%	-	-	-	5%	-	-	20%	13%	25%	9%	-	-	17%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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Table 6

Q.6 Do you feel that this expansion in the local labor pool is temporary or permanent?

	JOB TITLE										COMPANY TYPE									
	HUMAN RE-SOURCE MNGR	CHIEF FINANCIAL OFFICER	PRESIDENT/OWNER	OTHER MNGR	DIRECTOR	RECRUITER	ASSISTANT	AD	MINISTRATIVE	STRATEGIC	GOV'T (STATE/LOCAL)	EDUCATION	HEALTH CARE	FINANCIAL SERVICE	MANUFACTURING	HIGH-TECH SERVICE	BUSINESS SERVICE	WHOLESALE RETAIL	OTHER	
Analyzed Respondents	8	3	-	-	2	-	1	-	2	-	-	2	-	-	1	1	-	2	2	
Temporary	2	2	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	
	25%	67%	-	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	50%	
Permanent	6	1	-	2	-	1	-	2	-	-	-	2	-	-	-	1	-	2	1	
	75%	33%	-	100%	-	100%	-	100%	-	-	-	100%	-	-	-	100%	-	100%	50%	
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

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Table 7

Q.7 Do technology workers tend to be more attracted to smaller, more entrepreneurial companies or larger, more established companies?

	JOB TITLE										COMPANY TYPE									
	HUMAN RE-SOURCE MNGR	CHIEF FINAN-CIAL OFFICER	PRES-IDENT/ OWNER	OTHER MNGR	DIREC-TOR	RE-CRUITER	ASST. OTHER	AD-MINI-STRATIVE	IT SER-VICE	GOV'T (STATE LOCAL)	EDUC-ATION	HEALTH CARE	FINAN-CIAL SERVICE	MAN-UFAC-TURING	HIGH-TECH SERVICE	BUSI-NESS SERVICE	WHOLE SALE/RETAIL	OTHER		
Total Respondents	100	40	1	5	25	1	6	3	19	3	8	10	4	16	11	4	9	35		
Smaller, more entrepreneurial companies	31	18	-	1	2	1	2	1	6	-	2	3	2	7	6	1	2	8		
Larger, more established companies	31%	45%	-	20%	8%	100%	33%	33%	32%	-	25%	30%	50%	44%	55%	25%	22%	23%		
Don't know	39	13	1	3	12	-	-	1	9	1	3	5	1	6	5	2	5	11		
Refused	39%	33%	100%	60%	48%	-	-	33%	47%	33%	38%	50%	25%	38%	45%	50%	56%	31%		
	30	9	-	1	11	-	4	1	4	2	3	2	1	3	-	1	2	16		
	30%	23%	-	20%	44%	-	67%	33%	21%	67%	38%	20%	25%	19%	-	25%	22%	46%		
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		

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Table 8

Q.8 From where do you typically recruit entry-level technology workers?

	JOB TITLE																		
	HUMAN RE-SOURCE MNGR	CHIEF FINAN-CIAL OFFICER	PRES-IDENT/ OWNER	IT SER-VICE DIRECTOR	AD MINI-STRATIVE CRUITER ASST. OTHER	GOV'T (STATE LOCAL)	EDUC-ATION	HEALTH CARE	FINAN-CIAL SERVICE	MAN-UFAC-TURING	HIGH-TECH SERVICE	BUSI-NESS SERVICE	WHOLE SALE/ RETAIL OTHER						
Total Respondents	100	40	1	5	25	1	6	3	19	3	8	10	10	4	16	11	4	9	35
Local colleges and universities	39	18	-	2	5	1	3	2	8	1	2	2	2	2	5	10	2	3	12
	39%	45%	-	40%	20%	100%	50%	67%	42%	33%	25%	20%	20%	50%	31%	91%	50%	33%	34%
Local community colleges	25	11	-	-	8	-	-	1	5	1	5	4	4	-	3	3	-	2	7
	25%	28%	-	-	32%	-	-	33%	26%	33%	63%	40%	40%	-	19%	27%	-	22%	20%
Local technology career training schools	25	14	-	1	5	-	3	1	1	-	1	1	1	1	4	3	-	6	9
	25%	35%	-	20%	20%	-	50%	33%	5%	-	13%	10%	10%	25%	25%	27%	-	67%	26%
Outside the Tri-State area	7	2	1	-	3	-	-	-	1	-	-	1	1	-	-	2	-	1	3
	7%	5%	100%	-	12%	-	-	-	5%	-	-	10%	10%	-	-	18%	-	11%	9%
Don't know	14	5	-	2	4	-	-	-	3	1	1	2	2	1	4	-	1	-	4
	14%	13%	-	40%	16%	-	-	-	16%	33%	13%	20%	20%	25%	25%	-	25%	-	11%
Refused	5	2	-	1	-	-	1	-	1	-	-	-	-	-	1	-	1	-	3
	5%	5%	-	20%	-	-	17%	-	5%	-	-	-	-	-	6%	-	25%	-	9%

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Table 9

Q.9 How important is it that technology workers are trained in the latest technology at the time they are hired?

	JOB TITLE										COMPANY TYPE									
	HUMAN RE-SOURCE	CHIEF FINAN-CIAL OFFICER	PRES-IDENT/ OWNER	OTHER MNGR	IT SER-VICE DIRECTOR	AD MINI-STRATIVE CRUITER ASST.	OTHER	GOV'T (STATE LOCAL)	EDUC-ATION	HEALTH CARE	FINAN-CIAL SERVICE	MAN-UFAC-TURING	HIGH-TECH SERVICE	BUSI-NESS SERVICE	WHOLE SALE/RETAIL	OTHER				
Total Respondents	100	40	1	5	25	1	6	3	19	3	8	10	4	16	11	4	9	35		
Very important - they must be ready to work immediately	53	25	1	3	12	-	2	2	8	1	5	4	2	9	7	3	3	19		
	53%	63%	100%	60%	48%	-	33%	67%	42%	33%	63%	40%	50%	56%	64%	75%	33%	54%		
Somewhat important	38	15	-	1	9	1	3	1	8	2	3	6	2	6	3	-	5	11		
	38%	38%	-	20%	36%	100%	50%	33%	42%	67%	38%	60%	50%	38%	27%	-	56%	31%		
Not important - our company provides technology training	9	-	-	1	4	-	1	-	3	-	-	-	-	1	1	1	1	5		
	9%	-	-	20%	16%	-	17%	-	16%	-	-	-	-	6%	9%	25%	11%	14%		
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		

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Table 10

Q.D1 What is your job title?

