



WARD RESEARCH
I N C O R P O R A T E D

American Job Center Customer Satisfaction Study

Prepared for:

**State of Hawai'i Workforce Development Council
Department of Labor and Industrial Relations**

September 1, 2020

American Job Center Customer Satisfaction Study
Contract Number: WDC-RFP-19-001-2020

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Combined Findings

- These are combined findings from surveys conducted among:
 - Jobseekers who had previously used AJC services within the last three years (n=155);
 - Employers who had previously used AJC services within the last three years (n=197); and
 - AJC staff (n=45).
- The reported jobseeker experience with the AJC is far more positive than the employer experience with the AJC. Among jobseekers, overall satisfaction with the services and programs provided by the AJC stands at 8.59 on a 10-point scale, while employers posted a mean rating of 6.02.

OVERALL SATISFACTION WITH AJC SERVICES AND PROGRAMS	
JOBSEEKERS: 8.59	EMPLOYERS: 6.02

- When asked how knowledgeable they found AJC staff, jobseekers posted a mean rating of 8.65, while employers posted a mean rating of 6.23. Staff perceptions are more aligned with jobseekers, posting a mean rating of 8.36 when they were asked how knowledgeable they are about their program(s). Note that a vast majority of the staff still said they need additional training for their current and/or new programs.
- As expected, the survey confirmed that HireNet Hawaii is one of the AJC's most often used services. Nearly 7 in 10 jobseekers reportedly have used HireNet (67%), while nearly 9 in 10 employers said they have used it for their organization (86%). Jobseekers found resume posting as the most important feature of HireNet. Similarly, employers found job posting as its most important feature. Both groups found Labor Market Information as the least important HireNet feature.
- However, while jobseekers find the quality of jobs posted at HireNet to be of high quality (7.16), employers find the quality of candidates to be rather low quality (4.83).

Combined Findings

- Less than one-half of employers (41%) reportedly have hired workers via the AJC in the past three years. Advanced statistical testing shows that other factors --- beyond those measured in the survey --- play a role in the number of workers hired. Less than one-half of jobseekers (45%) also reported getting inquiries as a result of registering with the AJC. Employers who have hired workers they found or who found them via the AJC reported mid-level satisfaction with the quality of workers they found (6.18 mean rating). Those who haven't hired anyone rated their satisfaction with the quality of candidates a very low 3.41.

JOBSEEKERS	EMPLOYERS
Received inquiries as a result of registering with AJC?	Employed workers screened, identified, and referred by the AJC?
Yes: 45%; No: 51%	At least one: 41%; None: 59%

- Usage of the AJC's other programs have room to improve. For example, less than one-half of jobseekers said they have used services such as Personal Career Planning, On-the-Job Training, Library Resource Center, and the Apprenticeship Program. Jobseekers found education/training programs most helpful in helping them to get a job. Advanced statistical testing shows that accessing education/training is the strongest predictor of receiving job inquiries over and above all the other programs and services offered, although using any one of the listed programs (other than HireNet and Job Search Assistance) also increases the likelihood of receiving a job inquiry. Two-thirds of jobseekers (66%) reportedly used Education/Training programs provided by the AJC. Efforts to further encourage jobseekers to use the array of AJC services and programs, beyond HireNet, are recommended.
- At least 2 in 5 employers also said that they "don't know the service" about 9 of the 12 services tested in the survey and are available to them. Rather large proportions of jobseekers also said they did not know about programs such as On-the-Job Training, Apprenticeship Programs, and Library Resource Center. Aside from job postings and, to a lesser degree, job fair events and recruitment assistance, employers do not seem to be using the services and programs available at the AJC, in part because they do not know about them. Efforts to further increase awareness of AJC services and programs are also recommended.

Combined Findings

- Near the end of the survey, respondents were asked about the effects of the coronavirus pandemic.
 - Note that only 10% of jobseekers said they last accessed AJC services after the March 2020 stay-at-home order. Among them, 23% said they could no longer attend training and 18% could no longer contact their case manager.
 - While a majority of employers said they have not had to lay off anyone due to the coronavirus pandemic, 24% reportedly had to lay off workers and have not brought them all back. Among those employers, likelihood of bringing the laid off workers back within the next 9 months is low, averaging below a 6.00 on a 10-point scale.
 - Staff satisfaction with the measures put in place by AJC in response to the coronavirus pandemic stands at 6.84 on a 10-point scale.

Recommendations

- Reported jobseeker perceptions and experiences with the AJC are far more positive than are employer experiences. Jobseekers are more satisfied with the AJC's services and programs than are employers. Jobseeker satisfaction with the AJC's services and programs is high at 8.59 (on a 10-point scale) while employer experiences is mid-level at 6.02. While jobseekers are generally satisfied with the quality of jobs posted on HireNet Hawaii, employers are not so satisfied with the quality with candidates. This is a gap that needs to be bridged, likely through additional education/training or additional screening of candidates.
- AJC staff feel knowledgeable about the programs in which they work and jobseekers report high levels of satisfaction with the staff. However, staff say that they need more resources for their programs and to do their jobs well.
- Data show that AJC clearly is connecting jobseekers to employers and employers to jobseekers, but the proportions have room to improve. More than one-third of all jobseekers reported getting a job inquiry as a result of registering with the AJC; one-fifth reportedly got a job as a result of registering with the AJC. Two-fifths of all employers said they hired workers screened, identified, and referred by the AJC. Note however, that roughly 16% of employers said that no one or very few applied for their positions; 15% also said those who applied were not qualified or lack skills.
- Survey results indicate that increased awareness and usage of AJC services and programs can help to better serve the needs of employers and jobseekers. Among both jobseekers and employers, usage of many of the AJC's services and programs, beyond HireNet Hawaii, is somewhat low. Jobseekers and employers generally find the services and programs that they do use to be helpful. For jobseekers, using any of the programs tested (other than HireNet and Job Search Assistance) increases the likelihood of receiving a job inquiry, with education/training the strongest predictor of receiving job inquiries. One way of increasing usage would be to increase awareness of the services and programs. Rather large proportions of jobseekers and employers said they did not know of the services and programs being offered by the AJC, such as On-the-Job Training and Apprenticeship Programs. Additional research among employers, to better understand their needs and their reactions to other services and programs offered by the AJC that they are not using, should be considered.

Final Discussion Points

- To frame the review of the data, the research firm reminded the client team at the outset of the presentation of findings that this satisfaction data is retrospective. With employers and jobseekers from the last three years selected for participation in the study, respondents were reflecting on their experiences over the last three years. The research firm reminded the client team that the unemployment landscape was dramatically different across those three years than it was in June 2020, when the data was collected. Unemployment was at about 2.9% when the contract was executed, had peaked at 23% in April 2020, and was about 18% when the interviews were conducted. It is likely, then, that employers and jobseekers might be experiencing the programs and services of the AJC differently than was reported when unemployment was under 3%.
- Given this reminder about the demand for employees in 2017-2019 (with very low unemployment), perhaps the outcome of the study should have been anticipated (i.e. higher satisfaction ratings from jobseekers than from employers). With assumptions that the “easily employable” workers were already employed, it is not surprising that employers displayed relatively lower satisfaction with their experience and with the quality of jobseekers. The reader should note, however, that this would not have impacted the design of the research or the survey instrument. The instrument was developed as objectively as possible in order to collect both positive and negative comments, especially given the fact that no previous satisfaction research existed.
- A question was asked about employer usage of other job posting websites and whether a comparative satisfaction measure might have been helpful; particularly given the relatively low satisfaction rating from employers. Should the study be conducted again in the future, to gauge any progress in increasing satisfaction, such questions should be considered.
- Similarly, a question to determine whether or not the companies responding to the survey have an HR Department would be helpful in the future.

Final Discussion Points

- The research firm recommended that WDC consider follow-up qualitative research among employers, to better understand their needs. Focus groups among employers should be convened, segmented by number of employees or whether or not the company has a dedicated HR function.
- Staff perceptions that they need more resources for their programs and to do their jobs well is quite common in employee surveys; both public and private sector employees often rate available resources quite low, usually as a way of saying that they could do their jobs better if more resources were available.

Objectives and Methodology

- The Workforce Development Council contracted Ward Research to conduct a Customer Satisfaction Survey to:
 - Measure the level of satisfaction of the American Job Centers' key customers in a way that can identify strengths, weaknesses, and gaps in workforce system programs and operations; and
 - Measure the perceived value and usefulness of the American Job Center (AJC) services in a way that can identify strengths, weaknesses, and gaps in workforce system programs and operations;
 - Reach out to employers and jobseekers to learn about the extent to which the American Job Centers are working to serve their needs.
- In order to meet these objectives, Ward Research conducted surveys among the following groups (a fourth group, among walk-in visitors at the AJC, was planned but was cancelled due to concerns relating to the COVID-19 pandemic):
 - Jobseekers who had previously used AJC's services within the last three years;
 - Employers who had previously used AJC's services within the last three years; and
 - AJC staff.

Jobseekers Telephone Survey

- Ward Research conducted a telephone survey among Hawaii jobseekers who used American Job Center services and programs during the last three years. WDC provided a database of n=912 jobseekers who met this criteria to Ward Research. From that list, n=155 jobseekers completed the survey, from June 11 through July 3, 2020, for a maximum sampling error of +/-7.8%.

Objectives and Methodology

- The survey instrument was developed by Ward Research and reviewed by the WDC. Prior to data collection, an alert postcard, from WDC, was mailed to the jobseekers in the database. The survey was approximately 12 minutes average length. All interviewing was conducted from the Ward Research Calling Center in downtown Honolulu, between 4:30pm and 8:30pm on weeknights and 10:00am and 6:00pm on weekends.
- Data processing was accomplished using SPSS for Windows. Final data were weighted by county to better reflect the actual jobseeker population.

Employer Survey

- Ward Research conducted a mixed online/telephone survey among Hawaii employers who used American Job Center services and programs during the last three years. WDC provided a database of n=1790 employers who met this criteria to Ward Research. From that list, n=197 employers completed the survey, for a maximum sampling error of +/-6.9%.
- The survey was planned as an online survey only, but a telephone component was added due to low response rate attributed to the demands on HR Departments during COVID-19. The online survey was conducted from June 11 to July 2, 2020; during that period, only 32 employers completed the survey, despite two reminder emails. A telephone effort, where employers were asked if they wanted to complete the survey via phone or to be re-sent the survey link, was conducted from July 13 to July 31, 2020. All valid numbers were called up to 6 times and voicemail messages about the survey were left whenever possible. A final push for employers to complete the survey was made from August 3 to August 7, 2020. These additional efforts yielded another 165 completes (83 via telephone and 82 online). The low response rate is due primarily to the great difficulty in reaching HR Managers during this time, when many businesses are still closed or workers are working from home, because of COVID-19 restrictions. There were also many instances where the HR Manager who had used AJC services had left the company and his/her replacement was unfamiliar with the program and opted not to participate.

Objectives and Methodology

- The survey instrument was developed by Ward Research and reviewed by the WDC. Prior to data collection, an alert postcard, from WDC, was mailed to all employers on the database. The survey was distributed via an email link and was 12 minutes average length. Ward Research was responsible for programming and hosting the online survey, and for distributing the email links. In order to help increase response rate, four reminder emails were sent during the data collection period. All telephone interviewing was conducted from the Ward Research Calling Center in downtown Honolulu, weekdays, from 8:30am to 5:30pm.

Staff Survey

- Ward Research conducted an online survey among AJC staff, from June 18 to July 17, 2020. WDC provided a database of staff members to Ward Research (N=93). From that list, n=45 staff members completed the survey, for a maximum sampling error of +/-10.5% (based on a population of N=93). Note that Maui staff members are underrepresented, but the final data were not weighted due to the small sample size.
- The survey instrument was developed by Ward Research and reviewed by the WDC. The survey was distributed via an email link and was 12 minutes average length. Ward Research was responsible for programming and hosting the online survey, and for distributing the email links. In order to help increase response, three reminder emails were sent during the data collection period.

Jobseeker Satisfaction Survey

Executive Summary

These are highlights from a telephone survey conducted among n=155 jobseekers who used AJC's services within the last three years. The telephone survey was conducted from June 11 through July 3, 2020.

- Jobseekers are fairly well satisfied with AJC services and programs, based on a mean satisfaction rating of 8.59 on a 10-point scale where 1=very dissatisfied and 10=very satisfied (SD=1.95).
- Among the services and programs offered by the AJC, Education/Training (66%) reportedly is used most often, especially by female jobseekers. Advanced statistical testing shows that accessing education/training is the strongest predictor of receiving job inquiries over and above all the other programs and services offered. On the second tier, in terms of reported usage, are HireNet Hawaii (48%) and Job Search Assistance (47%). Reported usage of these services and programs is especially high on the Neighbor Islands.
- Without hearing a description, 48% of jobseekers said they used HireNet Hawaii. After a short description, 67% said they used HireNet, indicating a lack of recall of the program name, among some. Jobseekers indicated satisfaction with the quality of jobs that are available on HireNet, based on a mean satisfaction rating of 7.16 on a 10-point scale where 1=very low and 10=high (SD=2.53).
- Roughly 4 in 5 jobseekers said they used the AJC for job search (25% for job search only and 53% for job search and job training). Among them, less than half said they received any inquiries from potential employers as a result of registering with the AJC (45%). Among those who did receive an inquiry, 61% said they got a job as a result of those inquiries.

78% USED THE AJC FOR JOB SEARCH → 45% OF THOSE (OR 35% OF ALL JOBSEEKERS) RECEIVED INQUIRIES → 61% OF THOSE (OR 21% OF ALL JOB SEEKERS) GOT A JOB

- Jobseekers interacted with AJC staff primarily in-person (68%). Perceptions of AJC staff are positive, with staff receiving a mean rating of 8.96 in terms of helpfulness (SD=1.94) and 8.65 in terms of knowledgeability (SD=2.10), both are on a 10-point scale with 1 being the lowest rating and 10 being the highest rating).

Profile of Jobseekers

Gender	
Male	41%
Female	59
Age	
14 to 19 years old	13%
20 to 24 years old	10
25 to 34 years old	20
35 to 44 years old	18
45 to 54 years old	19
55 to 59 years old	5
60 years old or older	15
Ethnicity	
Caucasian	18%
Japanese	3
Filipino	14
Chinese	3
Hawaiian/Part Hawaiian	37
Other Pacific Islander	6
Other Asian	1
African American	4
Mixed	9
Other	1
Refused	3

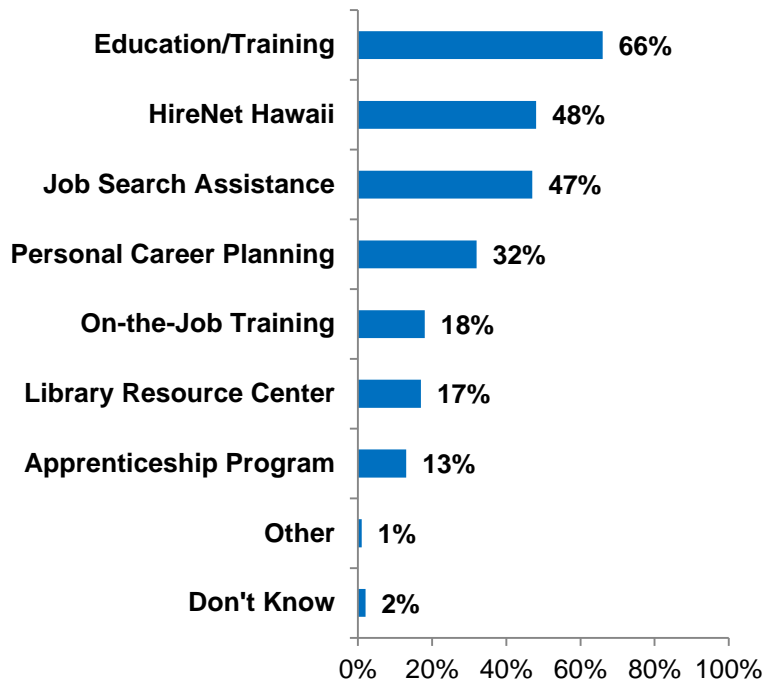
County	
Honolulu	43%
Hawaii	31
Maui	16
Kauai	9
Current Employment Status	
Employed full-time	28%
Employed part-time	19
Employed as a contractor or freelancer	3
Employed by Uber, Lyft, Airbnb, or another tech company to provide on-demand services such as ride-sharing, food delivery, or housing room rental	1
Unemployed and not looking for work	14
Unemployed and looking for work	32
Other	3
Refused	1

Industry	
Healthcare/Medical	30%
Hospitality/Tourism	11
Construction	10
Business/Office Administration	6
Information Technology	4
Security	4
Retail	4
Non-Profit	3
Self-Employed	3
Food Service	2
Education	2
Financial	2
Transportation	2
Other	10
No interest/Retired	4
Don't know/Not sure	4
n=	155

Services and Programs

- From a list of services and programs offered by the AJC, Education/Training reportedly was used most often by jobseekers (66%).
- Significantly greater proportions of jobseekers on the Neighbor Islands than on Oahu said they used HireNet Hawaii, Job Search Assistance, and the Library Resource Center. Jobseekers on Oahu, meanwhile, were more likely to have used the Apprenticeship Program.
- Significantly greater proportions of female jobseekers than males used Education/Training and Personal Career Planning.

