

2018 Peel Halton Employer Survey

Employment and retention of newcomers

This survey aims to understand the experience of employers in recruiting and retaining newcomers, with the objective of identifying how employment services and educational institutions can assist newcomers in achieving better labour market outcomes.

This survey is sponsored by the Peel Halton Workforce Development Group.

We would like to thank the following organizations for their support in dissemination of last year's survey:

*** ACCES Employment * Brampton Board of Trade * Brampton Economic Development Office * Burlington Economic Development Office * Caledon Chamber of Commerce * Caledon Community Services * Caledon Economic Development Office * Canadian Manufacturers & Exporters * Canadian Supply Chain Sector Council (CSCSC) * Centre for Education & Training * Centre for Skills Development and Training * City of Mississauga * College Boreal * Connecting YOU * COSTI * Dixie Bloor Neighbourhood Centre * Family Services of Peel * Goodwill Career Centre * Halton Hills Economic Development Office * Halton Hills Chamber of Commerce * Halton Region Employment * HRPAA Peel * Humber Community Employment Services * Job Skills * John Howard Society of Peel * Halton Dufferin * Landscape Ontario * Mississauga Board of Trade * Mississauga Economic Development Office * Oakville Chamber of Commerce * Oakville Economic Development Office * Ontario March of Dimes * Ontario Trucking Association * Peel Newcomer Strategy Group (PNSG) * Polycultural Immigrant & Community Services * Region of Peel * Sheridan College Community Employment Services * Sheridan College Co-op * Sheridan College Workforce Development * The Employers Choice * TRIEC * VPI Mississauga * VPI Georgetown * YMCA Halton * YMCA Peel ***

This survey has 23 questions, and it should take no more than 15-20 minutes to complete. Your participation in this survey is greatly appreciated and your responses will be kept completely confidential.

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Industry

* 1. In what industry/sector is your organization?

Other (please specify)

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Location

* 2. In which community is your organization located?

Other (please specify)

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Number of employees

* 3. On an annual basis, approximately how many full-time equivalent staff do you employ? (By full-time equivalent, we mean hours that add up to a full-time job; for example, if TWO employees work 20 hours part-time a week for a year, that equals ONE full-time equivalent job)

- Zero employees
- 1-4 employees
- 5-9 employees
- 10-19 employees
- 20-49 employees
- 50-99 employees
- 100-199 employees
- 200-499 employees
- 500 or more employees

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Recruitment of employees generally

4. Over the last 12 months, how difficult has it been for you to recruit for the following job categories:

	Very Difficult	Difficult	Somewhat Difficult	Not At All Difficult	Not Applicable
Managerial	<input type="radio"/>				
Professional (usually requires a university degree)	<input type="radio"/>				
Technical/mid-skill (usually requires a college diploma or apprenticeship certificate)	<input type="radio"/>				
Intermediate job (usually requires a high school diploma)	<input type="radio"/>				
Low-skilled job (only requires some on-the-job training)	<input type="radio"/>				

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Hiring of newcomers who have been in Canada for five years or less

5. Please choose the statement that best reflects the role that newcomers to Canada (arrived in the last five years) play in your employee hiring decisions:

- Newcomers have already become an increasingly important source of new hires for our company
- Newcomers are not a particularly significant source of new hires for our company
- We foresee that in the near future newcomers will become an increasingly important source of new hires for our company
- We expect that we will be relying less on newcomers as a source of new hires for our company
- We do not know or do not track whether the person we are hiring is a newcomer or not

6. Over the last 12 months, have you hired a newcomer (arrived in Canada in last five years) for any of the following job levels (choose all that apply):

- Managerial
- Professional (usually requires a university degree)
- Technical/mid-skill (usually requires a college diploma or apprenticeship certificate)
- Intermediate job (usually requires a high school diploma)
- Low-skilled job (only requires some on-the-job training)
- Don't know

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Hiring of individuals from abroad

7. Over the last 12 months, have you hired individuals from abroad (not yet landed in Canada) for any of the following skill levels (choose all that apply)?