JOB TITLE	COMPANY TYPE																	
	HUMAN RE-SOURCE MNGR	CHIEF FINANCIAL OFFICER	PRESIDENT/OWNER	OTHER MNGR	IT SERVICE DIRECTOR	AD MINI-STRATIVE ASST.	GOV'T (STATE LOCAL)	EDUCATION SERVICE	HEALTH CARE	FINANCIAL SERVICE	MANUFACTURING	HIGH-TECH SERVICE	BUSINESS SERVICE	WHOLESALE RETAIL	OTHER			
Total Respondents	100	40	1	5	25	1	6	3	19	3	8	10	4	16	11	4	9	35
Human Resource Manager	40 40%	40 100%	-	-	-	-	-	1 33%	-	4 40%	3 38%	4 40%	3 75%	10 63%	5 45%	2 50%	2 22%	10 29%
Internet Service Manager	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Network Manager	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Network Administrator	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Network Analyst or Technician	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chief Information Officer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chief Financial Officer	1 1%	1 100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 3%
President/Owner	5 5%	-	5 100%	-	-	-	-	-	-	-	-	-	-	1 6%	1 9%	1 25%	-	2 6%
Other Managers	25 25%	-	-	25 100%	-	-	-	1 33%	-	2 25%	3 30%	3 30%	-	4 25%	2 18%	-	4 44%	9 26%
Information/Technology Services Director	1 1%	-	-	-	-	1 100%	-	-	-	-	-	1 10%	-	-	-	-	-	-
Recruiter	6 6%	-	-	-	-	-	6 100%	-	-	-	-	-	1 25%	-	1 9%	-	1 11%	3 9%

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Table 10

Q.D1 What is your job title?

	JOB TITLE																	
	HUMAN RE-SOURCE MNGR	CHIEF FINAN-CIAL OFFICER	PRES-IDENT/ OWNER	OTHER MNGR	IT SER-VICE DIRECTOR	AD MINI-STRATIVE CRUITER ASST.	GOV'T (STATE LOCAL) ATION	EDUC-ATION	HEALTH CARE	FINAN-CIAL SERVICE	MAN-UFAC-TURING	HIGH-TECH SERVICE	BUSI-NESS SERVICE	WHOLE SALE/ RETAIL OTHER				
Total Respondents	100	40	1	5	25	1	6	3	19	3	8	10	4	16	11	4	9	35
Administrative Assistant	3	-	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-	3
Other	19	-	-	-	-	-	-	19	-	1	3	2	-	1	2	1	2	7
Don't know	19%	-	-	-	-	-	-	100%	-	33%	38%	20%	-	6%	18%	25%	22%	20%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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Table 11

Q.D2 What type of work does your company do?

	JOB TITLE													COMPANY TYPE								
	HUMAN RE- SOURCE	CHIEF FINAN- CIAL	PRES- IDENT/ OWNER	OTHER MNGR	IT SER- VICE DIREC- TOR	AD MINI- STRA- TIVE	GOV'T (STATE LOCAL)	EDUC- ATION	HEALTH CARE	FINAN- CIAL SERVICE	MAN- UFAC- TURING	HIGH- TECH SERVICE	BUSI- NESS SERVICE	WHOLE SALE/ RETAIL	OTHER							
Total Respondents	100	40	1	5	25	1	6	3	19	3	3	8	10	4	16	11	4	9	35			
Government (State/ Local)	3 3%	1 3%	-	-	1 4%	-	-	1 5%	100%	3	3	-	-	-	-	-	-	-	-			
Education	8 8%	3 8%	-	-	2 8%	-	-	3 16%	-	3	8	100%	-	-	-	-	-	-	-			
Health Care	10 10%	4 10%	-	-	3 12%	1 100%	-	2 11%	-	2	10	-	100%	-	-	-	-	-	-			
Financial Services	4 4%	3 8%	-	-	-	-	1 17%	-	-	4	100%	-	-	4	100%	-	-	-	-			
Manufacturing	16 16%	10 25%	-	1 20%	4 16%	-	-	1 5%	-	1	16	-	-	100%	-	-	-	-	-			
High Tech Services	11 11%	5 13%	-	1 20%	2 8%	-	1 17%	2 11%	-	2	11	-	-	-	-	100%	-	-	-			
Business Services	4 4%	2 5%	-	1 20%	-	-	-	1 5%	-	1	4	-	-	100%	-	-	-	-	-			
Wholesale/Retail	9 9%	2 5%	-	-	4 16%	-	1 17%	2 11%	-	2	-	-	-	-	-	-	-	9 100%	-			
Other	35 35%	10 25%	1 100%	2 40%	9 36%	3 100%	3 50%	7 37%	-	7	-	-	-	-	-	-	-	-	35 100%			
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			

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Table 12

Q.D3 What is the total number of employees who work for your company? (IF

	JOB TITLE																
	HUMAN RE-SOURCE MNGR	CHIEF FINANCIAL OFFICER	PRESIDENT/OWNER	OTHER MNGR	IT SER-VICER	AD MINI-STRATIVE	GOV'T (STATE LOCAL)	EDUCATION	HEALTH CARE	FINANCIAL SERVICE	MANUFACTURING	HIGH-TECH SERVICE	BUSINESS SERVICE	WHOLESALE RETAIL OTHER			
Total Respondents	40	1	5	25	1	6	3	19	3	8	10	4	16	11	4	9	35
Less than 25	10	1	2	1	-	-	2	3	-	-	-	-	-	1	1	-	8
	10%	3%	100%	4%	-	-	67%	16%	-	-	-	-	-	9%	25%	-	23%
25-49	8	1	1	4	-	-	-	2	-	-	1	-	4	-	1	1	1
	8%	3%	20%	16%	-	-	-	11%	-	-	10%	-	25%	-	25%	11%	3%
50-99	15	6	1	3	-	-	5	1	1	-	-	1	4	2	1	2	4
	15%	15%	20%	12%	-	-	26%	33%	33%	-	-	25%	25%	18%	25%	22%	11%
100-199	10	4	-	4	-	-	2	1	1	1	-	-	3	1	1	-	3
	10%	10%	-	16%	-	-	11%	33%	33%	13%	-	-	19%	9%	25%	-	9%
200-499	20	11	-	3	-	3	3	-	-	2	3	3	2	3	-	1	6
	20%	28%	-	12%	-	50%	16%	-	-	25%	30%	75%	13%	27%	-	11%	17%
500-999	11	4	1	2	-	2	-	2	-	3	1	-	1	1	-	-	5
	11%	10%	20%	8%	-	33%	11%	-	-	38%	10%	-	6%	9%	-	-	14%
1,000 or more	25	12	-	8	1	1	2	1	1	2	5	-	2	3	-	5	7
	25%	30%	-	32%	100%	17%	11%	33%	33%	25%	50%	-	13%	27%	-	56%	20%
Don't know	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
	1%	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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Table 13

Q.D4 How many employees are at your location?

