About Your Organization

1. In which Ozark region county is your organization located?
   
   60.9% Greene (305 respondents)
   14.0% Christian (70)
   11.0% Taney (55)
   4.6% Webster (23)
   3.8% Dallas (19)
   3.0% Stone (15)
   2.8% Polk (14)  (Five people did not respond to this question)

2. Which category below best describes your organization’s industry classification?
   
   13.6% Government, Public Administration (68 respondents)
   11.4% Community-Based Organization/Nonprofit/NGO (57)
   11.2% Healthcare and Social Assistance (56)
   10.2% Education, Educational Services (51)
   9.4% Manufacturing (47)
   9.2% Professional, Scientific, and Technical Services (46)
   9.0% Retail Trade (45)
   7.6% Construction (38)
   6.2% Finance, Banking, and Insurance (31)
   5.8% Arts, Entertainment, and Recreation (29)
   2.0% Transportation and Warehousing (10)
   2.0% IT/Computer and Data Processing (10)
   1.2% Utilities (6)
   1.2% Other (6)  (Six people did not respond to this question)
3. **What is the approximate number of full-time employees (Ozark region only) currently in your organization?**
   ______ Full-Time Employees (median = 30, range: 0 – 10,200)

4. **During your peak employment season (Ozark region only), what is the approximate number of part-time employees (< 30 hours) in your organization?**
   ______ Part-Time Employees (median = 4, range: 0 – 4,552)

**Recruitment**

5. **What are your organization’s plans with respect to hiring full-time and part-time employees (< 30 hours) in the Ozark region over the next 12 months?**

<table>
<thead>
<tr>
<th></th>
<th>Increase</th>
<th>Stay About the Same</th>
<th>Decrease</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-Time Employees</td>
<td>40%</td>
<td>59%</td>
<td>1%</td>
</tr>
<tr>
<td>Part-Time Employees</td>
<td>27%</td>
<td>69%</td>
<td>4%</td>
</tr>
</tbody>
</table>

6. **What resources has your organization used to hire new employees? (Select up to 3)**

   - 49% Job Search Engines (Beyond.com, CareerBuilder, Indeed, LinkedIn, Monster, etc.)
   - 41% Company Website
   - 30% Social Media – Facebook, Twitter, etc.
   - 29% Internal Referrals
   - 28% MoJOBS/Missouri Job Center
   - 23% Word of Mouth
   - 18% Hiring/Recruitment Fairs
   - 10% Newspapers/Publications/Broadcast Media
   - 10% College/University career offices
   - 8% Staffing Agency
   - 5% Craigslist
   - 5% Chamber of Commerce Websites
   - 1% The Network

Other (please specify): ____________________________________________
7. How would you rate the “overall workforce readiness” of the job applicants your organization has interviewed in the past 12 months?

- 3% Well above average
- 14% Above average
- 52% Average
- 28% Below average
- 3% Well below average

**Hiring Difficulties**

8. Over the past 12 months, has your organization had difficulty hiring qualified applicants in the Ozark region?

- 67% Yes
- 33% No

9. Why did your organization experience hiring difficulties? (Check all that apply)

- 36% Lack of relevant work experience
- 34% Insufficient number of applicants
- 30% Lack of relevant technical/occupational skills
- 28% Unwillingness to accept offered wages
- 26% Failure to show up for a job interview
- 24% Insufficient communication skills (verbal, nonverbal, written)
- 17% Criminal background
- 17% Failure to pass a drug test
- 16% Insufficient educational credentials or professional certifications
- 11% Personal hygiene/appearance (tattoos, body piercings, etc.)
- 5% Reluctance to live/relocate to southwest Missouri

Other (please specify): ________________________________________________
10. **How does your organization respond to hiring difficulties?** (Check all that apply)

- 50% Increased recruiting efforts within the region
- 38% Overtime for existing skilled workers
- 36% Did not fill job opening
- 33% Hired less qualified applicants
- 30% Increased pay and/or compensation to attract more applicants
- 22% Provided internal and/or external skills training
- 21% Used temporary labor or outsourced work
- 19% Recruited from outside the region
- 14% Did not expand
- 3% Moved some operations out of the region or relocated