- Managers
- Professional (usually requires a university degree)
- Technical/mid-skill (usually requires a college diploma or apprenticeship certificate)
- Intermediate job (usually requires a high school diploma)
- Low-skilled job (only requires some on-the-job training)
- None

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Hiring of individuals from abroad

8. When you have hired from abroad over the last 12 months, which program did you use (choose all that apply)?

Federal Skilled Worker Program (Express Entry)

Federal Skilled Trades Program (Express Entry)

Canadian Experience Class (Express Entry)

Provincial Nominee Program (Express Entry)

Temporary Foreign Worker Program

Don't know/don't remember

Other (please specify)

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International students

Foreign students are allowed to study in Canada if they obtain a study permit. Under certain conditions, they may also obtain a work permit, including after they graduate, and may also be eligible to apply for permanent residency. In 2009, Ontario was home to 102,000 international students. By 2015, that number had doubled to 201,000, and continues to grow.

9. Which statement best describes your organization's experience with international students (choose all that apply):

- Our organization has employed international students on a work permit
- Our organization might be interested in employing international students on a work permit
- Our organization has recruited international students and supported their application to become permanent residents
- Our organization might be interested in recruiting international students as future permanent residents
- Our organization is not interested in employing international students in any capacity

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Assessing a newcomer job candidate (arrived in Canada in last five years)

10. Compared to other job candidates for the same position, how often has each of these issues been a greater concern when you have been evaluating a newcomer for a position with your company?

	Almost Always a Concern	Often a Concern	Sometimes a Concern	Almost Never a Concern
Technical skills related to the job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Everyday English conversational ability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Higher functioning English conversational skills (technical vocabulary, familiarity with slang)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
English writing skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Their "fit" or familiarity with Canadian business culture, practices and norms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Certainty about their educational credentials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem-solving and critical thinking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to work within a team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taking the initiative, working with limited supervision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adapting to changes at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

11. In your experience, how important are each of the following factors for evaluating educational credentials earned overseas by a newcomer job candidate?

	Very Important	Somewhat Important	Not Important	Don't Know/Not Applicable
Level of education completed (e.g. Bachelor versus PhD)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Country where degree was earned	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
International reputation of the educational institution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Educational credential assessment from a credential assessment agency in Canada	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Field of study (e.g. engineering vs. commerce)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

12. In your experience, how important are each of the following factors for evaluating work experience obtained overseas by a newcomer job candidate?

	Very Important	Somewhat Important	Not Important	Don't Know/Not Applicable
The number of years of work experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Level of work experience (e.g. entry level vs. senior management)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Country where the work experience was obtained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
International reputation of the organization/company where work experience was obtained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The industry in which the work experience was obtained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

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Recruiting newcomers

13. How satisfied have you been with each of the following channels for recruiting newcomers?

	Very Satisfied	Somewhat Satisfied	Somewhat Unsatisfied	Very Unsatisfied	Almost Never Use
Online recruitment sources (e.g., JobBank, Indeed)	<input type="radio"/>				
Job/recruitment fairs	<input type="radio"/>				
Networking events/ industry specific forums	<input type="radio"/>				
Immigrant settlement agencies	<input type="radio"/>				
Community employment services, such as Employment Ontario or Ontario Works	<input type="radio"/>				
Sector Councils/ Professional associations	<input type="radio"/>				
Executive placement agencies or temporary employment agencies	<input type="radio"/>				
Word of mouth	<input type="radio"/>				
Social media (LinkedIn, Facebook, etc.)	<input type="radio"/>				
Ontario bridge training programs/ other training programs	<input type="radio"/>				

Other (please specify)

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Turnover of employees

Turnover may be due to “involuntary separation” (when someone is fired or laid-off) or “voluntary separation” (an employee quits or retires or takes medical or parental leave). Turnover does not refer to contract staff whose term has come to an end.