	JOB TITLE																	
	HUMAN RE-SOURCE MNGR	CHIEF FINANCIAL OFFICER	PRESIDENT/OWNER	OTHER MNGR	IT SER-VICER DIRECTOR	AD MINI-STRATIVE CRUITER ASST.	GOV'T (STATE LOCAL) ATION	EDUCATION CARE SERVICE	HEALTH CARE SERVICE	FINANCIAL SERVICE	MAN-UFAC-TURING	HIGH-TECH SERVICE	BUSI-NESS SERVICE	WHOLE SALE/RETAIL OTHER				
Total Respondents	100	40	1	5	25	1	6	3	19	3	8	10	4	16	11	4	9	35
Less than 25	22	5	1	3	5	-	-	-	5	-	1	3	-	-	3	1	2	12
	22%	13%	100%	60%	20%	-	-	-	20%	-	13%	30%	-	-	27%	25%	22%	34%
25-49	13	3	-	1	6	-	-	1	3	1	1	1	1	3	-	1	3	2
	13%	8%	-	20%	24%	-	-	33%	16%	33%	13%	10%	25%	19%	-	25%	33%	6%
50-99	20	6	-	-	7	1	-	-	6	-	2	2	-	7	2	1	2	4
	20%	15%	-	-	28%	100%	-	-	32%	-	25%	20%	-	44%	18%	25%	22%	11%
100-199	18	10	-	1	5	-	1	2	1	2	1	-	3	4	2	1	-	5
	18%	25%	-	20%	20%	-	17%	67%	5%	67%	13%	-	75%	25%	18%	25%	-	14%
200-499	16	9	-	-	-	-	4	-	3	-	2	3	-	1	2	-	1	7
	16%	23%	-	-	-	-	67%	-	16%	-	25%	30%	-	6%	18%	-	11%	20%
500-999	6	5	-	-	1	-	-	-	-	-	1	-	-	1	1	-	-	3
	6%	13%	-	-	4%	-	-	-	-	-	13%	-	-	6%	9%	-	-	9%
1,000 or more	5	2	-	-	1	-	1	-	1	-	-	1	-	-	1	-	1	2
	5%	5%	-	-	4%	-	17%	-	5%	-	-	10%	-	-	9%	-	11%	6%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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INFORMATION TECHNOLOGY NEEDS SURVEY

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Table 14

Q.D5 How long have you been working for your company?

	JOB TITLE																
	HUMAN RE-SOURCE MNGR	CHIEF FINANCIAL OFFICER	PRESIDENT/OWNER	OTHER MNGR	IT SER-VICER DIRECTOR	AD MINI-STRATIVE CRUITER ASST.	OTHER	GOV'T (STATE LOCAL)	EDUCATION	HEALTH CARE	FINANCIAL SERVICE	MANUFACTURING	HIGH-TECH SERVICE	BUSINESS SERVICE	WHOLESALE RETAIL	OTHER	
Total Respondents	40	1	5	25	1	6	3	19	3	8	10	4	16	11	4	9	35
Less than 1 year	14	7	-	3	-	2	1	2	1	1	-	1	3	4	-	1	3
	14%	18%	-	12%	-	33%	33%	11%	33%	13%	-	25%	19%	36%	-	11%	9%
1 to less than 3 years	22	10	-	5	-	1	3	3	-	3	1	1	5	2	-	1	9
	22%	25%	-	20%	-	17%	100%	16%	-	38%	10%	25%	31%	18%	-	11%	26%
3 to less than 5 years	13	3	-	5	1	2	-	2	-	2	3	1	-	1	-	1	5
	13%	8%	-	20%	100%	33%	-	11%	-	25%	30%	25%	-	9%	-	11%	14%
5 to less than 10 years	21	11	-	4	-	-	-	4	1	1	2	-	2	3	3	2	7
	21%	28%	-	16%	-	-	-	21%	33%	13%	20%	-	13%	27%	75%	22%	20%
10 to less than 20 years	18	7	1	3	-	1	1	5	1	1	3	1	4	-	1	3	4
	18%	18%	100%	12%	-	17%	33%	26%	33%	13%	30%	25%	25%	-	25%	33%	11%
20+ years	10	1	2	4	-	-	-	3	-	-	-	-	2	1	-	1	6
	10%	3%	-	16%	-	-	-	16%	-	-	-	-	13%	9%	-	11%	17%
Don't know	1	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-
	1%	-	-	4%	-	-	-	-	-	-	10%	-	-	-	-	-	-
Refused	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
	1%	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3%

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Table 15

Q.D6 What are the total annual revenues of your company?

	JOB TITLE													COMPANY TYPE									
	HUMAN RE-SOURCE	CHIEF FINAN-CIAL OFFICER	PRES-IDENT/ OWNER	OTHER MNGR	IT SER-VICE DIRECTOR	AD MINI-STRATIVE CRUITER ASST.	GOV'T (STATE LOCAL) ATION	EDUC-ATION	HEALTH CARE	FINAN-CIAL SERVICE	MAN-UFAC-TURING	HIGH-TECH SERVICE	BUSI-NESS SERVICE	WHOLE SALE/ RETAIL	OTHER								
Total Respondents	100	40	1	5	25	1	6	3	19	3	8	10	10	4	16	11	4	9	35				
Less than \$5 Million	17	4	1	2	3	-	-	-	6	-	-	1	1	-	3	2	2	2	7				
	17%	10%	100%	40%	12%	-	-	-	32%	-	-	10%	10%	-	19%	18%	50%	22%	20%				
\$5 to 9 Million	9	3	-	1	2	-	-	1	3	1	1	1	1	1	1	3	-	-	1				
	9%	8%	-	20%	8%	-	-	33%	16%	33%	13%	10%	10%	25%	6%	27%	-	-	3%				
\$10 to 24 Million	7	6	-	-	1	-	-	-	-	-	-	1	1	-	3	-	1	-	2				
	7%	15%	-	-	4%	-	-	-	-	-	-	10%	10%	-	19%	-	25%	-	6%				
\$25 to 49 Million	6	4	-	-	1	-	-	-	1	-	-	-	-	1	2	-	-	1	2				
	6%	10%	-	-	4%	-	-	-	5%	-	-	-	-	25%	13%	-	-	11%	6%				
\$50 to 99 Million	10	4	-	-	4	-	2	1	-	1	1	1	1	-	2	2	-	-	3				
	10%	10%	-	-	16%	-	33%	33%	-	33%	13%	10%	10%	-	13%	18%	-	-	9%				
\$100 to 249 Million	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2				
	2%	5%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6%				
\$250 to 499 Million	4	4	-	-	-	-	-	-	-	-	-	-	-	1	2	-	-	-	1				
	4%	10%	-	-	-	-	-	-	-	-	-	-	-	25%	13%	-	-	-	3%				
\$500 Million or more	7	2	-	-	2	1	1	1	-	-	-	1	1	-	-	2	-	2	2				
	7%	5%	-	-	8%	100%	17%	33%	-	-	-	10%	10%	-	-	18%	-	22%	6%				
Non-Profit Organization	5	1	-	-	2	-	-	1	2	1	3	-	-	-	-	-	-	-	1				
	5%	3%	-	-	8%	-	-	33%	11%	33%	38%	-	-	-	-	-	-	-	3%				
Don't know	24	7	-	1	8	-	2	-	6	-	3	3	3	1	2	1	1	3	10				
	24%	18%	-	20%	32%	-	33%	-	32%	-	38%	30%	30%	25%	13%	9%	25%	33%	29%				
Refused	9	3	-	1	2	-	1	1	1	1	-	2	2	-	1	1	-	1	4				
	9%	8%	-	20%	8%	-	17%	33%	5%	-	-	20%	20%	-	6%	9%	-	11%	11%				

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Table 18

Q.3 How many more employees with technology skills, on a percentage basis, does your company need today compared to 3 or 4 years ago?