Q. What services and programs did you use? (Aided)



(n=155)

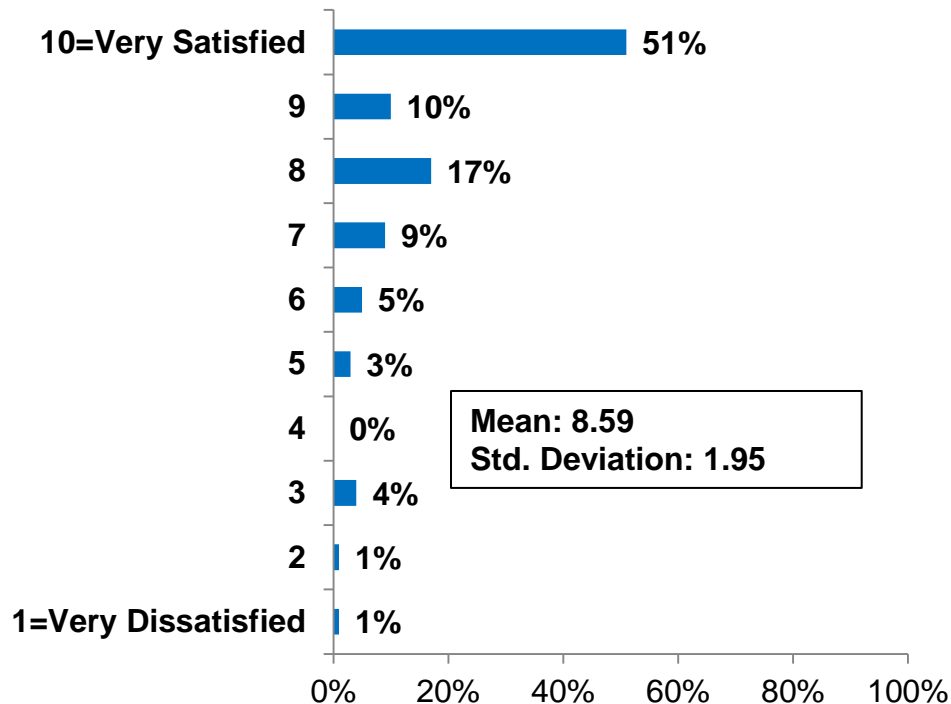
	Residence		Gender	
	Oahu	Neighbor Islands	Male	Female
Education/Training	68%	65%	56%	74%
HireNet Hawaii	37	57	41	53
Job Search Assistance	34	56	44	48
Personal Career Planning	26	37	20	41
On-the-Job Training	15	20	23	14
Library Resource Center	10	22	10	21
Apprenticeship Program	21	8	17	11
n=	67	88	63	92

Yellow shading denotes differences that are statistically significant at $p \leq .05$ level)

Services and Programs

- Reported satisfaction with the services and programs provided by the AJC is high, at 8.59 mean rating (SD=1.95), where 1=very dissatisfied and 10=very satisfied.
- Neighbor Island jobseekers indicated higher level of satisfaction with the services and programs provided by the AJC than did Oahu jobseekers but the difference is not statistically significant.

Q. How satisfied are you with the services and programs provided by the American Job Center?



(n=155)

Q. How satisfied are you with the services and programs provided by the AJC?		
OAHU VS. NEIGHBOR ISLANDS		
	Oahu	Neighbor Islands
10=Very Satisfied	49%	53%
9	5	13
8	25	12
7	7	10
6	4	5
5	4	3
4	0	0
3	4	3
2	0	1
1=Very Dissatisfied	1	0
MEAN	8.47	8.68
STD. DEVIATION	2.04	1.88
n=	67	88

Services and Programs

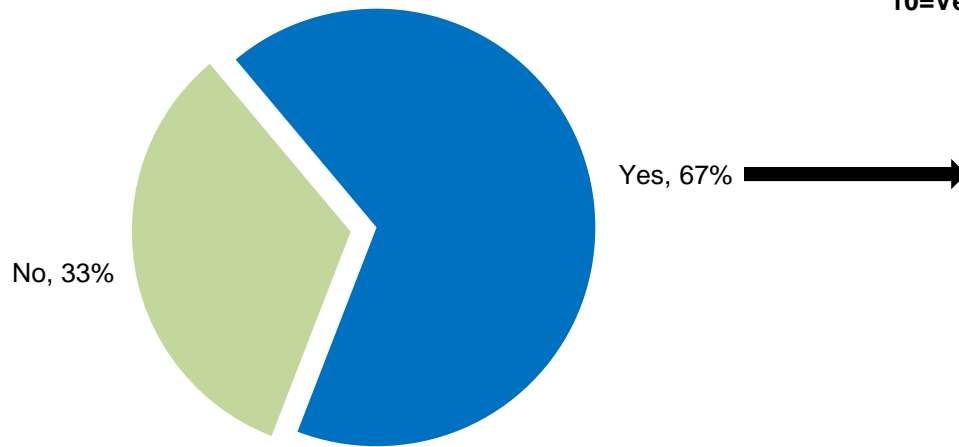
- When jobseekers were asked how helpful specific AJC services and programs are in helping them to get a job, Education/Training received the highest helpfulness rating (8.34 mean rating where 1=not at all helpful and 10=very helpful; SD 2.65).
- Note the large proportions of jobseekers who said they did not know about On-the-Job Training (37%), Apprenticeship Program (54%), and Library Resource Center (48%).

Q. Please tell me how helpful these services are in helping you get a job:							
	Education/ Training	Personal Career Planning	HireNet Hawaii	Job Search Assistance	On-the-Job Training	Apprenticeship Program	Library Resource Center
10=Very Helpful	54%	36%	36%	37%	33%	21%	22%
9	9	8	5	8	4	2	0
8	10	8	12	11	7	5	9
7	5	11	6	6	3	5	6
6	4	3	5	4	2	2	2
5	4	5	9	9	1	2	3
4	1	1	1	0	0	1	1
3	1	1	2	1	1	0	1
2	1	1	0	1	2	0	1
1=Not At All Helpful	6	6	6	9	10	9	8
Don't know service	6	20	19	15	37	54	48
MEAN	8.34	7.88	7.77	7.70	7.62	7.29	7.17
STD. DEVIATION	2.65	2.75	2.73	2.90	3.41	3.41	3.27
n=	155	155	155	155	155	155	155

HireNet Hawaii

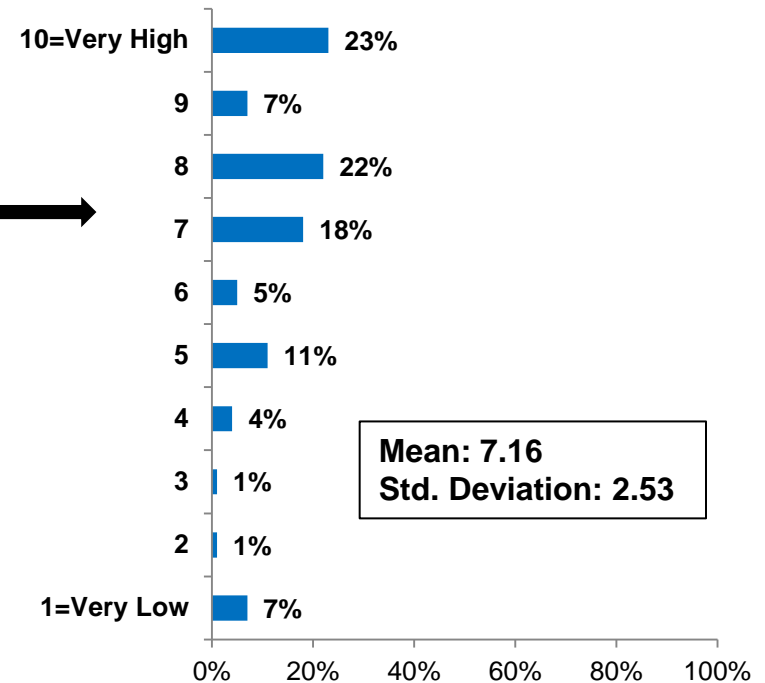
- HireNet Hawaii was described briefly to jobseekers as “the online platform where you can search and apply directly for jobs.” After the description, jobseekers were asked again if they have used HireNet. Two-thirds said that they had used it (67%).
- Ratings for the quality of jobs that are available on HireNet stand at 7.16 (mean rating where 1=very low and 10=very high; SD=2.53).

Q. Did you use HireNet Hawaii?



(n=155)

Q. How would you rate the quality of jobs that are available on HireNet Hawaii?



(n=104)

HireNet Hawaii

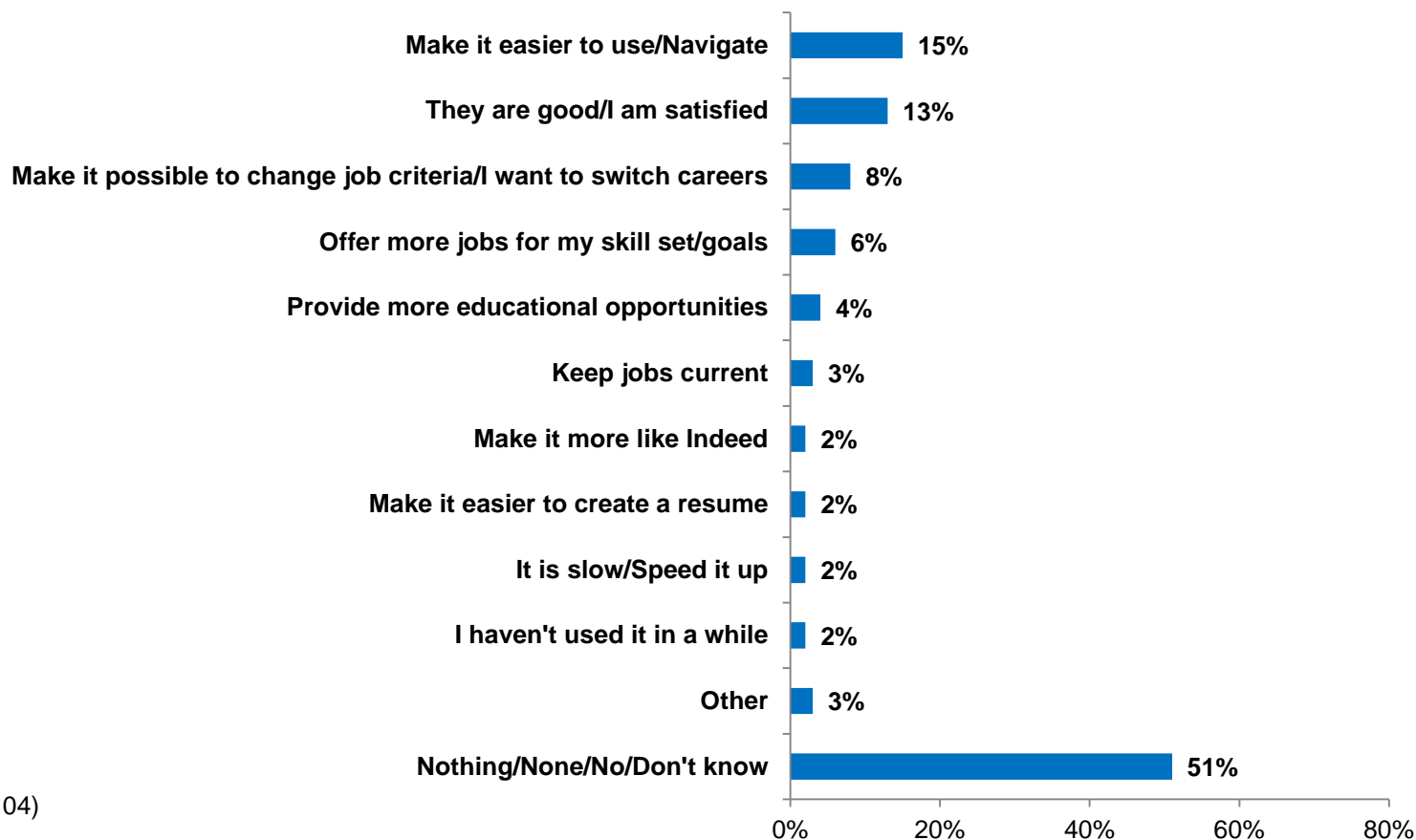
- Jobseekers who said they have used HireNet were also asked to rate HireNet features in terms of importance. Resume posting garnered highest importance ratings from jobseekers (9.12 where 1=not important and 10=very important, SD=1.54); labor market information the lowest (8.22, SD=2.35).

Q. How important are these HireNet features?			
	Resume Posting	Job Search	Labor Market Information
10=Very Important	61%	54%	37%
9	5	6	4
8	11	13	12
7	6	7	8
6	3	2	1
5	3	7	8
4	0	0	2
3	0	0	1
2	1	0	0
1=Not Important	0	2	3
Don't know service	10	10	25
MEAN	9.12	8.79	8.22
STD. DEVIATION	1.54	1.92	2.35
n=	104	104	104

HireNet Hawaii

- When asked if there is anything jobseekers would like to add or change to make HireNet Hawaii better, “make it easier to use/navigate” (15%) topped the list of suggestions.

Q. Is there anything that you would like to add or change to make HireNet Hawaii better?

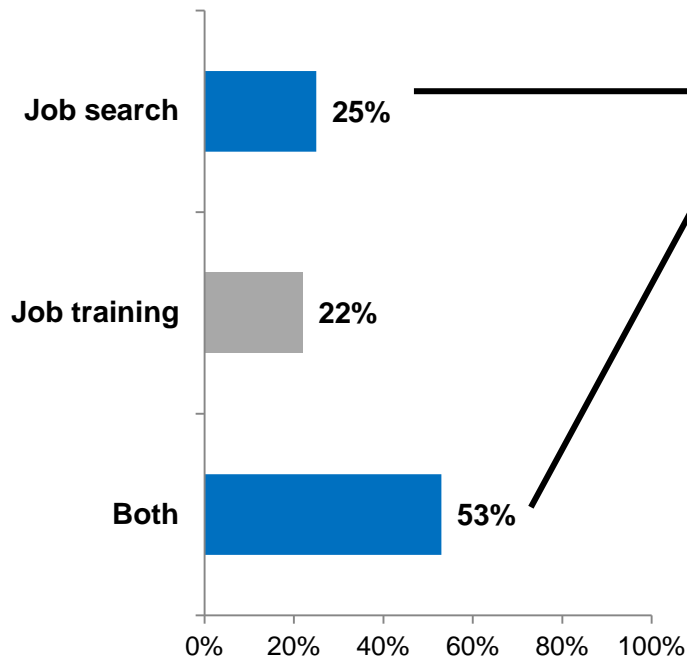


(n=104)

Job Search

- Roughly 1 in 4 job seekers used AJC primarily to look for a job. Less than half of these said they received inquiries as a result of registering with AJC (45%). Among them, 61% said they were offered a job as a result of the inquiries.
- In terms of getting inquiries from potential employers, there were no statistically significant differences based on age, gender, or county.

Q. Would you say that you used the American Job Center primarily for job training, job search, or both?



(n=155)

Q. Did you get any inquiries from potential employers as a result of registering with the American Job Center?

Yes	45%
No	51
Don't know	4
n=	121

Q. And did you get a job as a result of any of those inquiries?

Yes	61%
No	36
Don't know	3
n=	54

Job Search

- Those who received job inquiries posted significantly higher helpfulness ratings for the programs and services than did those who did not receive inquiries.

