Enterprise survey tool: Assessing training needs resulting from COVID-19

▶ Date: July 2020

This enterprise survey template is made available to employer and business membership organizations (EBMOs) so that they can assess the training and development needs their members require for staff. The survey was designed taking into consideration the differences that may exist between enterprises, in relation to their capacity to invest in training for their employees, as well as to identify new areas in which they may require training or professional development.

The survey will enable EBMOs to adapt their own provision of training to its members and support the development of a tailored curriculum with an appropriate pricing strategy. It will also provide an indication of members' preference for virtual training so EBMOs can consider both short-term and longer-term investment in digitalizing training services.

This survey tool is adaptable and EBMOs are encouraged to modify them depending on their objectives, enterprises' needs, and specific COVID-19 challenges.

Assessment survey: The impact of COVID-19 on enterprises' training needs

[Name of EBMO] is conducting a survey to understand your company training needs during the COVID-19 crisis and align our support to them. We are currently reviewing our training offer, to design practical and higher impact programmes that support business development and provide innovative solutions. In doing so, we hope to help improve business resilience during the current crisis and recovery period.

We would therefore like to receive your opinion on this matter to be in a better position to organize activities that suit the current needs of your company.

The information you provide will be kept anonymous. Completing the survey will take about 10 minutes. Thank you in advance for your continued support during these difficult times.

Name of enterprise   **Location of enterprise (city)**

                                                 Year of establishment

1. Total number of workers (full-time, part-time, and temporary):

☐ 1-10   ☐ 11-100   ☐ 101-250   ☐ 251 or more

2. Sector(s) of operation:

☐ agriculture/farming/fishing and other rural sectors
☐ chemicals and plastics
☐ construction
☐ education
☐ electronics and electrical equipment
☐ financial, insurance or professional activities
☐ food and beverage
☐ forestry/wood/paper products
☐ information and communication
☐ health services

☐ hotel/tourism
☐ metal fabrication and machinery
☐ mining and refining
☐ oil and gas
☐ real estate activities
☐ restaurants
☐ retail/sales
☐ textile, leather and apparel
☐ transportation and transportation equipment
☐ Other, please specify

3. What was your enterprise's budget for staff training and development before the crisis with respect to total salary cost?

☐ Less than 1%   ☐ 2-5%
☐ Over 5%   ☐ We do not have a separate staff
☐ I don't know   training and development budget

4. How is COVID-19 affecting the financial investment in training and development of your enterprise?

☐ My enterprise has <u>reduced</u> our budget for training and development
☐ My enterprise has <u>increased</u> our budget for training and development
☐ Our budget for training and development remains <u>unaffected</u>
☐ Not sure

4.1 **If your training and development budget has been reduced, by how much has it declined?**

☐ 1-10%   ☐ 11-30%   ☐ 31-60%   ☐ Over 60%
☐ Completely cut ☐ Not sure

5. How is COVID-19 changing the learning and training needs of your staff?

☐ My enterprise is looking for new training programmes that will allow us to better respond to COVID-19 crisis
☐ The learning and training needs of my enterprise remain unchanged
☐ Others, please specify

6. Has your enterprise enrolled its staff in any training course (either online or face-to-face) since the outbreak of COVID-19?

☐ Yes   ☐ No

6.1 **If yes, what type of course (online or face-to-face) did your staff enrol in? Please specify.**

7. What is the likelihood for your enterprise to sign-up for training opportunities in the next 3 months, 6 months, and 12 months?