	NUMBER OF EMPLOYEES EMPLOYED BY THE COMPANY						EMPLOYEES ON SITE						LENGTH OF EMPLOYMENT WITH THE COMPANY									
	LESS THAN 1 YR	1 YR	2 YRS	3 YRS	4 YRS	5 YRS OR MORE	LESS THAN 1 YR	1 YR	2 YRS	3 YRS	4 YRS	5 YRS OR MORE	1 TO 1 YR	2 TO 2 YRS	3 TO 3 YRS	4 TO 4 YRS	5 TO 5 YRS	6 TO 6 YRS	7 TO 7 YRS	8 TO 8 YRS	9 TO 9 YRS	10 TO 10 YRS
Total Respondents	100	10	8	15	10	20	11	25	22	13	20	18	16	6	5	14	22	13	21	18	10	10
About the same	36	5	3	3	5	8	2	9	10	5	5	7	6	2	1	3	7	4	6	9	6	6
	36%	5%	38%	20%	50%	40%	18%	36%	45%	38%	25%	39%	38%	33%	20%	21%	32%	31%	29%	50%	60%	60%
Less than 10%	13	1	2	3	-	3	3	1	2	2	4	2	1	2	-	1	4	1	3	2	2	2
	13%	10%	25%	20%	-	15%	27%	4%	9%	15%	20%	11%	6%	33%	-	7%	18%	8%	14%	11%	20%	20%
10% more	16	2	1	-	1	2	3	7	3	2	1	3	4	2	1	2	3	3	5	1	2	2
	16%	20%	13%	-	10%	10%	27%	28%	14%	15%	5%	17%	25%	33%	20%	14%	14%	23%	24%	6%	20%	20%
25% more	12	2	-	2	2	3	1	2	4	-	3	2	2	-	1	2	5	-	3	2	-	-
	12%	20%	-	13%	20%	15%	9%	8%	18%	-	15%	11%	13%	-	20%	14%	23%	-	14%	11%	-	-
50% more	17	-	2	7	2	3	1	2	2	4	6	2	2	-	1	2	3	4	4	4	-	-
	17%	-	25%	47%	20%	15%	9%	8%	9%	31%	30%	11%	13%	-	20%	14%	14%	31%	19%	22%	-	-
Don't know	6	-	-	-	-	1	1	4	1	-	1	2	1	-	1	4	-	-	1	-	-	-
	6%	-	-	-	-	5%	9%	16%	5%	-	5%	11%	6%	-	20%	29%	-	8%	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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Table 24

Q.9 How important is it that technology workers are trained in the latest technology at the time they are hired?

	NUMBER OF EMPLOYEES EMPLOYED BY THE COMPANY										EMPLOYEES ON SITE										LENGTH OF EMPLOYMENT WITH THE COMPANY											
	10	8	15	10	20	11	25	22	13	20	18	16	6	5	1000	500	1000	LESS THAN 25	25	49	99	200	499	999	MORE	1 YR	3 YRS	5 YRS	10 YRS	20 YRS	PLUS	
Total Respondents	100	10	8	15	10	20	11	25	22	13	20	18	16	6	5	1000	500	1000	LESS THAN 25	25	49	99	200	499	999	MORE	1 YR	3 YRS	5 YRS	10 YRS	20 YRS	PLUS
Very important - they must be ready to work immediately	53	6	1	12	7	11	8	7	14	5	14	9	8	3	-	1000	500	1000	LESS THAN 25	25	49	99	200	499	999	MORE	1 YR	3 YRS	5 YRS	10 YRS	20 YRS	PLUS
Somewhat important	38	1	6	2	3	8	2	16	5	6	5	8	7	3	4	1000	500	1000	LESS THAN 25	25	49	99	200	499	999	MORE	1 YR	3 YRS	5 YRS	10 YRS	20 YRS	PLUS
Not important - our company provides technology training	9	3	1	1	1	1	1	2	3	2	1	1	1	1	1	1000	500	1000	LESS THAN 25	25	49	99	200	499	999	MORE	1 YR	3 YRS	5 YRS	10 YRS	20 YRS	PLUS
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1000	500	1000	LESS THAN 25	25	49	99	200	499	999	MORE	1 YR	3 YRS	5 YRS	10 YRS	20 YRS	PLUS
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1000	500	1000	LESS THAN 25	25	49	99	200	499	999	MORE	1 YR	3 YRS	5 YRS	10 YRS	20 YRS	PLUS

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Table 25

Q.D1 What is your job title?

	NUMBER OF EMPLOYEES EMPLOYED BY THE COMPANY										EMPLOYEES ON SITE										LENGTH OF EMPLOYMENT WITH THE COMPANY																									
	LESS THAN 25		25 TO 49		50 TO 99		100 TO 199		200 TO 499		500 TO 999		1000 OR MORE		LESS THAN 25		25 TO 49		50 TO 99		100 TO 199		200 TO 499		500 TO 999		1000 OR MORE		1 YR		3 YRS		5 YRS		10 YRS		20 YRS		PLUS							
	10%	13%	40%	40%	40%	40%	55%	36%	48%	23%	30%	56%	83%	40%	25%	49%	99%	200%	499%	999%	1000%	14%	22%	13%	20%	18%	16%	6%	5%	2%	7%	10%	3%	11%	7%	1%										
Total Respondents	100	10	8	15	10	20	11	25	22	13	20	18	16	6	5	5	14	22	13	21	18	10	10	40%	10%	13%	40%	40%	55%	36%	48%	23%	30%	56%	83%	40%	14%	22%	13%	21%	18%	10%				
Human Resource Manager	40	1	1	6	4	11	4	12	5	3	6	10	9	5	2	2	7	10	3	11	7	1	1	40%	10%	13%	40%	40%	55%	36%	48%	23%	30%	56%	83%	40%	7%	10%	3%	11%	7%	1%				
Internet Service Manager	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Network Manager	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
Network Administrator	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Network Analyst or Technician	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Chief Information Officer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Chief Financial Officer	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1	5%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	6%	-	-		
President/Owner	5	2	1	1	-	-	1	-	3	1	-	1	-	-	-	-	3	8%	8%	-	6%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	10%	6%	20%	-	-	
Other Managers	25	1	4	3	4	3	2	8	5	6	7	5	-	1	1	1	3	46%	35%	28%	-	17%	20%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Information/Technology Services Director	1	-	-	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-	5%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Recruiter	6	-	-	-	-	3	2	1	-	-	-	1	4	-	1	4	-	-	-	-	6%	25%	-	20%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	6%	-	-	-	-	15%	18%	4%	-	-	-	4%	4%	-	4%	4%	-	-	-	-	14%	5%	15%	20%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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Table 25

Q.D1 What is your job title?

	NUMBER OF EMPLOYEES EMPLOYED BY THE COMPANY										EMPLOYEES ON SITE										LENGTH OF EMPLOYMENT WITH THE COMPANY									
	LESS THAN 25	25 TO 49	50 TO 99	100 TO 199	200 TO 499	500 TO 999	1000 OR MORE	LESS THAN 25	25 TO 49	50 TO 99	100 TO 199	200 TO 499	500 TO 999	1000 OR MORE	1 TO 1 YR	1 YR 3 YRS	3 YRS 5 YRS	5 TO 10	10 TO 18	18 TO 21	21 TO 28	28 TO 30								
Total Respondents	100	10	8	15	10	20	11	25	22	13	20	18	16	6	5	14	22	13	21	18	10									
Administrative Assistant	3	2	-	-	-	-	-	1	3	-	-	-	-	-	-	-	3	-	-	-	-	-								
	3%	2%	-	-	-	-	-	4%	14%	-	-	-	-	-	-	-	14%	-	-	-	-	-								
Other	19	3	2	5	2	3	2	2	5	3	6	1	3	-	1	2	3	2	4	5	3									
	19%	3%	2%	3%	2%	15%	18%	8%	23%	23%	30%	6%	19%	-	20%	14%	14%	15%	19%	28%	30%									
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-								
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-								

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Table 26

Q.D2 What type of work does your company do?