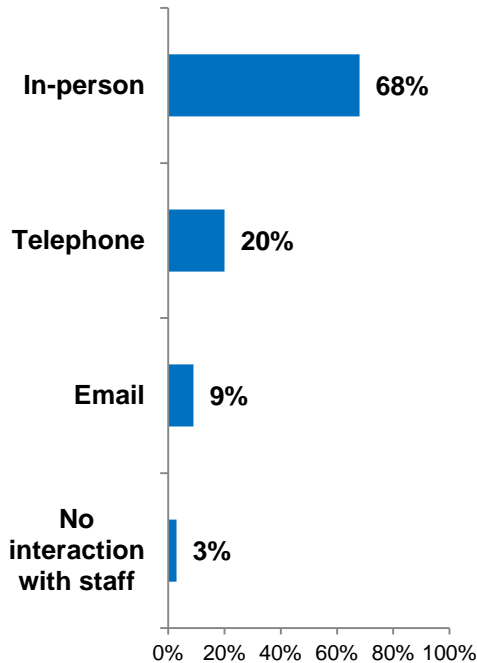
Q. Please tell me how helpful these services are in helping you get a job:				
MEAN RATINGS (on a 10-point scale where 1=not at all helpful and 10=very helpful)				
	Received Inquiries	Did Not Receive Inquiries	Got a Job	Did Not Get a Job
Job Search Assistance	8.90	6.73	9.39	8.23
Personal Career Planning	8.56	6.98	9.27	7.49
Education/Training	9.17	7.39	9.48	8.68
On-the-Job Training	8.61	6.65	9.33	7.06
Apprenticeship Program	8.92	6.03	9.73	7.61
HireNet Hawaii	8.86	7.03	8.86	8.06
Library Resource Center	8.13	6.59	8.91	7.02
n=	53	58	33	20

Yellow shading denotes differences that are statistically significant at $p \leq .05$ level)

AJC Staff

- Jobseekers largely interacted with AJC staff in-person (68%), instead of via telephone (20%) or email (9%). Regardless of method of interaction, jobseekers found the staff helpful (8.96 mean rating where 1=not very helpful and 10=very helpful; SD=1.94) and knowledgeable (8.65 where 1=not very knowledgeable and 10=very knowledgeable; SD=2.02).
- Jobseekers who interacted with the staff in-person or via email found them more helpful and knowledgeable than did those who interacted with them via phone.

Q. What was your primary means of interacting with AJC staff?



(n=155)

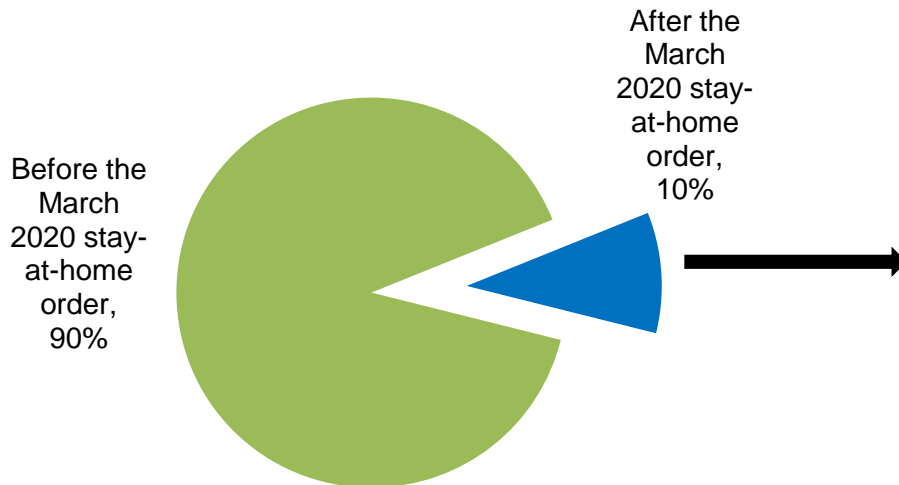
Q. How helpful was the staff?				
	Total	In-person	Phone	Email
10=Very Helpful	64%	68%	50%	64%
9	12	11	9	29
8	8	6	16	7
7	7	8	9	0
6	1	1	3	0
5	3	2	9	0
4	0	0	0	0
3	0	0	0	0
2	4	4	3	0
1=Not Very Helpful	1	1	0	0
MEAN	8.96	9.00	8.54	9.60
STD. DEVIATION	1.94	2.02	1.99	.64
n=	150	106	31	13

Q. How knowledgeable was the staff?				
	Total	In-person	Phone	Email
10=Very Knowledgeable	53%	56%	33%	64%
9	14	14	12	14
8	16	11	33	14
7	7	8	3	0
6	2	2	3	0
5	4	3	12	0
4	1	1	0	0
3	0	0	0	0
2	1	1	0	0
1=Not Very Knowledgeable	4	4	3	7
MEAN	8.65	8.75	8.17	8.99
STD. DEVIATION	2.10	2.09	2.03	2.37
n=	150	106	31	13

Coronavirus Pandemic Impact

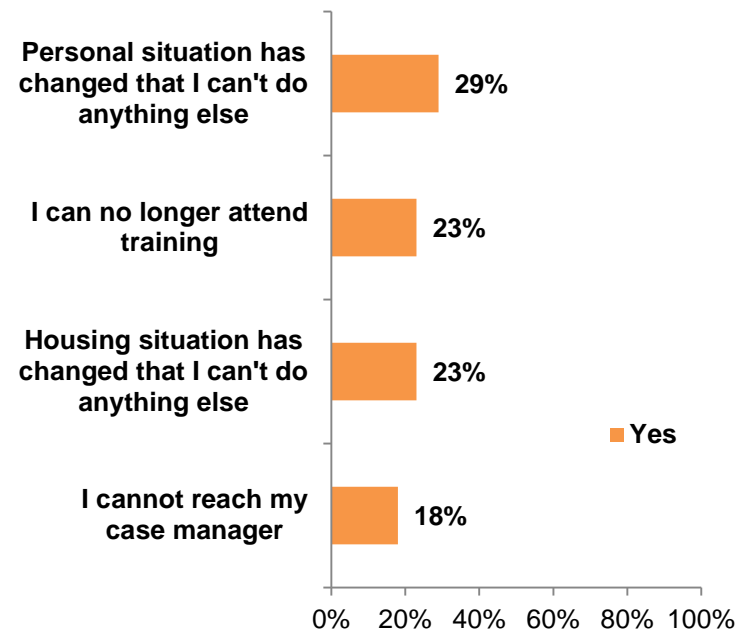
- One in ten respondents used AJC's services after the March 2020 stay-at-home-order. The biggest effect of the pandemic on their access to AJC services, they said, was that their personal situation has changed and they can't really do anything else (29%).

Q. When was the last time you used AJC services and programs?



(n=155)

Q. Related to the coronavirus pandemic, have any of these impacted your ability to get services from the American Job Center?

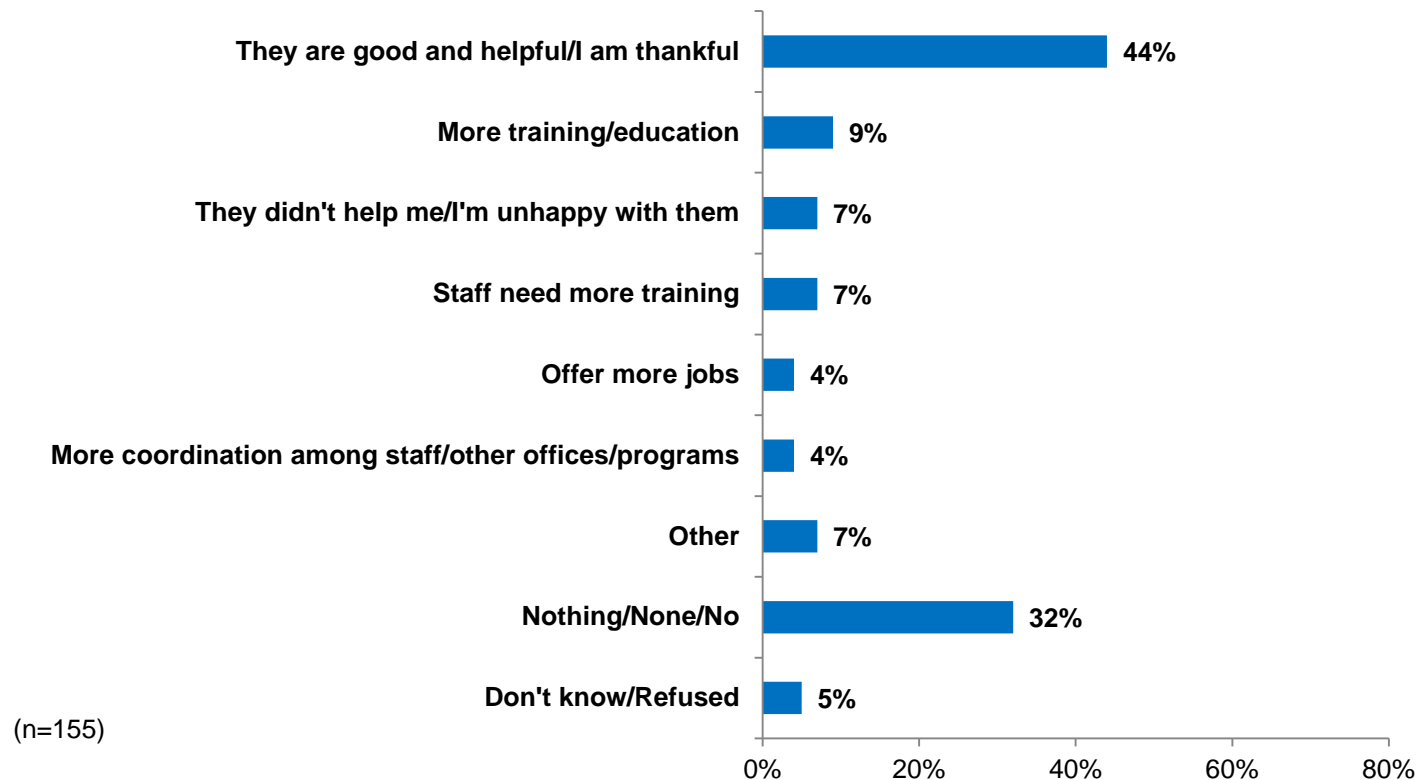


(n=15)

Additional Comments or Suggestions

- When asked for additional comments or suggestions for the AJC as a whole, more than two-fifths of jobseekers said “they are good and helpful/I am thankful” (44%).

Q. Do you have any other comments about the American Job Center as a whole, or about the specific services and programs, including things you would like to see improved or things you like about the services and programs offered?



Binary Logistic Regression

- A binary logistic regression was run to determine what factors contribute to likelihood of receiving job inquiries. Usage of specific programs, means of interaction with the staff, and means of accessing AJC services and programs were used as the independent variables.

Services and Programs	Significance Level
Job Search Assistance	.298 (not significant)
Personal Career Planning	.002
Education/Training	.001
On-the-Job Training	.006
Apprenticeship Program	.003
HireNet Hawaii	.913 (not significant)
Library Resource Center	.001
Types of Interaction	Significance Level
Not In Person/In Person	.106 (not significant)
One or the other /Both	.557 (not significant)

“Not in person” reflects a combined category of email only or telephone only.

“One or the other” reflects a combined category of “in person only” or “online only”

- The above table shows that the majority of services and programs used significantly predict an increased likelihood of someone receiving job inquiries for employment, when viewed independently. When assessing the services, programs, and types of interactions at the same time, only “Education/Training” ($p < 0.01$) is shown to be significant. In other words, using any one of the listed programs (other than HireNet and Job Search Assistance) increases the likelihood of receiving a job inquiry; however, accessing education/training is the strongest predictor over and above all the other programs.

Employer Satisfaction Survey

Executive Summary

These are highlights from a survey conducted among n=197 employers who used AJC's services within the last three years. The mixed-method phone and online survey was conducted from June 11 through August 7, 2020.

- Employers reported mid-level satisfaction with the AJC services and programs, a mean rating of 6.02 (SD=2.46) on a 10-point scale where 1=very dissatisfied and 10=very satisfied. Employer perceptions of the AJC staff were similarly mid-level: a mean rating of 6.23 for knowledgeability (on a 10-point scale where 1=not very knowledgeable and 10=very knowledgeable; SD=2.87) and 6.21 for responsiveness (on a 10-point scale where 1=not very responsive and 10=very responsive; SD=2.88).
- Based on responses, employers use the AJC primarily for recruitment. Employers post job openings in HireNet far more often and rated it higher in terms of usefulness (6.37 mean rating where 1=not very useful and 10=very useful; SD=2.90) than they did any other AJC program. However, employers are largely unimpressed by the quality of candidates available on HireNet, rating the quality of candidates a 4.83 (mean rating; SD=2.52) on a 10-point scale where 1=very low quality and 10=very high quality.
- Overall, employers indicated dissatisfaction (mean rating of 4.54 on a 10-point scale, where 1=not very satisfied and 10=very satisfied; SD=2.99) with the quality of candidates they have found, or found them, via the AJC. The 59% of employers who have not hired anyone screened, identified, or referred by the AJC rated their satisfaction with the candidates a very low 3.41 (mean rating; SD=2.65) on a 10-point scale where 1=very dissatisfied and 10=very satisfied.

Executive Summary

- Two-fifths of employers (41%) reportedly have hired someone via the AJC; reported satisfaction with the employees among this group was higher at 6.18 (mean rating; SD=2.72) on the 10-point scale. Advanced statistical testing shows that many other factors --- beyond those measured in the survey --- play a role in the number of AJC referrals hired.

41% HAVE HIRED WORKERS SCREENED, IDENTIFIED, OR REFERRED BY THE AJC; 59% HAVE NOT

- Usage, awareness and familiarity with the services available at the AJC — beyond posting job openings in HireNet — has room to increase. Only 4% of employers said they have used any of the employee training services provided by the AJC and 6% said they have used any other service besides recruitment and training. At least half of employers, for example, said they don't know of the AJC's Rapid Response, Career Assessment Testing, and Disability and Communication Accommodations Assistance Programs. Perceived usefulness of programs, aside from posting job openings in HireNet, are also mid to low (below 6.00 on a 10-point scale where 1=not very useful and 10=very useful).

Profile of Employers

Number of Hawaii Residents Employed in Organization : Full-Time	
Less than 10	37%
10 to 20	18
21 to 30	9
31 to 40	6
41 to 50	3
51 or more	27
MEAN	145 FTE
Number of Hawaii Residents Employed in Organization : Part-Time	
Less than 10	68%
10 to 20	12
21 to 30	6
31 to 40	2
41 to 50	3
51 or more	10
MEAN	43 PTE
County	
Hawaii County	22%
Honolulu County	66
Maui County	12

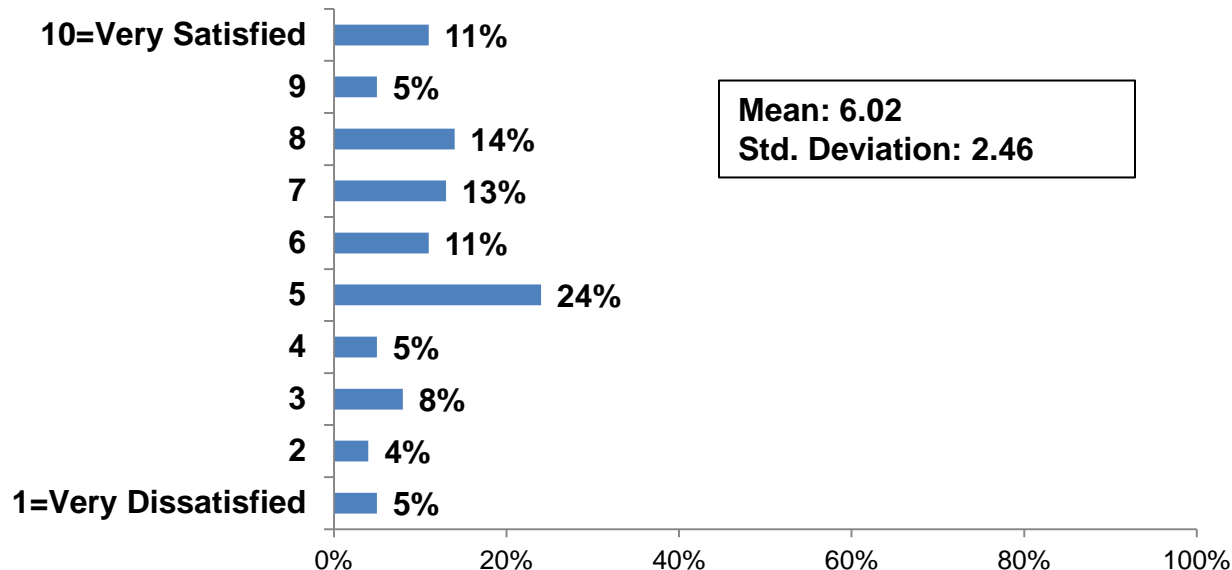
Industry	
Agriculture/Farm	3%
Automotive/Dealership/Repair	4
Construction	9
Education	6
Engineering	4
Financial/Insurance	5
Government	5
HVAC	1
Janitorial	2
Manufacturing	2
Medical/Healthcare	12
Legal Services	1
Non-Profit	5
Printing	2
Real Estate/Property Management	3
Recycling	1
Restaurant/Food Service	7
Retail/Rentals	9
Sales	2

Industry (cont.)	
Security	1%
Services	3
Staffing Services/Employment	3
Telecommunications	2
Tourism/Hospitality	3
Transportation/Warehousing/ Distribution	6
Other	1
Where Organization Operates	
Hawaii Island	46%
Kauai	24
Lanai	16
Maui	35
Molokai	14
Oahu	72
U.S. Mainland	15
Asia-Pacific Rim	8
n=	197

Overall Satisfaction

- Overall employer satisfaction with the services and programs provided by the AJC stands at 6.02 mean rating (SD=2.46) on a 10-point scale, where 1=very dissatisfied and 10=very satisfied. This is lower than the overall level of satisfaction reported by jobseekers.
- Those who have hired jobseekers who were screened, identified, and referred by the AJC (6.71 mean rating; SD=2.59) indicated higher levels of satisfaction with the AJC that did those who have not employed AJC referrals (5.57; SD=2.24). Larger companies, with more than 50 employees, (6.79 mean rating; SD=2.23) also indicated higher levels of satisfaction with the AJC than did smaller companies (less than 10 employees: 5.82 mean rating, SD=2.48; 10-50 employees: 5.64 mean rating, SD=2.50).