	3 months	6 months	12 months

▶ More likely	☐	☐	☐
▶ Less likely	☐	☐	☐
▶ Not sure	☐	☐	☐

8. If there are training opportunities, what training topic would be relevant to your enterprise in the next 3 – 6 months? (check all that apply)

▶ **Labour/employment law and employment relations**
☐ Application of labour and employment laws during a crisis
☐ Redundancy, lay-off and termination
☐ Benefits and compensation during a crisis
☐ Negotiation and collective bargaining during a crisis
☐ Other, please specify

▶ **Occupational safety and health (OSH)**
☐ OSH laws and regulations, and employers' responsibilities
☐ Working safely during COVID-19
☐ How to develop a workplace OSH policy
☐ Reviewing workplace OSH policies and risks in response to COVID-19
☐ Other, please specify

▶ **Human resources and staff management**

☐ Workplace HR policies in response to COVID-19
☐ Managing staff learning and development during a crisis
☐ Policies and practices on teleworking/remote working/working from home
☐ Keeping staff motivated and productive during a crisis
☐ Competency-based recruitment
☐ Other, please specify

▶ **Business competitiveness and management skills**

☐ Business sourcing diversification
☐ Business continuity plan (BCP)
☐ Sales and marketing during a crisis (e.g. digital sales)
☐ Maintaining business competitiveness and productivity
☐ Turning a crisis into an opportunity
☐ Other, please specify

▶ **Others, please specify**

9. Which of the following training formats would be the preference of your enterprise in the next 3- 6 months? (please select the top three choices)

☐ Face-to-face class-room <u>public</u> training
☐ Face-to-face class-room <u>in-house</u> training
☐ Online webinar presentations
☐ Online modular learning that can be pursued in parts over a period of time at the learner's own pace
☐ A combination of face-to-face classroom instruction and online learning
☐ Mentoring
☐ Other, please specify

10. Has COVID-19 affected your enterprise preference for online training courses compared to face-to-face training?

☐ Yes, my enterprise is more likely to choose online training courses in the future
☐ No, my enterprise still prefers face-to-face training
☐ My enterprise would consider both online and face-to-face training
☐ Not sure

10.1 **If yes, is online training perceived to be effective compared to face-to-face training?**

☐ Online training is <u>more</u> effective than face-to-face training
☐ Online training is <u>less</u> effective than face-to-face training
☐ Online training is <u>as</u> effective as face-to-face training
☐ Not sure

11. What would affect your enterprise decision in choosing between online training courses and face-to-face training? (please select the top three choices)

☐ Pricing
☐ Topic and structure of the course
☐ Networking possibilities
☐ Flexibility offered by online training (attend and complete at own pace)

☐ Government's regulations and employees' safety
☐ Duration of the course
☐ Expertise of trainers and quality of the course
☐ Location and venue of the face-to-face training
☐ Others, please specify

12. What is the optimal length of online training courses with respect to number of learning hours per week?

☐ Less than 3 hours   ☐ 3 to 7 hours   ☐ 7 to 10 hours
☐ Over 10 hours   ☐ No preference

13. What would be the ideal pricing of an online training course compared to face-to-face offerings per participant?

☐ Same as a face-to-face course
☐ Cheaper than a face-to-face course
☐ More expensive than a face-to-face course
☐ Not sure

13.1 **If online training courses should be cheaper, by how much should the cost go down per participant compared to face-to-face training?**

☐ Less than 5%   ☐ 5 to 10%   ☐ 10 to 20%
☐ 20 to 40%   ☐ Over 40%

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14. Which of the following would encourage your enterprise to sign up for a training programme with us? (please select the top three choices)

☐ Offer both the face-to-face and online options for courses
☐ Offer new and diverse courses, especially targeted training that responds to the COVID-19 crisis
☐ Offer competitive pricing e.g. member discount or bulk discount for training
☐ Offer a "teaser" training e.g. a free online session
☐ Offer flexibility of changing, rebooking or switching between online and face-to-face course
☐ Eligibility for government's fee subsidy or reimbursement
☐ Offer tailor-made online training courses
☐ Other, please specify

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15. Is there anything else you want to share about how COVID-19 might affect your enterprise learning and development goals over the next 3 – 6 months?

16. In addition to the information you have provided us about your current training needs, have you identified any trends in training and development that will become more important in the near future?