	NUMBER OF EMPLOYEES EMPLOYED BY THE COMPANY										EMPLOYEES ON SITE										LENGTH OF EMPLOYMENT WITH THE COMPANY															
	LESS THAN 25	25 TO 49	50 TO 99	100 TO 199	200 TO 499	500 TO 999	1000 OR MORE	LESS THAN 25	25 TO 49	50 TO 99	100 TO 199	200 TO 499	500 TO 999	1000 OR MORE	1 YR	2 YRS	3 YRS	4 YRS	5 YRS	6 YRS	7 YRS	8 YRS	9 YRS	10 YRS	11 YRS	12 YRS	13 YRS	14 YRS	15 YRS	16 YRS	17 YRS	18 YRS	19 YRS	20 YRS		
Total Respondents	100	10	8	15	10	20	11	25	22	13	20	18	16	6	5	14	22	13	21	18	10															
Government (State/Local)	3	-	-	1	1	-	-	1	-	1	-	2	-	-	-	1	-	-	-	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-		
Education	8	-	-	-	1	2	3	2	1	1	2	1	2	1	-	1	3	2	1	1	1	-	-	-	-	1	1	1	1	1	1	1	1	1	-	
Health Care	10	-	1	-	-	3	1	5	3	1	2	-	3	-	1	-	1	3	2	3	2	-	-	-	-	1	1	1	1	1	1	1	1	1	-	
Financial Services	4	-	-	1	-	3	-	-	-	1	-	3	-	-	-	1	1	1	1	1	1	-	-	-	-	1	1	1	1	1	1	1	1	1	-	
Manufacturing	16	-	4	4	3	2	1	2	-	3	7	4	1	1	-	3	5	-	2	4	2	-	-	-	-	3	5	-	2	2	4	2	2	2	20	
High Tech Services	11	1	-	2	1	3	1	3	3	-	2	2	2	1	1	4	2	1	3	1	3	-	-	-	-	4	2	1	3	-	-	1	1	1	10	
Business Services	4	1	1	1	1	-	-	-	1	1	1	1	-	-	-	-	-	-	-	3	1	-	-	-	-	-	-	-	3	1	-	-	-	-	-	
Wholesale/Retail	9	-	1	2	-	1	-	5	2	3	2	-	1	-	1	1	1	1	2	3	1	-	-	-	-	1	1	1	2	3	1	3	1	1	10	
Other	35	8	1	4	3	6	5	7	12	2	4	5	7	3	2	3	9	5	7	4	6	-	-	-	-	3	9	5	7	4	6	4	6	60		
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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Table 27

Q.D3 What is the total number of employees who work for your company? (IF

	NUMBER OF EMPLOYEES EMPLOYED BY THE COMPANY										EMPLOYEES ON SITE										LENGTH OF EMPLOYMENT WITH THE COMPANY																
	LESS THAN 25	25 TO 49	50 TO 99	100 TO 199	200 TO 499	500 TO 999	1000 OR MORE	LESS THAN 25	25 TO 49	50 TO 99	100 TO 199	200 TO 499	500 TO 999	1000 OR MORE	1 YR	2 YRS	3 YRS	4 YRS	5 YRS	6 YRS	7 YRS	8 YRS	9 YRS	10 YRS	11 YRS	12 YRS	13 YRS	14 YRS	15 YRS	16 YRS	17 YRS	18 YRS	19 YRS	20 YRS	PLUS		
Total Respondents	100	10	8	15	10	20	11	25	22	13	20	18	16	6	5	14	22	13	21	18	10																
Less than 25	10	10							10							1	2		2		1																
	10%	100%							45%							7%	9%		10%		6%																
25-49	8		8						1	6	1								1	2	4	1															
	8%		100%						5%	46%	5%								8%	10%	22%	10%															
50-99	15			15					2	2	11					1	5	1	4	2	2																
	15%			100%					9%	15%	55%					7%	23%	8%	19%	11%	20%																
100-199	10				10						2	8				3	1	1		3	2																
	10%				100%						10%	44%				21%	5%	8%		17%	20%																
200-499	20				20				1		3	5	11			2	7	4	5	2																	
	20%				100%				5%		15%	28%	69%			14%	32%	31%	24%	11%																	
500-999	11					11			1	1	1	4	3			1	2	1	3	4																	
	11%					100%			5%	8%	5%	6%	25%	50%		7%	9%	8%	14%	22%																	
1,000 or more	25					25			7	3	2	4	1	3	5	6	5	5	2	1																	
	25%					100%			32%	23%	10%	22%	6%	50%	100%	43%	23%	38%	24%	11%																	
Don't know	1									1																											
	1%									8%																											
Refused																																					

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Table 28

Q.D4 How many employees are at your location?

	NUMBER OF EMPLOYEES EMPLOYED BY THE COMPANY										EMPLOYEES ON SITE										LENGTH OF EMPLOYMENT WITH THE COMPANY																	
	LESS THAN 25	25 TO 49	50 TO 99	100 TO 199	200 TO 499	500 TO 999	1000 OR MORE	LESS THAN 25	25 TO 49	50 TO 99	100 TO 199	200 TO 499	500 TO 999	1000 OR MORE	1 YR	2 YRS	3 YRS	4 YRS	5 YRS	6 YRS	7 YRS	8 YRS	9 YRS	10 YRS	11 YRS	12 YRS	13 YRS	14 YRS	15 YRS	16 YRS	17 YRS	18 YRS	19 YRS	20 YRS				
Total Respondents	100	10	8	15	10	20	11	25	22	13	20	18	16	6	5	14	22	13	21	18	10																	
Less than 25	22	10	1	2	-	1	1	7	22	-	-	-	-	-	-	3	6	-	5	3	5																	
	22%	10%	13%	13%	-	5%	9%	28%	100%							21%	27%	-	24%	17%	50%																	
25-49	13	-	6	2	-	1	3	-	13	-	-	-	-	-	-	-	1	3	2	4	2																	
	13%	-	75%	13%	-	9%	12%	-	100%	-	-	-	-	-	-	-	5%	23%	10%	22%	20%																	
50-99	20	-	1	11	2	3	1	2	-	-	20	-	-	-	-	2	8	3	3	2	1																	
	20%	-	13%	73%	20%	15%	9%	8%	-	-	100%	-	-	-	-	14%	36%	23%	14%	11%	10%																	
100-199	18	-	-	-	8	5	1	4	-	-	18	-	-	-	-	6	2	2	2	4	2																	
	18%	-	-	-	80%	25%	9%	16%	-	-	100%	-	-	-	-	43%	9%	15%	10%	22%	20%																	
200-499	16	-	-	-	-	11	4	1	-	-	-	16	-	-	-	2	2	3	6	3	-																	
	16%	-	-	-	-	55%	36%	4%	-	-	-	100%	-	-	-	14%	9%	23%	29%	17%	-																	
500-999	6	-	-	-	-	-	3	3	-	-	-	-	6	-	-	-	2	-	2	2	-																	
	6%	-	-	-	-	-	27%	12%	-	-	-	-	100%	-	-	-	9%	-	10%	11%	-																	
1,000 or more	5	-	-	-	-	-	-	5	-	-	-	-	-	5	-	1	1	2	1	-	-																	
	5%	-	-	-	-	-	-	20%	-	-	-	-	-	100%	-	7%	5%	15%	5%	-	-																	
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-																	
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-																	

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Table 29

Q.D5 How long have you been working for your company?