Q. On a 10-point scale, where 1=very dissatisfied and 10=very satisfied, how satisfied are you with the services and programs provided by the American Job Centers?



(n=197)

Services and Programs

- With the exception of posting job openings in HireNet, rather large proportions of employers (30% to 55% depending on the service) said they have never heard of specific services offered by the AJC.
- Employers are far more aware of their ability to post job openings on HireNet than they are of any other AJC program. The ability to post job openings in HireNet also received the highest “usefulness” rating, a 6.37 (SD=2.90) on a 10-point scale where 1=not very useful and 10=very useful, among the programs.

Q. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? Use a 10-point scale, where 1=not very useful and 10=very useful. And if you have never heard of the service, you can answer that too. (Table 1 of 2)

	Post Job Openings in HireNet Hawaii	Rapid Response	Labor Market Information	Job Fair Events	Recruitment Assistance	Information on Disability Awareness Issues
10=Very Useful	20%	10%	9%	10%	10%	7%
9	6	3	4	2	3	3
8	15	4	5	7	8	5
7	10	5	5	6	6	5
6	7	2	5	5	5	2
5	14	13	14	13	16	15
4	5	2	2	4	3	1
3	7	2	5	7	5	4
2	5	2	1	3	4	3
1=Not Very Useful	8	8	7	9	11	8
Don't know service	5	50	45	36	30	48
MEAN	6.37	5.86	5.80	5.49	5.47	5.44
STD. DEVIATION	2.90	3.09	2.88	2.93	2.95	2.96
n=	197	197	197	197	197	197

Services and Programs

- Usefulness ratings were lowest for the AJC's Disability and Communication Accommodations Assistance Program (4.90 mean rating; SD=3.06) and apprenticeship programs (4.88 mean rating; SD=3.21).
- Significantly greater proportions of Oahu employers than Neighbor Island employers said they had never heard of Use of AJC Facilities (57% vs. 37%), Labor Market Information (50% vs. 34%), and Apprenticeship Program (54% vs. 39%).

Q. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? Use a 10-point scale, where 1=not very useful and 10=very useful. And if you have never heard of the service, you can answer that too. (Table 2 of 2)

	Unemployment Taxes and Claims Information and Assistance	On-the-Job Training	Career Assessment Testing	Use of AJC Facilities for Recruitment and Interviews of Job Applicants	Disability and Communication Accommodations Assistance	Apprenticeship Programs
10=Very Useful	8%	7%	5%	8%	6%	8%
9	3	3	3	2	1	2
8	7	4	3	3	4	3
7	5	5	5	5	5	3
6	1	3	2	2	3	3
5	11	13	12	10	10	12
4	3	1	2	3	0	1
3	3	5	4	5	4	4
2	3	2	2	4	3	5
1=Not Very Useful	12	11	10	10	11	12
Don't know service	45	47	53	50	55	49
MEAN	5.32	5.10	5.08	5.04	4.90	4.88
STD. DEVIATION	3.17	3.01	2.99	3.13	3.06	3.21
n=	197	197	197	197	197	197

Services and Programs

- Those who have hired workers referred by the AJC indicated significantly higher usefulness ratings for AJC's services and programs than did those who have not hired workers referred by the AJC.

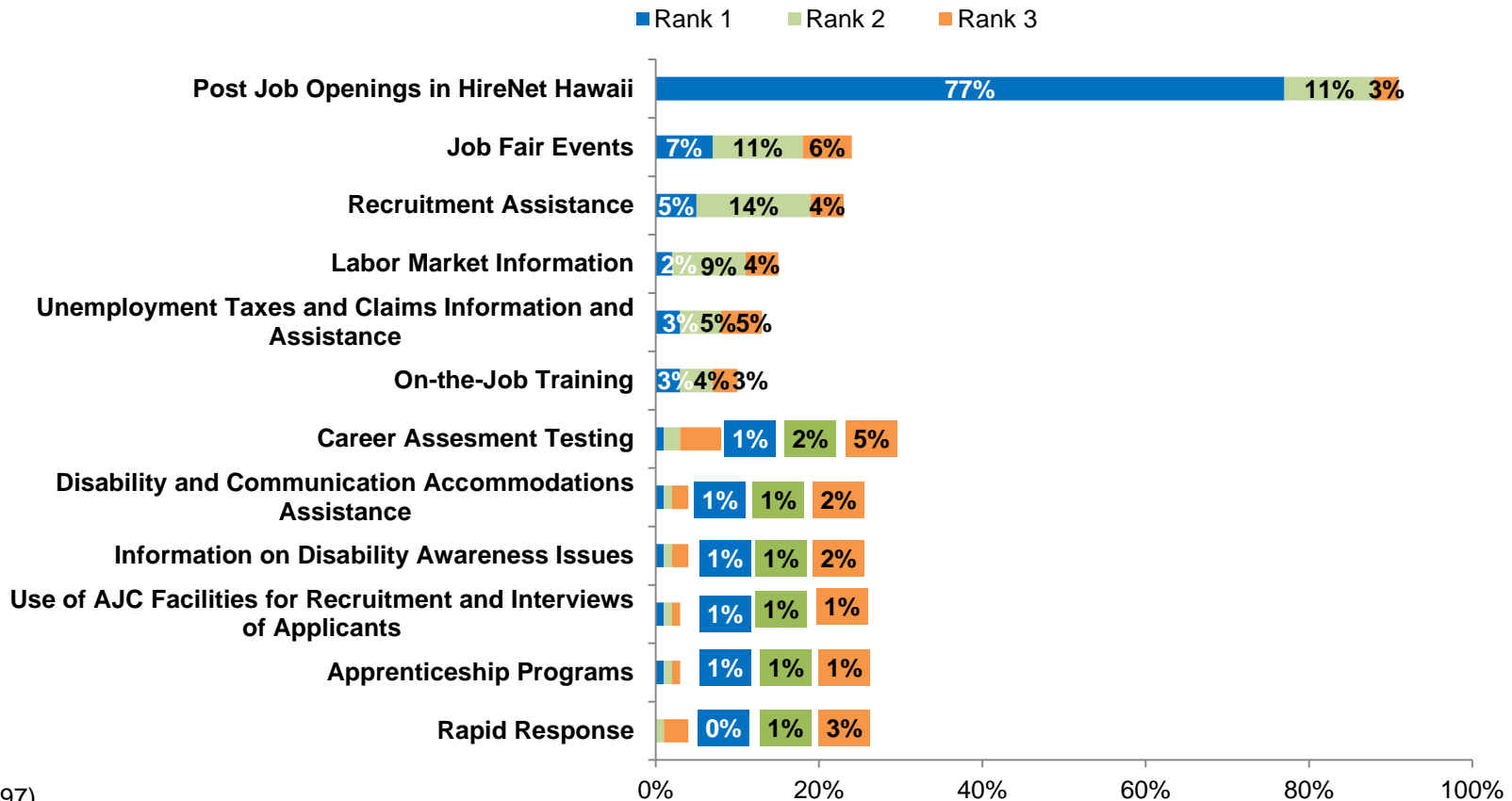
Q. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? Use a 10-point scale, where 1=not very useful and 10=very useful. And if you have never heard of the service, you can answer that too. MEAN RATINGS		
	Have Not Hired AJC Referrals	Have Hired AJC Referrals
Post Job Openings in HireNet Hawaii	5.71	7.38
Rapid Response	4.96	6.76
Labor Market Information	5.38	6.22
Job Fair Events	4.40	6.82
Recruitment Assistance	4.46	6.72
Information on Disability Awareness Issues	4.84	6.15
Unemployment Taxes and Claims Information and Assistance	4.63	6.31
On-the-Job Training	4.66	5.65
Career Assessment Testing	4.14	6.11
Use of AJC Facilities for Recruitment and Interviews of Job Applicants	4.02	6.06
Disability and Communication Accommodation Assistance	4.00	5.88
Apprenticeship Programs	3.93	5.98
n=	116	80

Yellow shading denotes differences that are statistically significant at $p \leq .05$ level)

Services and Programs

- Posting job openings in HireNet Hawaii is by far the most often used AJC program. Job Fair Events and Recruitment Assistance are second and third.

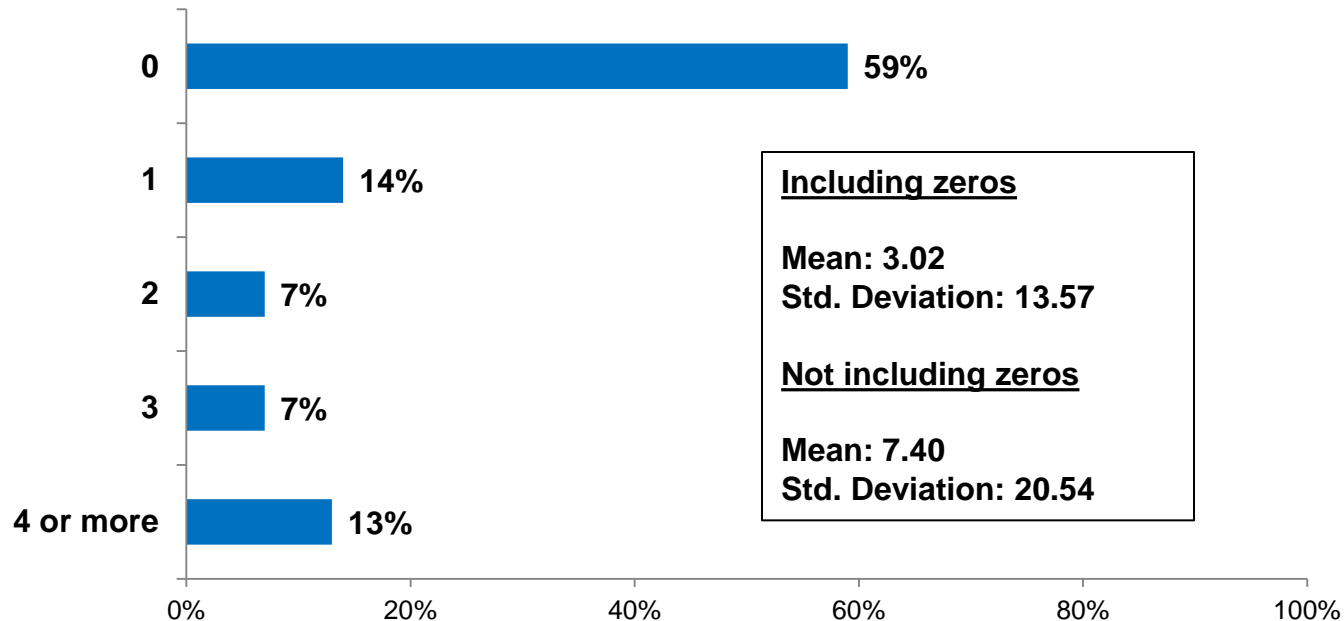
Q. Which employer-related services and programs offered by the American Job Centers have you used the most often, the second most often, and the third most often?



Recruitment

- A majority of the employers surveyed have not hired anyone referred by the AJC in the past three years (59%). The average number of AJC referrals hired by employers is 7.40 (not including zeros; SD=20.54).

Q. As far as you can recall, approximately how many employees who were screened, identified, and referred by the American Job Centers have been employed by your organization in the past three years? Just your best estimate is fine.



(n=197)

Recruitment

- Those who have hired AJC referrals reported mean satisfaction rating of 6.18 (SD=2.72) with the quality of employees they found via the AJC (on a 10-point scale where 1=not very satisfied and 10=very satisfied).
- Note the very low level of satisfaction with the quality of candidates among those who have not hired AJC referrals (3.41 mean rating; SD=2.65).

Q. How satisfied are you with the quality of employees that you have found, or found you, via the American Job Centers? Use a 10-point scale, where 1=not very satisfied and 10=very satisfied.			
	Total	Have Not Hired AJC Referrals	Have Hired AJC Referrals
10=Very satisfied	8%	4%	14%
9	4	0	9
8	7	4	10
7	11	7	18
6	6	0	14
5	21	26	13
4	4	3	5
3	6	5	6
2	5	7	3
1=Not very satisfied	29	43	10
MEAN	4.54	3.41	6.18
STD. DEVIATION	2.99	2.65	2.72
n=	197	116	80

Yellow shading denotes differences that are statistically significant at p≤.05 level)

Recruitment

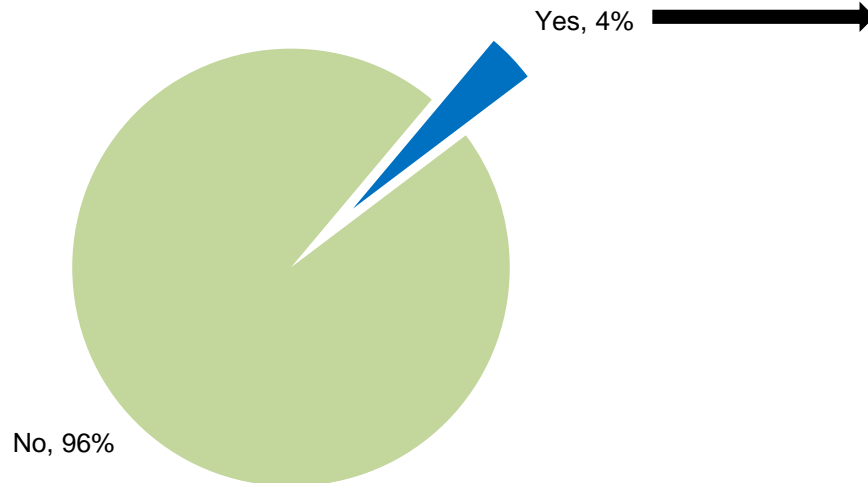
- When asked to explain their rating, “no one applied for our positions/very few applied” (16%) was mentioned most often, followed by “those that applied were not qualified/lacked skills (15%) and “we didn’t hire anyone” (14%).