Other (please specify):______________________________________________

**SKILLS AND TRAINING**

11. **What specific skills are you looking for that are lacking in the workforce?** (Check all that apply)

- 61% Motivation (e.g., desire to learn, attention to detail, work ethic)
- 57% Interpersonal skills (e.g., communication, teamwork, positive attitude)
- 42% Organizational skills (e.g., time management, punctuality)
- 40% Analytic skills (e.g., critical thinking, creative thinking, problem solving)
- 39% Knowledge skills (e.g., literacy, numeracy, industry specific)
- 17% Physical skills (e.g., lifting, moving)
- 16% Basic digital/computer skills (e.g., InDesign, Photoshop, Word, PowerPoint, Excel)
- 9% IT/Technical skills (e.g., programming, technical support)

Other (please specify):______________________________________________
12. **What resources are used by your organization to meet training needs?** (Check all that apply)

- 69% Internal training paid by your organization
- 35% Regional seminars/workshops/conferences
- 31% Internet resources or online workshops not affiliated with local organizations
- 19% Local community colleges or vocational/technical schools (including customized training)
- 19% National seminars/workshops/conferences
- 18% Outside consultants
- 17% Industry-recognized credentials/certificates
- 11% Local four-year colleges and universities
- 11% Apprenticeship programs
- 10% Missouri Job Center (e.g., on-the-job training)
- 7% Training is not required

Other (please specify): _______________________________________________

### Workforce Concerns and Assistance

13. **How much concern, if any, does your organization have with each of the following workforce issues?**

<table>
<thead>
<tr>
<th>Workforce Issue</th>
<th>A Lot</th>
<th>Some</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work ethic/work habits</td>
<td>49%</td>
<td>44%</td>
<td>7%</td>
</tr>
<tr>
<td>Lack of qualified applicants in the area</td>
<td>48%</td>
<td>41%</td>
<td>11%</td>
</tr>
<tr>
<td>Employee retention</td>
<td>42%</td>
<td>43%</td>
<td>15%</td>
</tr>
<tr>
<td>Cost of health insurance</td>
<td>36%</td>
<td>38%</td>
<td>26%</td>
</tr>
<tr>
<td>Cost of labor</td>
<td>29%</td>
<td>51%</td>
<td>20%</td>
</tr>
<tr>
<td>Training of employees</td>
<td>27%</td>
<td>51%</td>
<td>22%</td>
</tr>
<tr>
<td>Substance abuse (e.g., opioids, alcohol, etc.)</td>
<td>24%</td>
<td>45%</td>
<td>31%</td>
</tr>
<tr>
<td>Regulatory costs of doing business</td>
<td>23%</td>
<td>49%</td>
<td>28%</td>
</tr>
<tr>
<td>Aging workforce</td>
<td>17%</td>
<td>42%</td>
<td>41%</td>
</tr>
<tr>
<td>Mental health</td>
<td>15%</td>
<td>50%</td>
<td>35%</td>
</tr>
<tr>
<td>Transportation for employees</td>
<td>13%</td>
<td>30%</td>
<td>57%</td>
</tr>
<tr>
<td>Childcare for employees</td>
<td>9%</td>
<td>39%</td>
<td>52%</td>
</tr>
<tr>
<td>Automation/robotics/emerging technologies</td>
<td>6%</td>
<td>23%</td>
<td>71%</td>
</tr>
</tbody>
</table>

Other (please specify): _______________________________________________
14. What impact, if any, have changes in the following four federal policy areas over the past year or two had on your organization?

<table>
<thead>
<tr>
<th>Policy Area</th>
<th>Positive</th>
<th>Negative</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tax reform/tax cuts</td>
<td>29%</td>
<td>16%</td>
<td>55%</td>
</tr>
<tr>
<td>Federal regulations</td>
<td>9%</td>
<td>32%</td>
<td>59%</td>
</tr>
<tr>
<td>Immigration policy</td>
<td>4%</td>
<td>14%</td>
<td>82%</td>
</tr>
<tr>
<td>Trade policy/tariffs</td>
<td>4%</td>
<td>24%</td>
<td>72%</td>
</tr>
</tbody>
</table>

15. Do any positions/jobs in your organization require employees to have a STEM background (science, technology, engineering, mathematics)?