	NUMBER OF EMPLOYEES EMPLOYED BY THE COMPANY										EMPLOYEES ON SITE										LENGTH OF EMPLOYMENT WITH THE COMPANY																
	LESS THAN 25	25 TO 49	50 TO 99	100 TO 199	200 TO 499	500 TO 999	1000 OR MORE	LESS THAN 25	25 TO 49	50 TO 99	100 TO 199	200 TO 499	500 TO 999	1000 OR MORE	1 YR	2 YRS	3 YRS	4 YRS	5 YRS	6 YRS	7 YRS	8 YRS	9 YRS	10 YRS	11 YRS	12 YRS	13 YRS	14 YRS	15 YRS	16 YRS	17 YRS	18 YRS	19 YRS	20 YRS	PLUS		
Total Respondents	100	10	8	15	10	20	11	25	22	13	20	18	16	6	5	14	22	13	21	18	10																
Less than 1 year	14	1	1	3	2	1	6	3	14	3	2	6	2	1	1	14																					
1 to less than 3 years	22	2	5	1	7	2	5	6	27	8	40	11	13	33	20		22																				
3 to less than 5 years	13	1	1	1	4	1	5			3	3	2	3	2	2										13												
5 to less than 10 years	21	2	2	4	5	3	5	5	23	15	15	11	38	33	20																						
10 to less than 20 years	18	1	4	2	3	2	4	2	14	31	10	22	19	33																							
20+ years	10	4	1	2	2		1	5	23	15	5	11																									
Don't know	1						1				1																										
Refused	1						4				5																										

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Table 31

Q.1 Do you actively recruit employees with information technology skills?

		TOTAL ANNUAL REVENUE										NON-PROFIT ORGANIZATION	
		-----										-----	
		500 MILLION OR MORE										500 MILLION OR MORE	
		250 TO 499 MILLION										250 TO 499 MILLION	
		100 TO 249 MILLION										100 TO 249 MILLION	
		50 TO 99 MILLION										50 TO 99 MILLION	
		25 TO 49 MILLION										25 TO 49 MILLION	
		10 TO 24 MILLION										10 TO 24 MILLION	
		5 TO 9 MILLION										5 TO 9 MILLION	
		LESS THAN 5 MILLION										LESS THAN 5 MILLION	
		=====										=====	
Total Respondents	100	17	9	7	6	10	2	4	7	5			
Yes	100%	17%	9%	7%	6%	10%	2%	4%	7%	5%			
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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Table 32

Q.2 Compared to 3 or 4 years ago, has it become more or less difficult to find and recruit employees with technology skills?

	TOTAL ANNUAL REVENUE											NON-PROFIT ORGANIZATION
	LESS THAN 5 MILLION	5 TO 9 MILLION	10 TO 24 MILLION	25 TO 49 MILLION	50 TO 99 MILLION	100 TO 249 MILLION	250 TO 499 MILLION	500 OR MORE				
Total Respondents	100	17	9	7	6	10	2	4	7	5		
More Difficult	39	5	2	2	5	3	1	3	5	1		
	39%	29%	22%	29%	83%	30%	50%	75%	71%	20%		
Less Difficult	27	7	3	2	-	4	-	-	1	-		
	27%	41%	33%	29%	-	40%	-	-	14%	-		
About the same	23	4	3	1	1	3	1	-	1	3		
	23%	24%	33%	14%	17%	30%	50%	-	14%	60%		
Don't know	11	1	1	2	-	-	-	1	-	1		
	11%	6%	11%	29%	-	-	-	25%	-	20%		
Refused	-	-	-	-	-	-	-	-	-	-		

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Table 33

Q.3 How many more employees with technology skills, on a percentage basis, does your company need today compared to 3 or 4 years ago?

	TOTAL ANNUAL REVENUE										
	LESS THAN 5 MILLION	5 TO 9 MILLION	10 TO 24 MILLION	25 TO 49 MILLION	50 TO 99 MILLION	100 TO 249 MILLION	250 TO 499 MILLION	500 OR MORE	NON-PROFIT ORGANIZATION		
Total Respondents	100	17	9	7	6	10	2	4	7	5	
About the same	36	4	3	5	-	3	1	1	3	2	
	36%	24%	33%	71%	-	30%	50%	25%	43%	40%	
Less than 10%	13	4	2	-	-	2	-	1	-	-	
	13%	24%	22%	-	-	20%	-	25%	-	-	
10% more	16	3	-	-	1	1	1	2	2	2	
	16%	18%	-	-	17%	10%	50%	50%	29%	40%	
25% more	12	3	2	1	2	1	-	-	1	-	
	12%	18%	22%	14%	33%	10%	-	-	14%	-	
50% more	17	3	2	1	3	2	-	-	1	-	
	17%	18%	22%	14%	50%	20%	-	-	14%	-	
Don't know	6	-	-	-	-	1	-	-	-	1	
	6%	-	-	-	-	10%	-	-	-	20%	
Refused	-	-	-	-	-	-	-	-	-	-	

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Table 34

Q.4 In the past year, how have the compensation packages you offer to attract high technology employees changed? Have the compensation packages decreased, increased or remained the same?

	TOTAL ANNUAL REVENUE											
	LESS THAN 5 MILLION	5 TO 9 MILLION	10 TO 14 MILLION	15 TO 19 MILLION	20 TO 24 MILLION	25 TO 29 MILLION	30 TO 39 MILLION	40 TO 49 MILLION	50 TO 99 MILLION	100 TO 249 MILLION	250 TO 499 MILLION	500 MILLION OR MORE
Total Respondents	100	17	9	7	10	6	10	2	4	7	5	
Increased	58	7	7	5	8	1	1	1	1	6	3	
	58%	41%	78%	71%	80%	100%	80%	50%	25%	86%	60%	
Decreased	-	-	-	-	-	-	-	-	-	-	-	
Remained the same	39	10	1	1	2	1	1	1	3	1	2	
	39%	59%	11%	14%	20%	50%	50%	75%	14%	14%	40%	
Don't know	3	-	1	1	-	-	-	-	-	-	-	
	3%	-	11%	14%	-	-	-	-	-	-	-	
Refused	-	-	-	-	-	-	-	-	-	-	-	

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Table 35

Q.5 Has the recent turmoil in the technology industry made it more or less difficult to recruit well-trained employees?