Q. Please explain your rating.			
	Total	Have Not Hired AJC Referrals	Have Hired AJC Referrals
No one applied for our positions/Very few applied	16%	23%	6%
Those that applied were not qualified/Lacked skills	15%	16%	14%
We didn't hire anyone	14%	22%	1%
We found quality employees/Reliable/Hard working	11%	3%	21%
We haven't used this service/I'm not familiar/Used it a long time ago	10%	12%	8%
Just doing it fulfill a requirement/Not really interested in working	8%	9%	6%
They soon left/Were terminated/Didn't work out	6%	3%	11%
They are not reliable/No drive	5%	3%	9%
They didn't respond when I tried to contact them	5%	8%	1%
The employees we hired were satisfactory	5%	2%	10%
Candidates were not a good fit for our company	3%	2%	4%
The experience of working with AJC could be better/I'm not satisfied	3%	3%	3%
They didn't show up for their scheduled interview	3%	2%	4%
We had issues with the website/Technical problems	3%	3%	3%
They were criminals/Thieves	2%	1%	3%
They weren't interested in what we had to offer	2%	3%	1%
AJC did a good job with helping us	2%	1%	4%
Neutral/In the middle/Not good not bad	1%	0%	3%
We currently have a hiring freeze	1%	1%	1%
Wouldn't answer questions/Provide Information	2%	2%	2%
None/Not Applicable/No comment	5%	5%	4%
Other	3%	2%	4%
n=	197	116	80

AJC Training Services

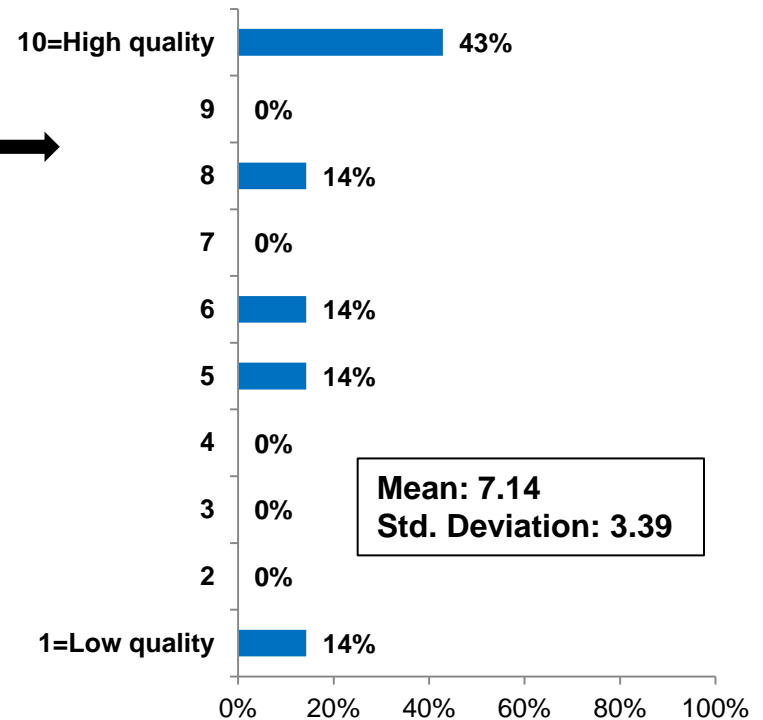
- AJC training services were described to employers as “services [which] include helping you develop cost effective programs, design training to help your staff move up the career ladder, and customize training for your staff in job-related skills.” Only 4% of the employers surveyed said that they have used any employee training services in the past three years. They rated the quality of the training a 7.14 (mean rating; SD=3.39) on a 10-point scale, where 1=low quality and 10=high quality.

Q. In the past three years, has your organization used any of the employee training services provided by the American Job Centers?



(n=197)

Q. How would you rate the quality of training that was provided?

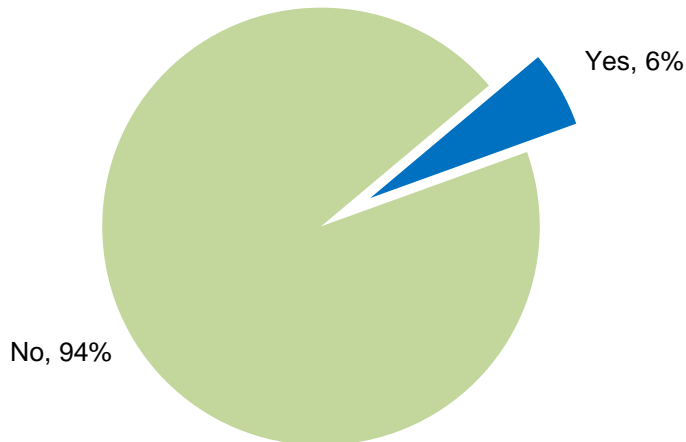


(n=7)

Other AJC Services

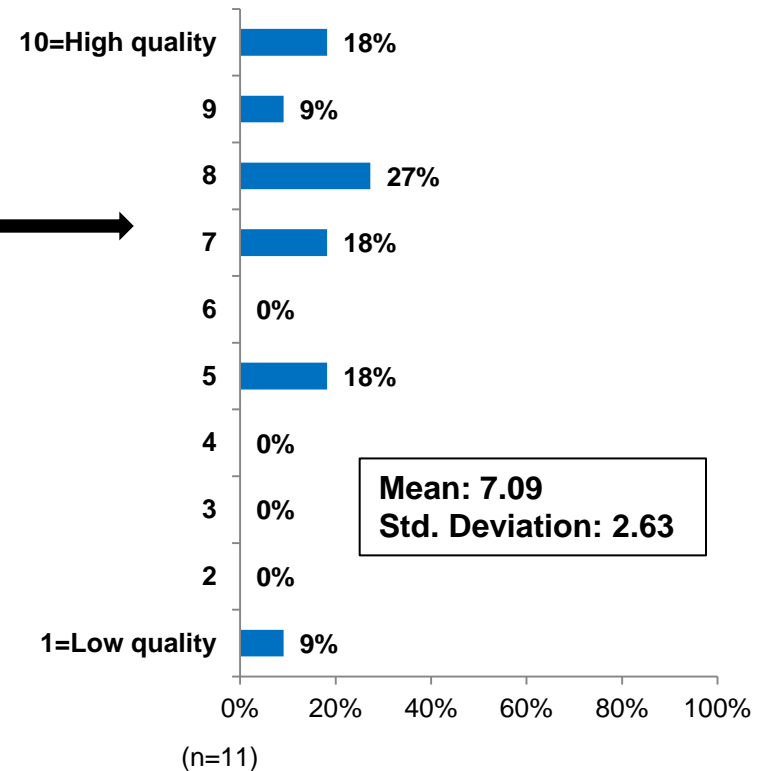
- 6% of the employers surveyed reportedly used other services --- other than recruitment and employee training --- offered by the AJC. Average rating for the quality of the training posted at 7.09 (mean rating; SD=2.63) on a 10-point scale where 1=low quality and 10=high quality.

Q. In the past three years, has your organization used any services other than recruitment and employee training offered by the American Job Centers?



(n=197)

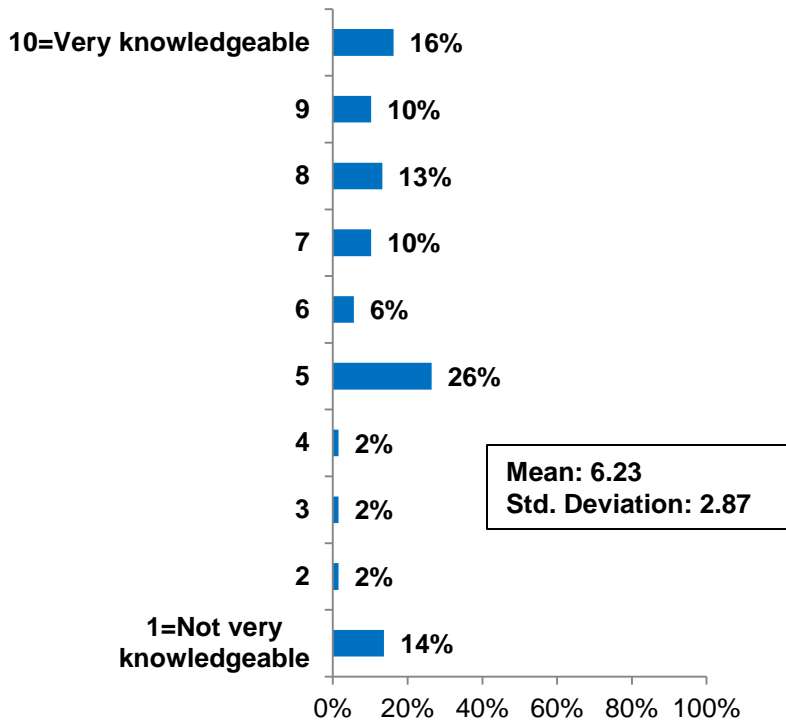
Q. How would you rate the quality of training that was provided?



AJC Staff

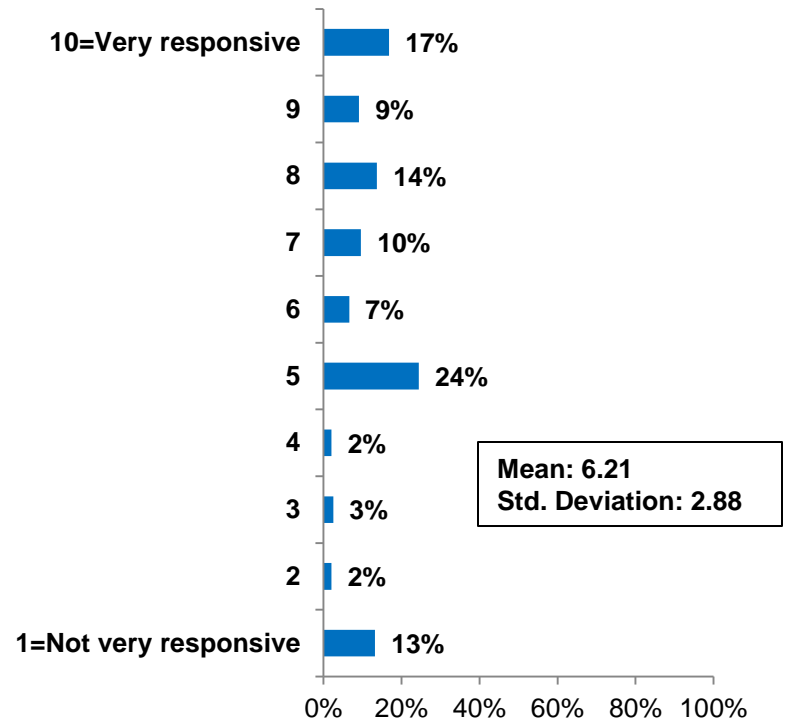
- Employers scored AJC staff a 6.23 average rating on knowledgeability (on a 10-point scale where 1=not very knowledgeable and 10=very knowledgeable; SD=2.87) and 6.21 average rating on responsiveness (1=very responsive and 10=not very responsive; SD=2.88).
- Mean ratings for AJC staff are higher among those who have hired AJC referrals and among larger companies.

Q. How knowledgeable are the American Job Centers staff?



(n=197)

Q. How responsive are the American Job Centers staff?

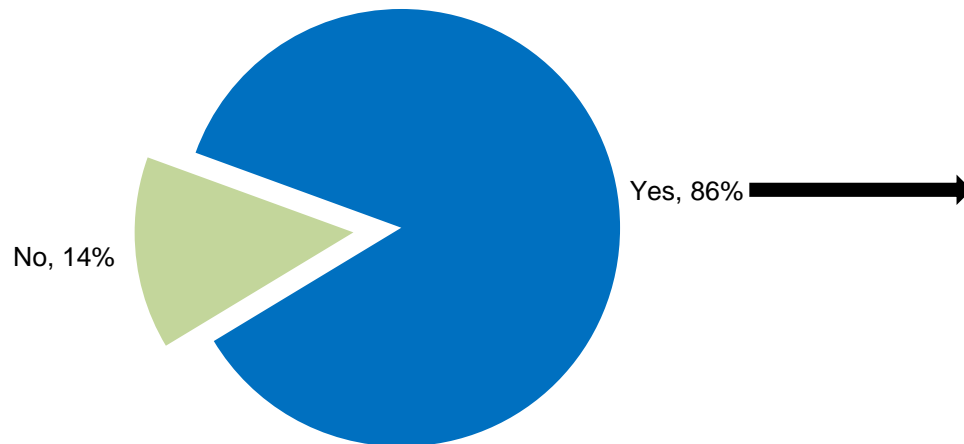


(n=197)

HireNet Hawaii

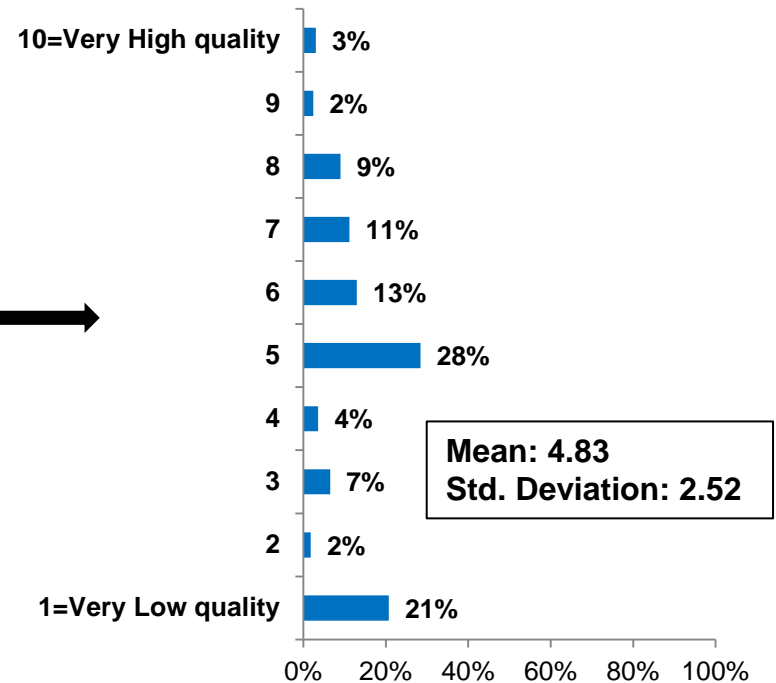
- Roughly 9 in 10 employers reportedly have used HireNet for their organization (86%), but feel the quality of candidates that are available on HireNet Hawaii is low (4.83 average rating on a 10-point scale, where 1=very low quality and 10=very high quality; SD=2.52).
- Mean ratings for the quality of candidates that are available on HireNet are significantly higher among those who have hired AJC referrals (5.85; SD=2.28) than among those who have not hired AJC referrals (4.06; SD=2.42).

Q. Have you used HireNet Hawaii for your organization?



(n=197)

Q. How would you rate the quality of candidates that are available on HireNet Hawaii?

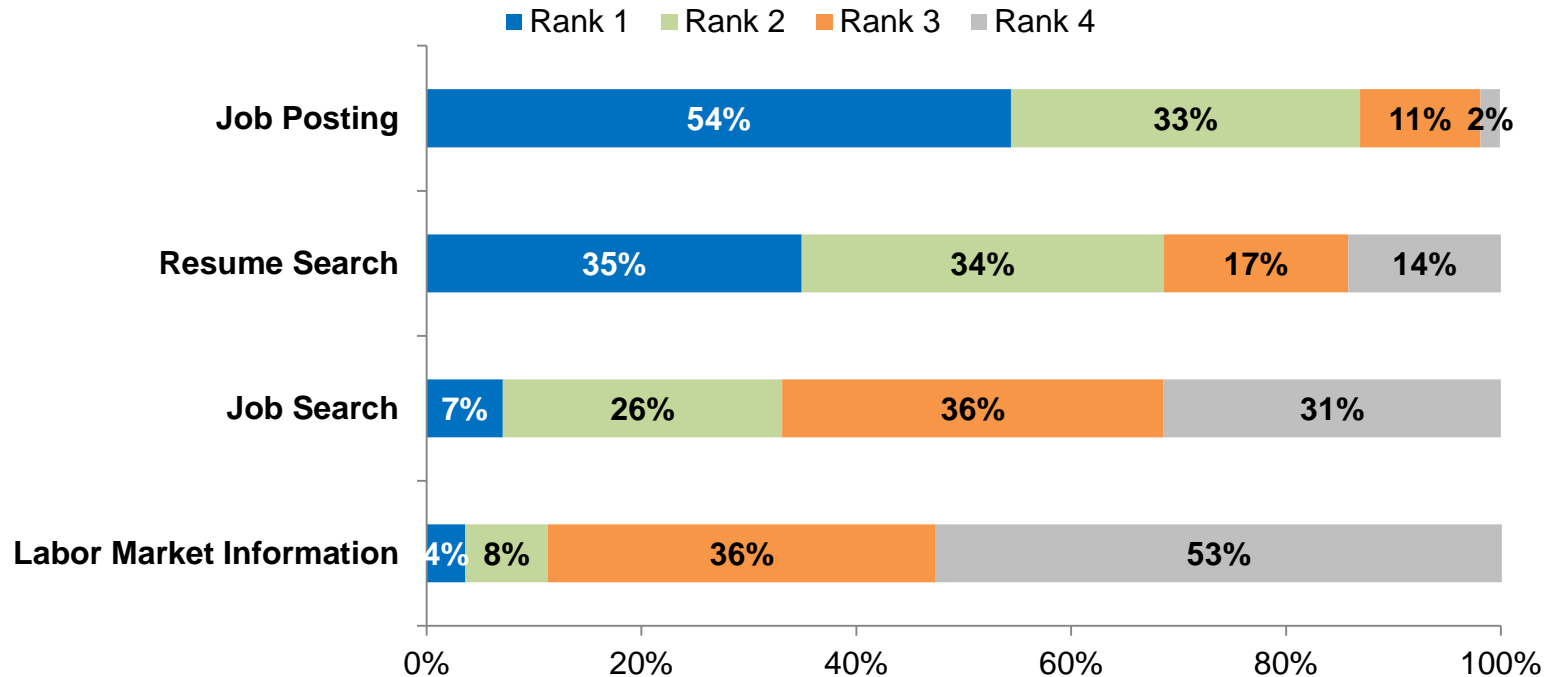


(n=169)

HireNet Hawaii

- The most important feature of HireNet, according to those who have used it, is job posting, followed by resume search.