59% No
41% Yes --- How difficult has it been to find employees with a STEM background?

19% Very difficult
62% Somewhat difficult
19% Not too difficult

16. In which of the following areas, if any, does your organization need assistance? (Check all that apply)

33% Assistance is not required at this time
29% Hiring assistance (hiring events and job fairs)
21% Staff development and training
17% Networking opportunities with industry professionals
13% Internships
9% Apprenticeships

Other (please specify): _____________________________________________________________
EMPLOYEE RETENTION

17. Does your organization try to retain its employees in any of the following ways? (Check all that apply)

- 55% Increased pay/bonuses
- 50% Training
- 50% Flexible work schedules
- 45% Career growth opportunities
- 44% Employee recognition and rewards programs
- 34% Employee wellness programs
- 30% Provide time/opportunity for community involvement
- 28% Additional medical benefits
- 25% Tuition reimbursement
- Other, please specify: ______________________________________________________

EDUCATION/WORKFORCE READINESS

18. How much difficulty, if any, has your organization experienced in finding qualified applicants at the following educational levels or credentials?

<table>
<thead>
<tr>
<th></th>
<th>No Difficulty</th>
<th>Some Difficulty</th>
<th>Considerable Difficulty</th>
<th>(Not Applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. High School or Equivalent</td>
<td>62%</td>
<td>30%</td>
<td>8%</td>
<td>(12%)</td>
</tr>
<tr>
<td>b. Some College</td>
<td>53%</td>
<td>38%</td>
<td>9%</td>
<td>(22%)</td>
</tr>
<tr>
<td>c. Associate’s Degree</td>
<td>44%</td>
<td>43%</td>
<td>13%</td>
<td>(27%)</td>
</tr>
<tr>
<td>d. Bachelor’s Degree</td>
<td>34%</td>
<td>45%</td>
<td>21%</td>
<td>(26%)</td>
</tr>
<tr>
<td>e. Advanced Degree</td>
<td>36%</td>
<td>42%</td>
<td>36%</td>
<td>(38%)</td>
</tr>
<tr>
<td>f. Industry-Recognized Credentials</td>
<td>15%</td>
<td>52%</td>
<td>33%</td>
<td>(27%)</td>
</tr>
</tbody>
</table>
19. Using a letter grade, how would you evaluate the overall level of preparation of recent graduates from area educational institutions to perform the jobs for which they were hired?

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D/F</th>
<th>(DK or Not Applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. High School</td>
<td>15%</td>
<td>40%</td>
<td>37%</td>
<td>8%</td>
<td>(23%)</td>
</tr>
<tr>
<td>b. Community College (e.g., OTC)</td>
<td>21%</td>
<td>57%</td>
<td>20%</td>
<td>2%</td>
<td>(26%)</td>
</tr>
<tr>
<td>c. Technical School (e.g., Vatterott)</td>
<td>17%</td>
<td>48%</td>
<td>26%</td>
<td>9%</td>
<td>(37%)</td>
</tr>
<tr>
<td>d. Four-Year College/University</td>
<td>28%</td>
<td>52%</td>
<td>18%</td>
<td>2%</td>
<td>(29%)</td>
</tr>
<tr>
<td>e. Area Educational Institutions Overall</td>
<td>16%</td>
<td>57%</td>
<td>25%</td>
<td>2%</td>
<td>(28%)</td>
</tr>
</tbody>
</table>

20. Are you currently partnering with any area high school, community/technical college, or four-year university/college to help design curriculum, develop training programs, and/or sponsor an apprenticeship program to help students acquire the skills necessary to succeed in your industry or organization?

37% Yes
63% No

General Comments:
If you would like information on how the **Missouri Job Center** can help your organization meet employment and training needs, please contact Tracy Polk at (417) 841-3324 or tpolk@springfieldmo.gov. If you would prefer to be contacted directly, please provide the following contact information:

Name______________________________________________________________

Organization/Business________________________________________________

Email______________________________________________________________

Telephone__________________________________________________________

**THANK YOU FOR YOUR PARTICIPATION**