	TOTAL ANNUAL REVENUE											NON-PROFIT ORGANIZATION
	LESS THAN 5 MILLION	5 TO 9 MILLION	10 TO 24 MILLION	25 TO 49 MILLION	50 TO 99 MILLION	100 TO 249 MILLION	250 TO 499 MILLION	500 OR MORE MILLION				
Total Respondents	100	17	9	7	6	10	2	4	7	5		
More difficult	33	4	2	3	3	4	1	3	4	-		
	33%	24%	22%	43%	50%	40%	50%	75%	57%	-		
Less difficult	8	4	-	-	-	2	-	-	-	-		
	8%	24%	-	-	-	20%	-	-	-	-		
About the same	47	7	5	3	2	4	1	1	3	4		
	47%	41%	56%	43%	33%	40%	50%	25%	43%	80%		
Don't know	12	2	2	1	1	-	-	-	-	1		
	12%	12%	22%	14%	17%	-	-	-	-	20%		
Refused	-	-	-	-	-	-	-	-	-	-		

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Table 36

Q.6 Do you feel that this expansion in the local labor pool is temporary or permanent?

		TOTAL ANNUAL REVENUE																	
		LESS THAN 5 MILLION		5 TO 9 MILLION		10 TO 24 MILLION		25 TO 49 MILLION		50 TO 99 MILLION		100 TO 249 MILLION		250 TO 499 MILLION		500 MILLION OR MORE		NON-ORGANIZATION	
		=====		=====		=====		=====		=====		=====		=====		=====		=====	
Analyzed Respondents	8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Temporary	2 25%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Permanent	6 75%	-	-	-	-	-	-	2 100%	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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Table 37

Q.7 Do technology workers tend to be more attracted to smaller, more entrepreneurial companies or larger, more established companies?

	TOTAL ANNUAL REVENUE										500 MILLION OR MORE	NON-PROFIT ORGANIZATION
	LESS THAN 5 MILLION	5 TO 9 MILLION	10 TO 24 MILLION	25 TO 49 MILLION	50 TO 99 MILLION	100 TO 249 MILLION	250 TO 499 MILLION	500 MILLION OR MORE				
Total Respondents	100	17	9	7	6	10	2	4	7	5		
Smaller, more entrepreneurial companies	31	6	6	3	4	1	-	3	4	-		
	31%	35%	67%	43%	67%	10%	-	75%	57%	-		
Larger, more established companies	39	10	2	2	1	5	1	1	1	2		
	39%	59%	22%	29%	17%	50%	50%	25%	14%	40%		
Don't know	30	1	1	2	1	4	1	-	2	3		
	30%	6%	11%	29%	17%	40%	50%	-	29%	60%		
Refused	-	-	-	-	-	-	-	-	-	-		

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Table 38

Q.8 From where do you typically recruit entry-level technology workers?

	TOTAL ANNUAL REVENUE										NON- MILLION PROFIT OR ORGAN- IZATION
	LESS THAN 5 MILLION	5 TO 9 MILLION	10 TO 24 MILLION	25 TO 49 MILLION	50 TO 99 MILLION	100 TO 249 MILLION	250 TO 499 MILLION	500 MILLION OR MORE	7	4	
Total Respondents	100	17	9	7	6	10	2	4	7	5	
Local colleges and universities	39	6	5	1	3	3	2	2	6	1	
	39%	35%	56%	14%	50%	30%	100%	50%	86%	20%	
Local community colleges	25	4	2	3	-	3	1	-	1	4	
	25%	24%	22%	43%	-	30%	50%	-	14%	80%	
Local technology career training schools	25	4	3	2	3	4	-	1	3	-	
	25%	24%	33%	29%	50%	40%	-	25%	43%	-	
Outside the Tri-State area	7	1	1	-	-	2	-	-	-	-	
	7%	6%	11%	-	-	20%	-	-	-	-	
Don't know	14	2	2	1	-	1	-	1	-	-	
	14%	12%	22%	14%	-	10%	-	25%	-	-	
Refused	5	-	-	1	-	-	-	-	-	-	
	5%	-	-	14%	-	-	-	-	-	-	

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Table 39

Q.9 How important is it that technology workers are trained in the latest technology at the time they are hired?

	TOTAL ANNUAL REVENUE										NON-PROFIT ORGANIZATION
	LESS THAN 5 MILLION	5 TO 9 MILLION	10 TO 24 MILLION	25 TO 49 MILLION	50 TO 99 MILLION	100 TO 249 MILLION	250 TO 499 MILLION	500 OR MORE MILLION			
Total Respondents	100	17	9	7	10	2	4	7	5		
Very important - they must be ready to work immediately	53	9	4	5	8	2	1	1	3		
	53%	53%	44%	71%	80%	100%	25%	14%	60%		
Somewhat important	38	7	5	2	2	-	3	5	2		
	38%	41%	56%	29%	20%	-	75%	71%	40%		
Not important - our company provides technology training	9	1	-	-	-	-	-	1	-		
	9%	6%	-	-	-	-	-	14%	-		
Don't know	-	-	-	-	-	-	-	-	-		
Refused	-	-	-	-	-	-	-	-	-		

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Table 40

Q.D1 What is your job title?

	TOTAL ANNUAL REVENUE										NON- MILLION PROFIT ORGAN- IZATION
	LESS THAN 5 MILLION	5 TO 9 MILLION	10 TO 24 MILLION	25 TO 49 MILLION	50 TO 99 MILLION	100 TO 249 MILLION	250 TO 499 MILLION	500 OR MORE	7	4	
Total Respondents	100	17	9	7	6	10	2	4	7	5	
Human Resource Manager	40 40%	4 24%	3 33%	6 86%	4 67%	4 40%	2 100%	4 100%	2 29%	1 20%	
Internet Service Manager	-	-	-	-	-	-	-	-	-	-	
Network Manager	-	-	-	-	-	-	-	-	-	-	
Network Administrator	-	-	-	-	-	-	-	-	-	-	
Network Analyst or Technician	-	-	-	-	-	-	-	-	-	-	
Chief Information Officer	-	-	-	-	-	-	-	-	-	-	
Chief Financial Officer	1 1%	1 6%	-	-	-	-	-	-	-	-	
President/Owner	5 5%	2 12%	1 11%	-	-	-	-	-	-	-	
Other Managers	25 25%	3 18%	2 22%	1 14%	1 17%	4 40%	-	-	2 29%	2 40%	
Information/ Technology Services Director	1 1%	-	-	-	-	-	-	-	1 14%	-	
Recruiter	6 6%	-	-	-	-	2 20%	-	-	1 14%	-	

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Q.D1 What is your job title?

	TOTAL ANNUAL REVENUE										NON- MILLION PROFIT ORGAN- IZATION
	500 MILLION OR MORE	250 TO 499 MILLION	100 TO 249 MILLION	25 TO 49 MILLION	10 TO 24 MILLION	5 TO 9 MILLION	1 TO 4 MILLION	500 K OR MORE	250 TO 499 K	100 TO 249 K	
Total Respondents	100	17	9	7	6	10	2	4	7	5	
Administrative Assistant	3	6%	-	-	-	-	-	-	1	-	
Other	19	19%	3	33%	1	17%	-	-	-	2	40%
Don't know	-	-	-	-	-	-	-	-	-	-	
Refused	-	-	-	-	-	-	-	-	-	-	

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Table 41

Q.D2 What type of work does your company do?