Q. Please rank the following HireNet Hawaii features in order of importance.

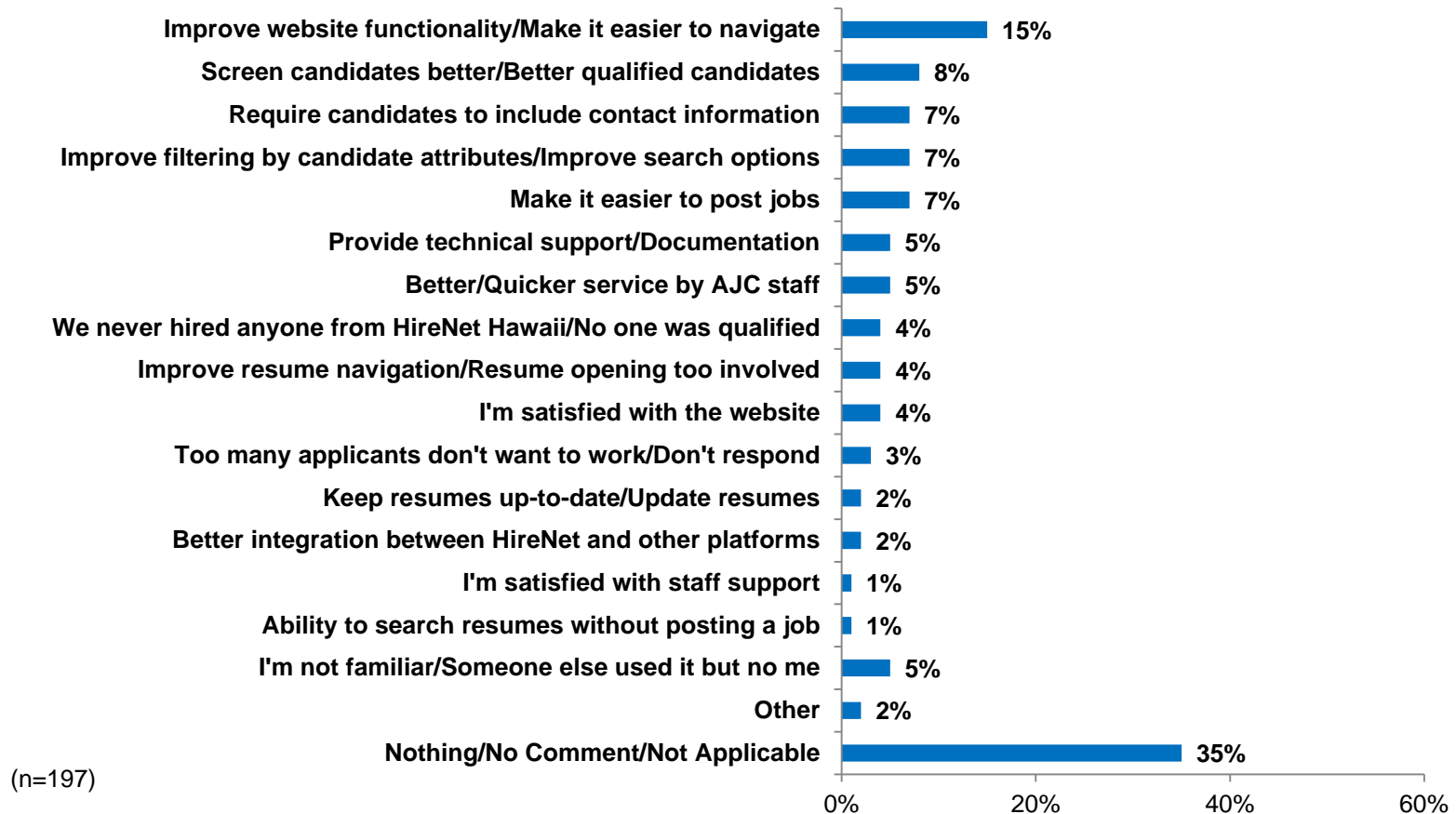


(n=169)

HireNet Hawaii

- When employers were asked what features they would like added, changed, or improved in HireNet Hawaii, “improve website functionality/make it easier to navigate” was mentioned most often (15%).

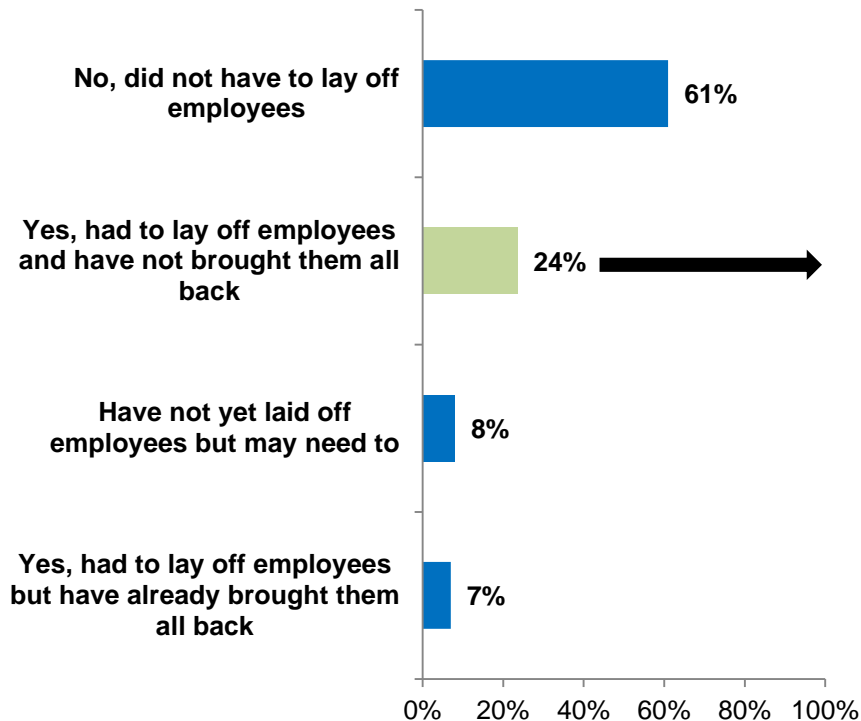
Q. What features would you like added, changed, or improved in HireNet Hawaii?



Effects of COVID-19

- One in four employers (24%) reportedly had to lay off employees and have not yet brought them all back. Reported likelihood of bringing them back within 6 months is low, averaging roughly a 5.00 on a 10-point scale where 1=not very likely and 10=very likely.

Q. Did your organization have to lay off employees because of the coronavirus pandemic?



(n=197)

Q. How likely is it that you will <u>bring back laid off workers</u> in the:				
	Next 9-12 months	Next 6-9 months	Next 3-6 months	Next 3 months
10=Very likely	30%	19%	21%	19%
9	4	2	0	0
8	4	4	6	6
7	6	9	0	0
6	0	4	6	6
5	9	9	9	11
4	2	2	0	0
3	4	2	4	4
2	6	9	9	9
1=Not very likely	13	17	23	28
Don't know	21	23	21	17
MEAN	6.41	5.50	5.05	4.72
STD. DEVIATION	3.62	3.53	3.73	3.64
n=	47	47	47	47

Effects of COVID-19

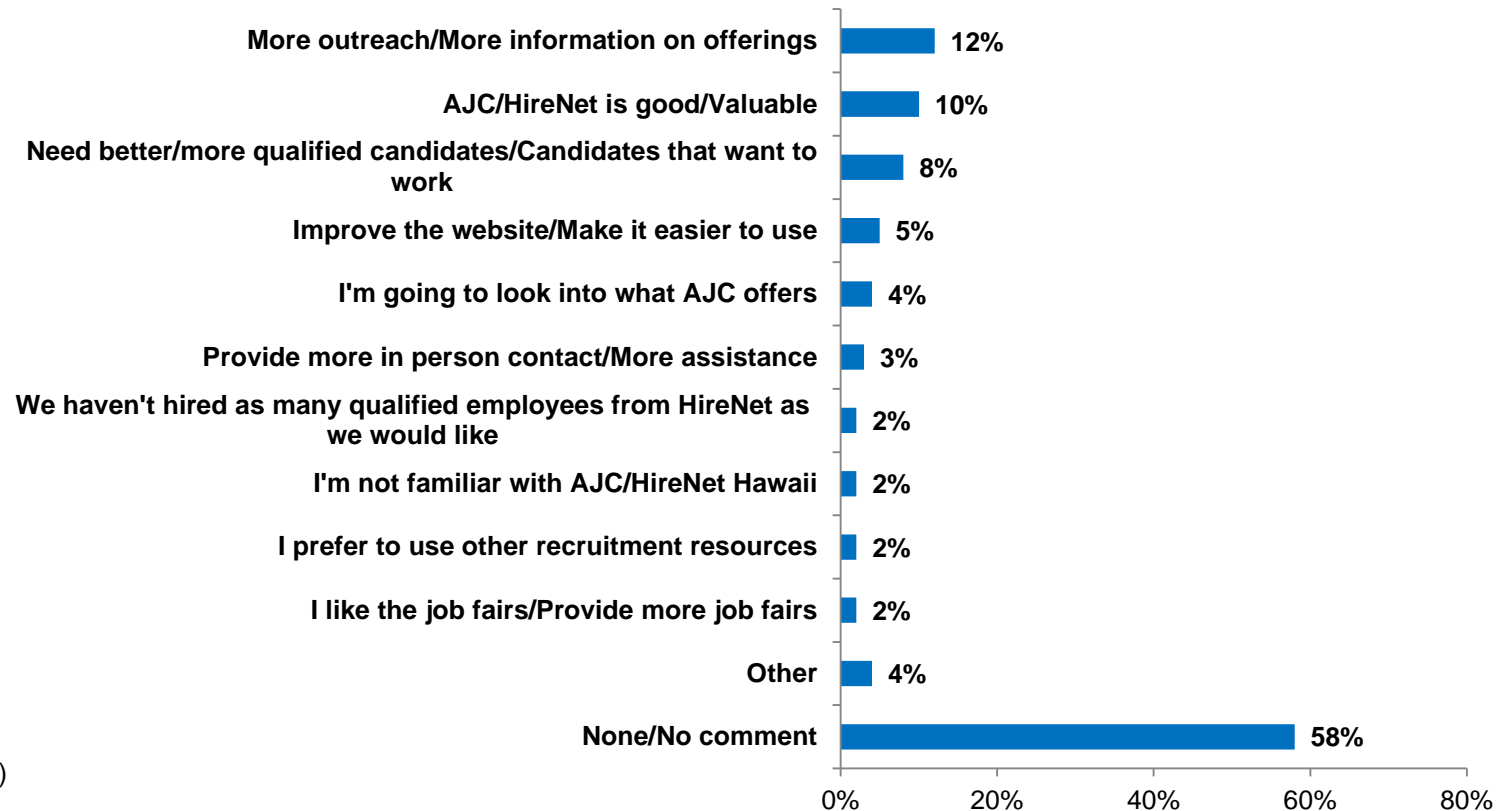
- Reported likelihood hiring new workers increases with time, but averaged below a 7.00 on a 10-point scale where 1=very unlikely and 10=very likely, even in the next 9-12 months.

Q. How likely is it that you will be <u>hiring new workers</u> in the:				
	Next 9-12 months	Next 6-9 months	Next 3-6 months	Next 3 months
10=Very likely	35%	30%	33%	36%
9	2	1	1	2
8	7	5	3	3
7	3	4	2	2
6	3	3	3	1
5	6	10	6	6
4	4	3	3	3
3	8	7	6	5
2	2	4	5	3
1=Not very likely	17	19	28	32
Don't know	15	14	11	8
MEAN	6.40	5.88	5.51	5.50
STD. DEVIATION	3.64	3.67	3.94	4.05
n=	197	197	197	197

Additional Comments or Suggestions

- Among the employers who had additional comments or suggestions about the AJC, “more outreach/more information on offerings” was mentioned most often (12%).

Q. Do you have any other comments about the American Job Centers as a whole, or about the specific services and programs, including things you would like to see improved or things you like about the services and programs offered?



(n=197)

Multiple Linear Regression

- A multiple linear regression was conducted to determine what factors contribute to the number of AJC referrals hired by employers. The independent variables explored were:
 - Level of satisfaction with the quality of employees found via AJC
 - Whether or not used any AJC employer training services in the past three years
 - Whether or not used any AJC services other than recruitment and employee training in the past three years
 - Ratings for AJC staff based on knowledgeability
 - Ratings for AJC staff based on responsiveness
 - Whether or not used HireNet
- The standard error of the estimated model is 13.389, quite high but expected considering the sample size. The model only predicts 2.2% of the variation in number of employees hired (adjusted R-squared=.022). It is clear that many other factors play a significant role, factors not measured in the survey.

Staff Satisfaction Survey

Executive Summary

These are highlights from an online survey conducted June 18 to July 17, among n=45 AJC staff.

- AJC staff are largely confident in their ability to do their job well. When asked how knowledgeable they would say they are about the programs where they work, staff returned a mean rating of 8.36 (SD 1.42) on a 10-point scale where 1=not very knowledgeable and 10=very knowledgeable. AJC staff also feel they know what is expected of them at work, based on a mean agreement rating with the statement, “I know what is expected of me at work” (8.58 mean rating where 1=strongly disagree and 10=strongly agree; SD=1.96).
- A majority of employees reportedly received training within the past year to carry out their program (53%) and a vast majority feel they need additional training for their current program (22%), new programs they might work in the future (16%), or both (56%).
- Among staff, there is a perceived lack of resources to do their job well. When staff were asked their level of satisfaction with the resources available to their program, they returned a mean rating of 6.07 (on a 10-point scale where 1=very dissatisfied and 10=very satisfied; SD 2.51). The statement “I have the resources to do my job well” also returned a mid-level agreement rating of 6.76 (SD=2.54), the lowest rating among a series of statements, which also included the following:
 - I have a good understanding of American Job Center Hawaii’s goals and objectives (7.69 mean rating; SD=2.09)
 - I feel that my contributions are valued by other staff members and senior management (7.64 mean rating; SD=2.69)
 - I can depend on staff members to complete their part on team assignments (7.44 mean rating; SD=2.32)
 - I am satisfied with my current compensation and benefits (6.98 mean rating; SD=2.73)
 - Senior management’s goals and objectives are aligned with the American Job Center Hawaii’s goals and objectives (6.93 mean rating; SD=2.74)
 - I am satisfied with the measures put in place by AJC in response to COVID-19 (6.84 mean rating; SD=2.93).

Profile of Respondents

Q. Which American Job Center do you work at?	
American Job Center – Oahu	71%
American Job Center – Hawaii Island	13
American Job Center – Kauai	11
American Job Center – Maui	4
Q. How long have you work at the American Job Center?	
Less than 1 year	16%
1 to 5 years	47
6 to 10 years	9
11 or more years	29
Q. What is your official job title?	
Not reported due to small sample size; to ensure anonymity of responses	---

Q. Which program(s) do you work in?	
Adult Program	29%
Dislocated Worker Program	29
Youth Program	24
YouthBuild	13
Wagner-Peyser Program	36
Senior Community Service Employment Program (Older Workers)	18
Trade Adjustment Assistance	11
Temporary Assistance for Needy Families (TANF)	11
Other (Specific programs, where fewer than 5 said they worked were added to this category, to better ensure the anonymity of respondents)	27
n=	45

Program Attributes

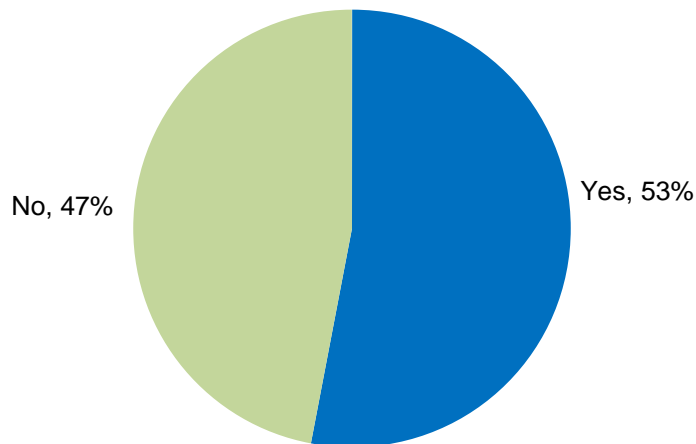
- Based on responses to the survey, AJC staff feel they are knowledgeable about the programs they are in, posting an average 8.36 rating on a 10-point scale, where 1=not very knowledgeable and 10=very knowledgeable, with a standard deviation of 1.42.
- However, ratings given about the availability of resources and the implementation of their programs are somewhat low at 6.07 (on a 10-point scale, where 1=very dissatisfied and 10=very satisfied; SD=2.51) and 6.80 (on a 10-point scale where 1=not very well implemented and 10=very well implemented; SD=1.90), respectively.