14. How much is turnover of staff in your organization a concern to you, by these different occupational categories?

	A Great Concern	Somewhat of a Concern	Not Much of a Concern	Not Applicable/ Don't Know
Managerial	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional (usually requires a university degree)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical/mid-skill (usually requires a college diploma or apprenticeship certificate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intermediate job (usually requires a high school diploma)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Low-skilled job (only requires some on-the-job training)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. How much is turnover of newcomer staff in your organization a concern to you, by these different occupational categories?

	A Great Concern	Somewhat of a Concern	Not Much of a Concern	Not Applicable/ Don't Know
Managerial	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional (usually requires a university degree)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical/mid-skill (usually requires a college diploma or apprenticeship certificate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intermediate job (usually requires a high school diploma)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Low-skilled job (only requires some on-the-job training)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. What proportion of newcomer staff turnover involves an involuntary separation (an employee being fired or laid off)?

- Less than one third
- Between a third and two-thirds
- More than two-thirds
- Not applicable/Don't know

17. How do you rate the extent to which the following factors have influenced your decision not to retain a newcomer employee, on a scale of 1 to 5, where 1 is "no impact at all" and 5 is "Very great impact."

	5: Very Great Impact	4	3	2	1: No Impact at All	Not Applicable/Don't Know
Inadequate technical skills	<input type="radio"/>					
Fit with the company	<input type="radio"/>					
Inability of the employee to adjust and learn	<input type="radio"/>					
Poor problem-solving skills	<input type="radio"/>					
Poor communications skills	<input type="radio"/>					
Poor ability to work as part of a team	<input type="radio"/>					
Interpersonal issues with co-workers, supervisors or clients	<input type="radio"/>					

Other (please specify)

18. To the best of your knowledge, how do you rate the extent to which the following factors may have influenced a newcomer staff to leave your organization, on a scale of 1 to 5, where 1 is "no impact at all" and 5 is "Very great impact."

	5: Very Great Impact	4	3	2	1: No Impact at All	Not Applicable/ Don't Know
The wage level or finding other employment at a higher wage	<input type="radio"/>					
The level of personal fulfillment achieved on the job	<input type="radio"/>					
Too few hours of work per week	<input type="radio"/>					
Too many hours of work per week	<input type="radio"/>					
The level of training provided on the job	<input type="radio"/>					
Limited opportunities for advancement	<input type="radio"/>					
Interpersonal issues with co-workers, supervisors or clients	<input type="radio"/>					
Finding other employment more suitable to their prior experience or education	<input type="radio"/>					
Commuting challenges	<input type="radio"/>					
Health leave/parental leave	<input type="radio"/>					

Other (please specify)

19. How would you rate your organization's human resources policies and their implementation?

	Excel	Satisfactory	Could Use Some Improvement	Could Use a Lot of Improvement
Providing training to fill gaps in experience/training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-boarding/orientation training for new staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting employees to understand the corporation's mission, culture and values	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cultural awareness/Canadian work practices training for newcomer talent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cross-cultural competency training for employers and employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workplace mentoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support for relocating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support for commuting/ridesharing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Formal exit interviews for departing staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regular review of turnover statistics and identification of issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

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Other comments

20. What would be your personal advice to a newcomer wishing to be successfully hired and retained in a new job?

21. Do you have any additional comments to make about this survey?

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Concluding questions

22. Would you be interested in having someone follow-up with you on any of the following (choose all that apply)?

- I am interested in receiving a copy of the survey results
- I would like someone to contact me regarding a labour market issue, such as help with recruiting new employees, gaining access to hiring incentives or training grants, obtaining a college or university intern or co-op student, or any other employment matter
- I agree to be contacted for a 15-minute phone interview to follow-up this survey

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Contact details

23. If you chose any of the options in last question, or if you wish further information, please provide your contact information below:

First Name

Last Name

Organization

Title

Email address

Phone

Further information about

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THANK YOU

Thank you very much for participating in the 2018 Peel Halton Employer Survey. Your insights are greatly appreciated.