	TOTAL ANNUAL REVENUE										NON- MILLION PROFIT OR ORGAN- IZATION
	LESS THAN 5 MILLION	5 TO 9 MILLION	10 TO 24 MILLION	25 TO 49 MILLION	50 TO 99 MILLION	100 TO 249 MILLION	250 TO 499 MILLION	500 MILLION OR MORE	7	4	
Total Respondents	100	17	9	7	10	6	10	2	4	7	5
Government (State/ Local)	3	-	1	-	1	-	1	-	-	-	1
	3%	-	11%	-	10%	-	10%	-	-	-	20%
Education	8	-	1	-	1	-	1	-	-	-	3
	8%	-	11%	-	10%	-	10%	-	-	-	60%
Health Care	10	1	1	1	1	-	1	-	-	1	-
	10%	6%	11%	14%	10%	-	10%	-	-	14%	-
Financial Services	4	-	1	-	1	1	-	-	1	-	-
	4%	-	11%	-	17%	-	-	-	25%	-	-
Manufacturing	16	3	1	3	2	2	2	-	2	-	-
	16%	18%	11%	43%	33%	33%	20%	-	50%	-	-
High Tech Services	11	2	3	-	-	-	2	-	-	2	-
	11%	12%	33%	-	-	-	20%	-	-	29%	-
Business Services	4	2	-	1	-	-	-	-	-	-	-
	4%	12%	-	14%	-	-	-	-	-	-	-
Wholesale/Retail	9	2	-	-	1	-	-	-	-	2	-
	9%	12%	-	-	17%	-	-	-	-	29%	-
Other	35	7	1	2	2	3	3	2	1	2	1
	35%	41%	11%	29%	33%	33%	30%	100%	25%	29%	20%
Don't know	-	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-

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Table 42

Q.D3 What is the total number of employees who work for your company? (IF

	TOTAL ANNUAL REVENUE									
	LESS THAN 5 MILLION	5 TO 9 MILLION	10 TO 24 MILLION	25 TO 49 MILLION	50 TO 99 MILLION	100 TO 249 MILLION	250 TO 499 MILLION	500 MILLION OR MORE	NON-ORGANIZATION	
Total Respondents	100	17	9	7	10	2	4	7	5	
Less than 25	10	6	-	-	-	-	-	-	-	
	10%	35%	-	-	-	-	-	-	-	
25-49	8	6	1	-	-	-	-	-	-	
	8%	35%	11%	-	-	-	-	-	-	
50-99	15	3	2	4	1	-	1	-	-	
	15%	18%	22%	57%	17%	-	25%	-	-	
100-199	10	-	3	1	2	1	-	-	1	
	10%	-	33%	14%	33%	10%	-	-	20%	
200-499	20	-	3	-	3	2	-	1	-	
	20%	-	33%	-	50%	20%	-	14%	-	
500-999	11	-	-	1	-	5	-	1	2	
	11%	-	-	14%	-	50%	-	14%	40%	
1,000 or more	25	2	-	1	2	2	3	5	2	
	25%	12%	-	14%	20%	100%	75%	71%	40%	
Don't know	1	-	-	-	-	-	-	-	-	
	1%	-	-	-	-	-	-	-	-	
Refused	-	-	-	-	-	-	-	-	-	

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Table 43

Q.D4 How many employees are at your location?

	TOTAL ANNUAL REVENUE										
	LESS THAN 5 MILLION	5 TO 9 MILLION	10 TO 24 MILLION	25 TO 49 MILLION	50 TO 99 MILLION	100 TO 249 MILLION	250 TO 499 MILLION	500 MILLION OR MORE	NON-ORGANIZATION	PROFIT	
Total Respondents	100	17	9	7	6	10	2	4	7	5	
Less than 25	22	8	1	-	-	2	1	-	1	-	
	22%	47%	11%	-	-	20%	50%	-	14%	-	
25-49	13	5	2	-	-	1	-	1	1	1	
	13%	29%	22%	-	-	10%	-	25%	14%	20%	
50-99	20	3	2	4	2	-	-	-	1	1	
	20%	18%	22%	57%	33%	-	-	-	14%	20%	
100-199	18	1	3	1	2	2	-	1	-	3	
	18%	6%	33%	14%	33%	20%	-	25%	-	60%	
200-499	16	-	1	1	2	2	-	1	2	-	
	16%	-	11%	14%	33%	20%	-	25%	29%	-	
500-999	6	-	-	1	-	3	1	1	-	-	
	6%	-	-	14%	-	30%	50%	25%	-	-	
1,000 or more	5	-	-	-	-	-	-	-	2	-	
	5%	-	-	-	-	-	-	-	29%	-	
Don't know	-	-	-	-	-	-	-	-	-	-	
Refused	-	-	-	-	-	-	-	-	-	-	

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Table 44

Q.D5 How long have you been working for your company?

	TOTAL ANNUAL REVENUE										NON-PROFIT ORGANIZATION		
	LESS THAN 5 MILLION	5 TO 9 MILLION	10 TO 24 MILLION	25 TO 49 MILLION	50 TO 99 MILLION	100 TO 249 MILLION	250 TO 499 MILLION	500 MILLION OR MORE	1	2		3	4
Total Respondents	100	17	9	7	6	10	2	4	7	5			
Less than 1 year	14	4	2	1	1	1	-	-	-	2			40%
1 to less than 3 years	22	1	2	4	1	3	-	2	2	-			-
3 to less than 5 years	13	2	-	-	-	2	-	-	2	1			20%
5 to less than 10 years	21	3	1	1	2	1	2	1	2	-			-
10 to less than 20 years	18	5	2	1	1	3	-	1	-	1			20%
20+ years	10	2	2	-	1	-	-	-	1	1			20%
Don't know	1	-	-	-	-	-	-	-	-	-			-
Refused	1	-	-	-	-	-	-	-	-	-			-

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Table 45

Q.D6 What are the total annual revenues of your company?

	TOTAL ANNUAL REVENUE									
	LESS THAN 5 MILLION	5 TO 9 MILLION	10 TO 24 MILLION	25 TO 49 MILLION	50 TO 99 MILLION	100 TO 249 MILLION	250 TO 499 MILLION	500 MILLION OR MORE	NON-PROFIT ORGANIZATION	
Total Respondents	100	17	9	7	10	2	4	7	5	
Less than \$5 Million	17	17	-	-	-	-	-	-	-	
	17%	100%	-	-	-	-	-	-	-	
\$5 to 9 Million	9	9	100%	-	-	-	-	-	-	
	9%	-	-	-	-	-	-	-	-	
\$10 to 24 Million	7	-	-	7	-	-	-	-	-	
	7%	-	-	100%	-	-	-	-	-	
\$25 to 49 Million	6	-	-	-	6	-	-	-	-	
	6%	-	-	-	100%	-	-	-	-	
\$50 to 99 Million	10	-	-	-	-	10	-	-	-	
	10%	-	-	-	-	100%	-	-	-	
\$100 to 249 Million	2	-	-	-	-	2	-	-	-	
	2%	-	-	-	-	100%	-	-	-	
\$250 to 499 Million	4	-	-	-	-	-	4	-	-	
	4%	-	-	-	-	-	100%	-	-	
\$500 Million or more	7	-	-	-	-	-	-	7	-	
	7%	-	-	-	-	-	-	100%	-	
Non-Profit Organization	5	-	-	-	-	-	-	-	5	
	5%	-	-	-	-	-	-	-	100%	
Don't know	24	-	-	-	-	-	-	-	-	
	24%	-	-	-	-	-	-	-	-	
Refused	9	-	-	-	-	-	-	-	-	
	9%	-	-	-	-	-	-	-	-	

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