	Q. On a 10-point scale, where 1=not very knowledgeable and 10=very knowledgeable, how knowledgeable would you say you are in the program(s) that you selected above?	Q. On a 10-point scale, where 1=very dissatisfied and 10=very satisfied, what is your level of satisfaction in the financial, material, and administrative resources that are available to your program(s)?	Q. On a 10-point scale, where 1=not very well implemented and 10=very well implemented, in your opinion, how well are the core and mandatory programs being implemented in the American Job Center?
10	27% (Very knowledgeable)	9% (Very satisfied)	9% (Very well implemented)
9	18	11	9
8	36	18	22
7	11	4	20
6	4	7	7
5	2	29	24
4	2	7	7
3	0	7	0
2	0	4	2
1	0 (Not very knowledgeable)	4 (Very dissatisfied)	0 (Not Very Well Implemented)
MEAN	8.36	6.07	6.80
STD. DEVIATION	1.42	2.51	1.90
n=	45	45	45

Training

- Only a slight majority of AJC staff (53%) said they had training within the past year to carry out the program that they work in.
- 22% of staff feel they need additional training for their current programs only; 56% feel they need additional training both for their current program and programs that they may be required to assist in the near future.

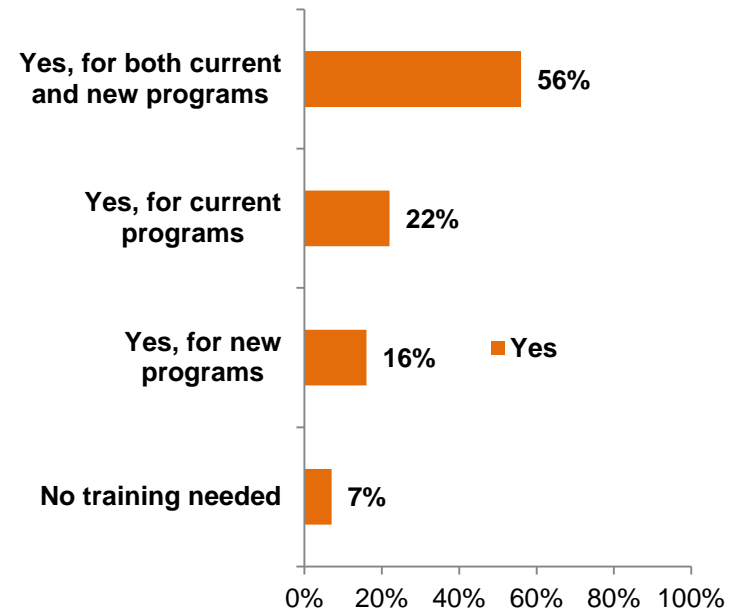
Q. Have you had training within the past year to carry out the program(s) that you work in?



(n=45)

Ward Research, Inc.

Q. Do you need additional training for current program(s) that you work in or training for new program(s) that you may be required to assist in the near future?



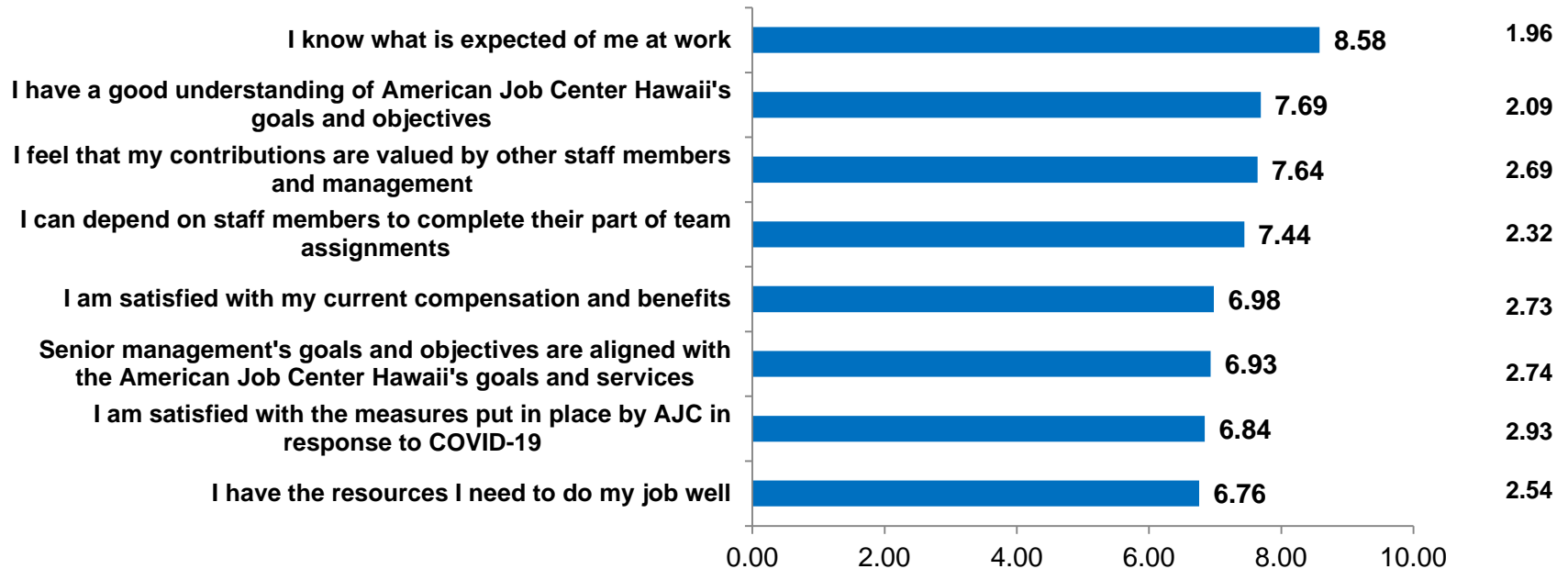
(n=45)

Job Attributes

- AJC staff were shown a series of statements and asked how strongly they agree or disagree with each, on a 10-point scale where 1=strongly disagree and 10=strongly agree. Data show that staff reportedly know what is expected of them at work. The corresponding statement garnered a mean rating of 8.58 (SD=1.96), the highest in the survey (see next page for a complete breakdown of ratings). In comparison, “I have the resources I need to do my job well” posted a rather low rating of 6.76 (SD=2.54)
- Perceived understanding of AJC’s goals and objectives (7.69; SD=2.09); feelings that their contributions are valued (7.64; SD=2.69), and that they can depend on other staff members (7.44; SD=2.32) are also positive, based on ratings.

Q. Using a 10-point scale, where 1=strongly disagree and 10=strongly agree, please indicate your level of agreement with the statements below.

**STANDARD
DEVIATION**



(n=45)

Job Attributes

	I know what is expected of me at work	I have a good understanding of American Job Center Hawaii's goals and objectives	I feel that my contributions are valued by the other staff members and senior management	I can depend on staff members to complete their part of team assignments	I am satisfied with my current compensation and benefits	Senior management's goals and objectives are aligned with the American Job Center Hawaii's goals and objectives	I am satisfied with the measures put in place by AJC in response to COVID-19	I have the resources I need to do my job well
10=Strongly Agree	47%	22%	33%	20%	18%	27%	27%	18%
9	22	20	20	22	20	11	11	11
8	9	24	16	22	20	13	11	20
7	7	7	2	2	4	9	13	9
6	4	2	4	4	4	4	4	7
5	7	18	7	20	18	9	11	16
4	2	4	7	2	4	13	4	2
3	0	0	4	4	2	9	7	13
2	2	2	4	0	0	2	4	4
1=Strongly Disagree	0	0	2	2	9	2	7	0
MEAN	8.58	7.69	7.64	7.44	6.98	6.93	6.84	6.76
STD. DEVIATION	1.96	2.09	2.69	2.32	2.73	2.74	2.93	2.54
n=	45	45	45	45	45	45	45	45

Appendices

Appendices

Detailed Findings:

- A. Jobseeker Satisfaction Survey: Banner Tables (including cross-tabulations)
- B. Employer Satisfaction Survey: Banner Tables (including cross-tabulations)
- C. Staff Satisfaction Survey: Tables (no cross-tabulations due to small sample size)

Survey Instruments:

- D. Jobseeker Satisfaction Survey: Survey Instrument
- E. Employer Satisfaction Survey: Survey Instrument
- F. Staff Satisfaction Survey: Survey Instrument

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7792 Workforce Development Council Customer and Staff Satisfaction Survey - Jobseekers (TELEPHONE)

Table 1	Q1. When was the last time you used the services and programs provided by an American Job Center?
Table 2	Q2. Did you use the American Job Centers services and programs in person only, online only, or both?
Table 3	Q3. On a 10-point scale where 1=very dissatisfied and 10=very satisfied, how satisfied are you with the services and programs provided by the American Job Centers?
Table 4	Q4. What services and programs did you use?
Table 5	Q5. The next few questions are about the American Job Centers staff. What was your primary means of interacting with American Job Centers staff?
Table 6	Q6. On a 10-point scale, where 1=not very helpful and 10=very helpful, how helpful was the staff?
Table 7	Q7. On a 10-point scale, where 1=not very knowledgeable and 10=very knowledgeable, how knowledgeable was the staff?
Table 8	Q8. Did you use HireNet Hawaii?
Table 9	Q9. On a 10-point scale, where 1=very low and 10=very high, how would you rate the quality of jobs that are available in HireNet Hawaii?
Table 10	Q10a. Please tell how important these features are on a 10-point scale where 1=not important at all and 10=very important: Resume Posting
Table 11	Q10b. Please tell how important these features are on a 10-point scale where 1=not important at all and 10=very important: Job Search
Table 12	Q10c. Please tell how important these features are on a 10-point scale where 1=not important at all and 10=very important: Labor Market Information
Table 13	Q11. Is there anything that you would like to add or change to make HireNet Hawaii better?
Table 14	Q12. Back to the American Job Centers, as a whole: Would you say that you used the American Job Centers primarily for job training, job search, or both?
Table 15	Q13. Did you get any inquiries from potential employers as a result of registering with the American Job Centers?
Table 16	Q14. And did you get a job as a result of any of those inquiries?
Table 17	Q15a. Please tell how helpful these services are in helping you get a job: Job Search Assistance
Table 18	Q15b. Please tell how helpful these services are in helping you get a job: Personal Career Planning
Table 19	Q15c. Please tell how helpful these services are in helping you get a job: Education/Training
Table 20	Q15d. Please tell how helpful these services are in helping you get a job: On-the-Job Training
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Table 22	Q15f. Please tell how helpful these services are in helping you get a job: HireNet Hawaii
Table 23	Q15g. Please tell how helpful these services are in helping you get a job: Library Resource Center
Table 24	Q16. Please think now about the coronavirus pandemic. Related to the coronavirus pandemic, have any of these impacted your ability to get services from the American Job Centers? I can no longer attend training
Table 25	Q16. Please think now about the coronavirus pandemic. Related to the coronavirus pandemic, have any of these impacted your ability to get services from the American Job Centers? I cannot reach my case manager
Table 26	Q16. Please think now about the coronavirus pandemic. Related to the coronavirus pandemic, have any of these impacted your ability to get services from the American Job Centers? Personal situation has changed that I can't do anything else
Table 27	Q16. Please think now about the coronavirus pandemic. Related to the coronavirus pandemic, have any of these impacted your ability to get services from the American Job Centers? Housing situation has changed that I can't do anything else
Table 28	Q17. Do you have any other comments about the American Job Centers as a whole, or about the specific programs and services, including things you would like to see improved or things you like about the programs and services offered?
Table 29	Q18. In what age range is your current age?
Table 30	Q19. In what industry are you currently working or would like to work?
Table 31	Q21. What is your current employment status?
Table 32	Q22. What is your race?
Table 33	Q23. Gender.
Table 34	Area Name.
Table 35	Island County. (Based on ZIP Code)

Table 1

Q1. When was the last time you used the services and programs provided by an American Job Center?

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
Before the March 2020 stay-at-home order due to the coronavirus pandemic	139 90%	61 90%	79 90%	52 95%	54 88%	58 87%	81 93%	59 94%	80 87%	42 98% L	34 98% L	38 81%
After the March 2020 stay-at-home order	15 10%	6 10%	9 10%	3 5%	7 12%	9 13%	6 7%	4 6%	12 13%	1 2%	1 2%	9 19% JK
TOTAL	155	67	88	54	62	67	87	63	92	43	35	47

Comparison Groups: BC/DE/FG/HI/JKL
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 2

Q2. Did you use the American Job Centers services and programs in person only, online only, or both?

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
	=====	Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
In person only	76 49%	29 42%	47 54%	22 41%	28 46%	32 48%	44 50%	27 43%	49 53%	22 52%	19 54%	22 46%
Online only	14 9%	6 8%	9 10%	5 10%	6 10%	8 12%	6 7%	9 14%	5 6%	5 13%	3 8%	5 11%
Both	65 42%	33 49%	31 36%	27 49%	27 44%	27 40%	38 43%	27 43%	38 41%	15 35%	13 39%	20 42%
TOTAL	155	67	88	54	62	67	87	63	92	43	35	47

Comparison Groups: BC/DE/FG/HI/JKL
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 3

Q3. On a 10-point scale where 1=very dissatisfied and 10=very satisfied, how satisfied are you with the services and programs provided by the American Job Centers?

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
(1) Very dissatisfied	1 1%	1 1%	-	-	-	1 1%	-	1 1%	-	1 2%	-	-
(2)	1 1%	-	1 1%	-	1 1%	-	1 1%	1 1%	-	-	-	1 2%
(3)	5 4%	3 4%	3 3%	-	5 9%	1 1%	5 5%	4 6%	2 2%	3 6%	-	2 4%
(5)	5 3%	3 4%	3 3%	-	5 7%	1 1%	4 5%	2 3%	4 4%	-	1 3%	2 4%
(6)	7 5%	3 4%	4 5%	1 2%	4 7%	2 3%	5 6%	3 4%	4 5%	1 2%	5 16% J	-
(7)	13 9%	5 7%	9 10%	3 5%	9 14%	7 11%	6 7%	5 8%	8 9%	3 6%	2 5%	4 8%
(8)	27 17%	17 25%	10 12%	7 13%	12 20%	17 25% G	10 11%	16 26% I	11 12%	7 17%	3 8%	12 25% K
(9)	15 10%	4 5%	12 13%	6 12%	4 7%	9 13%	6 7%	5 7%	11 12%	5 13%	2 5%	7 15%
(10) Very satisfied	79 51%	33 49%	46 53%	37 69% E	20 33%	29 44%	50 57%	27 43%	52 57%	23 54%	22 64%	20 42%
MEAN	8.59	8.47	8.68	9.41 E	7.70	8.64	8.55	8.20	8.86 H	8.64	8.89	8.50

Comparison Groups: BC/DE/FG/HI/JKL

Independent T-Test for Means, Independent Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Table 3
(Continued)

Q3. On a 10-point scale where 1=very dissatisfied and 10=very satisfied, how satisfied are you with the services and programs provided by the American Job Centers?

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
MEDIAN	10.00	9.00	10.00	10.00	8.00	9.00	10.00	9.00	10.00	10.00	10.00	9.00
Standard Deviation	1.95	2.04	1.88	1.01	2.28	1.69	2.13	2.23	1.68	2.18	1.67	1.93
MINIMUM	1.00	1.00	2.00	6.00	2.00	1.00	2.00	1.00	3.00	1.00	5.00	2.00
MAXIMUM	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00
TOTAL	155	67	88	54	62	67	87	63	92	43	35	47

Comparison Groups: BC/DE/FG/HI/JKL
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 4

Q4. What services and programs did you use?

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
Education/Training	103 66%	46 68%	57 65%	45 82% E	31 51%	42 63%	61 69%	35 56%	68 74% H	28 65%	22 64%	29 62%
HireNet Hawaii	75 48%	25 37%	50 57% B	33 60%	37 59%	28 42%	46 53%	26 41%	49 53%	21 48%	15 43%	23 50%
Job Search Assistance	72 47%	23 34%	49 56% B	33 60%	31 51%	24 36%	48 55% F	28 44%	44 48%	22 52%	13 38%	21 44%
Personal Career Planning	50 32%	17 26%	32 37%	28 51% E	14 23%	23 35%	27 31%	13 20%	37 41% H	14 33%	12 36%	18 38%
On-the-Job Training	28 18%	10 15%	18 20%	17 31% E	6 10%	15 23%	12 14%	14 23%	13 14%	12 27%	6 18%	8 17%
Library Resource Center	26 17%	6 10%	19 22% B	19 34% E	5 8%	9 13%	17 19%	6 10%	20 21%	10 23%	4 13%	8 17%
Apprenticeship Program	21 13%	14 21% C	7 8%	14 25% E	2 3%	9 14%	12 13%	11 17%	10 11%	9 21%	3 8%	6 13%
Other	2 1%	1 1%	1 1%	-	1 1%	1 1%	1 1%	1 1%	1 1%	1 2%	1 3%	-
Don't know	4 2%	2 3%	2 2%	-	3 4%	1 1%	3 3%	3 4%	1 1%	1 2%	-	2 4%
TOTAL	155	67	88	54	62	67	87	63	92	43	35	47

Comparison Groups: BC/DE/FG/HI/JKL

Independent T-Test for Means, Independent Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Table 5

Q5. The next few questions are about the American Job Centers staff. What was your primary means of interacting with American Job Centers staff?

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
Via Email	13 9%	6 8%	8 9%	8 15%	3 4%	4 5%	10 11%	10 16% I	3 4%	6 14%	3 8%	3 6%
Via Telephone	31 20%	12 18%	19 22%	10 18%	9 14%	17 25%	14 16%	10 16%	21 23%	5 13%	6 18%	12 25%
In-person	106 68%	47 70%	59 67%	36 66%	47 76%	44 65%	62 70%	41 64%	65 71%	30 69%	24 70%	31 67%
Did not have interaction	4 3%	3 4%	2 2%	1 2%	4 6%	3 4%	2 2%	3 4%	2 2%	2 4%	2 5%	1 2%
TOTAL	155	67	88	54	62	67	87	63	92	43	35	47

Comparison Groups: BC/DE/FG/HI/JKL

Independent T-Test for Means, Independent Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Table 6

Q6. On a 10-point scale, where 1=not very helpful and 10=very helpful, how helpful was the staff?

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
(1) Not very helpful	1 1%	1 1%	-	-	-	1 1%	-	1 2%	-	1 2%	-	-
(2)	5 4%	1 1%	4 5%	-	4 8%	-	5 6%	4 6%	2 2%	3 7%	-	1 2%
(5)	5 3%	4 6%	1 1%	1 2%	4 6%	-	5 5%	2 3%	3 3%	-	-	2 4%
(6)	2 1%	2 3%	-	1 2%	-	1 1%	1 1%	1 2%	1 1%	1 2%	-	-
(7)	11 7%	5 7%	6 7%	4 7%	7 12%	6 10%	4 5%	4 6%	7 8%	1 2%	3 8%	2 4%
(8)	12 8%	6 10%	6 7%	1 2%	7 12%	8 12%	4 5%	6 10%	6 7%	3 7%	3 8%	4 10%
(9)	18 12%	4 6%	14 17% B	9 17%	7 12%	7 11%	11 13%	8 13%	10 11%	10 24% L	3 8%	3 6%
(10) Very helpful	96 64%	42 66%	54 63%	38 71% E	29 49%	41 64%	55 64%	35 58%	61 68%	23 56%	25 76%	34 75%
MEAN	8.96	8.89	9.01	9.44 E	8.33	9.16	8.81	8.65	9.16	8.75	9.52	9.28
MEDIAN	10.00	10.00	10.00	10.00	9.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00
Standard Deviation	1.94	1.97	1.93	1.12	2.36	1.48	2.22	2.32	1.62	2.38	0.96	1.59

Comparison Groups: BC/DE/FG/HI/JKL

Independent T-Test for Means, Independent Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Table 6
(Continued)

Q6. On a 10-point scale, where 1=not very helpful and 10=very helpful, how helpful was the staff?

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time	Unemployd Freelance /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
MINIMUM	1.00	1.00	2.00	5.00	2.00	1.00	2.00	1.00	2.00	1.00	7.00	2.00
MAXIMUM	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00
TOTAL	150	64	86	53	58	65	86	60	90	41	33	46

Comparison Groups: BC/DE/FG/HI/JKL
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 7

Q7. On a 10-point scale, where 1=not very knowledgeable and 10=very knowledgeable, how knowledgeable was the staff?

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
(1) Not very knowledgeable	5 4%	1 1%	4 5%	1 2%	4 6%	1 1%	4 5%	4 7% I	1 1%	3 7%	1 3%	1 2%
(2)	1 1%	1 1%	-	-	1 2%	-	1 1%	-	1 1%	-	-	-
(4)	1 1%	-	1 1%	-	1 2%	-	1 1%	1 1%	-	1 2%	-	-
(5)	6 4%	5 7%	2 2%	2 3%	4 8%	1 1%	5 6%	3 4%	4 4%	-	1 3%	2 4%
(6)	3 2%	3 4%	-	1 2%	-	2 3%	1 1%	1 2%	2 2%	2 4%	1 3%	-
(7)	10 7%	1 1%	9 10% B	1 2%	7 12% D	4 6%	6 7%	-	10 11%	2 4%	4 13% L	1 2%
(8)	24 16%	15 23%	10 11%	6 12%	9 15%	13 20%	12 14%	14 23%	11 12%	6 15%	3 8%	11 24%
(9)	21 14%	10 16%	10 12%	4 8%	11 18%	13 20%	8 9%	10 16%	11 12%	5 13%	4 14%	6 14%
(10) Very knowledgeable	79 53%	29 46%	50 58%	38 72% E	21 37%	32 50%	47 55%	28 46%	51 57%	22 54%	19 56%	25 55%
MEAN	8.65	8.57	8.72	9.24 E	7.97	8.94	8.44	8.34	8.86	8.54	8.80	8.96

Comparison Groups: BC/DE/FG/HI/JKL

Independent T-Test for Means, Independent Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Table 7
(Continued)

Q7. On a 10-point scale, where 1=not very knowledgeable and 10=very knowledgeable, how knowledgeable was the staff?

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
MEDIAN	10.00	9.00	10.00	10.00	9.00	9.00	10.00	9.00	10.00	10.00	10.00	10.00
Standard Deviation	2.10	1.94	2.23	1.64	2.53	1.53	2.44	2.52	1.76	2.44	1.93	1.66
MINIMUM	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
MAXIMUM	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00
TOTAL	150	64	86	53	58	65	86	60	90	41	33	46

Comparison Groups: BC/DE/FG/HI/JKL
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 8

Q8. Did you use HireNet Hawaii?

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time	Unemployd Freelance /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
Yes	104 67%	35 52%	69 78% B	45 84%	44 71%	37 56%	66 76% F	35 55%	69 75% H	29 68%	24 69%	32 69%
No	51 33%	32 48% C	19 22%	9 16%	18 29%	30 44% G	21 24%	28 45% I	23 25%	14 32%	11 31%	14 31%
TOTAL	155	67	88	54	62	67	87	63	92	43	35	47

Comparison Groups: BC/DE/FG/HI/JKL
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 9

Q9. On a 10-point scale, where 1=very low and 10=very high, how would you rate the quality of jobs that are available in HireNet Hawaii?

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
(1) Very low	7 7%	1 3%	6 9%	1 2%	6 14% D	3 7%	5 7%	4 10%	4 5%	3 9%	1 4%	1 3%
(2)	1 1%	1 3%	-	-	1 2%	-	1 1%	-	1 1%	-	-	1 3%
(3)	1 1%	1 3%	-	-	-	-	1 1%	-	1 1%	-	1 4%	-
(4)	4 4%	1 3%	3 5%	3 6%	2 4%	1 2%	4 5%	1 2%	4 5%	-	1 4%	4 11%
(5)	12 11%	6 16%	6 9%	2 4%	7 16%	4 12%	7 11%	4 13%	7 10%	1 3%	4 15%	4 11%
(6)	5 5%	2 5%	3 5%	3 8%	2 4%	2 5%	4 5%	2 5%	3 5%	2 6%	2 7%	1 3%
(7)	19 18%	7 21%	11 17%	4 8%	8 18%	9 24%	10 15%	8 23%	11 15%	3 9%	3 15%	8 25%
(8)	23 22%	6 18%	17 24%	12 27%	10 23%	11 29%	12 19%	9 25%	14 21%	12 40%	4 15%	4 14%
(9)	7 7%	3 8%	4 6%	2 4%	5 12%	3 7%	4 7%	1 3%	6 9%	-	5 19%	3 8%
(10) Very high	24 23%	7 21%	17 25%	19 42% E	3 6%	5 14%	19 29%	6 18%	18 26%	10 33%	4 18%	7 22%

Comparison Groups: BC/DE/FG/HI/JKL

Independent T-Test for Means, Independent Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Table 9
(Continued)

Q9. On a 10-point scale, where 1=very low and 10=very high, how would you rate the quality of jobs that are available in HireNet Hawaii?

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
MEAN	7.16	7.13	7.18	8.16 E	6.18	7.07	7.21	6.84	7.33	7.73	7.22	7.08
MEDIAN	8.00	7.00	8.00	8.00	7.00	8.00	8.00	7.00	8.00	8.00	8.00	7.00
Standard Deviation	2.53	2.34	2.64	2.10	2.75	2.31	2.66	2.58	2.51	2.57	2.40	2.41
MINIMUM	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
MAXIMUM	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00
TOTAL	104	35	69	45	44	37	66	35	69	29	24	32

Comparison Groups: BC/DE/FG/HI/JKL
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 10

Q10a. Please tell how important these features are on a 10-point scale where 1=not important at all
and 10=very important: Resume Posting

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
(2)	1 1%	-	1 1%	1 2%	-	-	1 1%	-	1 1%	-	-	1 3%
(5)	3 3%	1 3%	3 4%	-	2 4%	1 2%	3 4%	1 3%	3 4%	2 6%	-	1 3%
(6)	3 3%	1 3%	2 3%	2 4%	1 2%	2 5%	1 1%	2 5%	1 1%	-	1 4%	1 3%
(7)	6 6%	4 11%	3 4%	1 2%	4 10%	1 2%	5 8%	1 2%	5 8%	-	-	4 14%
(8)	12 11%	6 18%	5 8%	4 10%	6 14%	5 12%	7 11%	2 5%	10 14%	3 9%	1 4%	6 20%
(9)	5 5%	3 8%	3 4%	3 6%	2 4%	-	5 8%	4 13%	1 1%	2 6%	2 7%	2 6%
(10) Very important	63 61%	17 47%	47 68%	33 73%	23 53%	23 62%	40 61%	20 56%	44 64%	20 67%	18 74%	17 53%
Don't know what that service is	10 10%	4 11%	6 9%	2 4%	5 12%	6 17%	4 6%	5 16%	5 7%	4 12%	3 11%	-
MEAN	9.12	8.88	9.24	9.36	8.95	9.26	9.05	9.24	9.06	9.39	9.67 L	8.68
MEDIAN	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00
Standard Deviation	1.54	1.41	1.60	1.48	1.49	1.39	1.62	1.38	1.62	1.36	0.91	1.80

Comparison Groups: BC/DE/FG/HI/JKL

Independent T-Test for Means, Independent Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Table 10
(Continued)

Q10a. Please tell how important these features are on a 10-point scale where 1=not important at all
and 10=very important: Resume Posting

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
MINIMUM	2.00	5.00	2.00	2.00	5.00	5.00	2.00	5.00	2.00	5.00	6.00	2.00
MAXIMUM	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00
TOTAL	104	35	69	45	44	37	66	35	69	29	24	32

Comparison Groups: BC/DE/FG/HI/JKL
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 11

Q10b. Please tell how important these features are on a 10-point scale where 1=not important at all
and 10=very important: Job Search

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
(1) Not important	2 2%	2 5%	-	-	2 4%	1 2%	1 1%	-	2 3%	-	-	1 3%
(5)	7 7%	4 11%	3 5%	1 2%	5 12%	2 5%	5 8%	3 8%	4 6%	1 3%	2 7%	4 11%
(6)	2 2%	2 5%	-	-	1 2%	1 2%	1 1%	2 5%	-	-	-	2 6%
(7)	7 7%	2 5%	5 8%	3 6%	3 6%	2 5%	5 8%	2 5%	5 8%	2 6%	1 4%	3 11%
(8)	13 13%	6 16%	8 12%	8 18%	4 10%	5 14%	8 12%	3 8%	11 16%	4 12%	4 15%	4 11%
(9)	6 6%	1 3%	5 8%	2 4%	4 10%	2 5%	4 7%	3 8%	3 5%	3 9%	-	3 8%
(10) Very important	56 54%	17 50%	39 57%	31 69% E	18 41%	20 52%	37 56%	21 59%	36 52%	18 61%	15 63%	15 47%
Don't know what that service is	10 10%	2 5%	8 12%	1 2%	6 15% D	5 14%	5 7%	3 8%	7 11%	3 9%	3 11%	1 3%
MEAN	8.79	8.19	9.11	9.32 E	8.18	8.80	8.78	8.94	8.71	9.28	9.13	8.28
MEDIAN	10.00	10.00	10.00	10.00	9.00	10.00	10.00	10.00	10.00	10.00	10.00	9.00

Comparison Groups: BC/DE/FG/HI/JKL

Independent T-Test for Means, Independent Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Table 11
(Continued)

Q10b. Please tell how important these features are on a 10-point scale where 1=not important at all
and 10=very important: Job Search

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
Standard Deviation	1.92	2.51	1.43	1.17	2.45	2.01	1.89	1.70	2.04	1.25	1.57	2.22
MINIMUM	1.00	1.00	5.00	5.00	1.00	1.00	1.00	5.00	1.00	5.00	5.00	1.00
MAXIMUM	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00
TOTAL	104	35	69	45	44	37	66	35	69	29	24	32

Comparison Groups: BC/DE/FG/HI/JKL
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 12

Q10c. Please tell how important these features are on a 10-point scale where 1=not important at all
and 10=very important: Labor Market Information

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemploy /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
(1) Not important	3 3%	3 8%	-	-	3 6%	1 2%	2 3%	-	3 4%	-	-	2 6%
(3)	1 1%	1 3%	-	-	-	-	1 1%	-	1 1%	-	1 4%	-
(4)	2 2%	2 5%	-	1 2%	-	-	2 3%	2 5%	-	-	1 4%	1 3%
(5)	8 8%	1 3%	7 10%	3 6%	5 12%	3 7%	5 8%	4 13%	3 5%	1 3%	2 7%	2 5%
(6)	1 1%	1 3%	-	-	1 2%	1 2%	-	1 3%	-	-	-	1 3%
(7)	8 8%	3 8%	5 8%	4 10%	3 8%	2 5%	6 9%	2 5%	6 9%	2 6%	1 4%	4 14%
(8)	13 12%	5 13%	8 12%	6 14%	4 8%	4 10%	9 14%	5 13%	8 12%	6 21%	2 7%	3 8%
(9)	4 4%	3 8%	2 3%	3 6%	2 4%	2 5%	3 4%	3 8%	2 3%	1 3%	2 8%	2 6%
(10) Very important	38 37%	9 26%	29 43%	23 51%	11 24%	14 38%	24 37%	11 30%	28 40%	13 43%	12 48%	11 34%
Don't know what that service is	26 25%	8 24%	18 26%	5 12%	15 35%	12 31%	14 21%	8 23%	18 26%	7 24%	4 19%	7 22%

Comparison Groups: BC/DE/FG/HI/JKL
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 12
(Continued)

Q10c. Please tell how important these features are on a 10-point scale where 1=not important at all
and 10=very important: Labor Market Information

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
MEAN	8.22	7.34	8.67 B	8.83 E	7.39	8.48	8.08	8.00	8.33	8.97	8.54	7.82
MEDIAN	9.00	8.00	10.00	10.00	8.00	10.00	9.00	8.00	10.00	10.00	10.00	9.00
Standard Deviation	2.35	3.00	1.80	1.68	2.85	2.26	2.41	2.15	2.46	1.37	2.28	2.68
MINIMUM	1.00	1.00	5.00	4.00	1.00	1.00	1.00	4.00	1.00	5.00	3.00	1.00
MAXIMUM	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00
TOTAL	104	35	69	45	44	37	66	35	69	29	24	32

Comparison Groups: BC/DE/FG/HI/JKL
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 13

Q11. Is there anything that you would like to add or change to make HireNet Hawaii better?

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
Make it easier to use/ Navigate	15 15%	4 11%	12 17%	4 8%	6 14%	7 19%	8 12%	3 8%	12 18%	1 3%	2 7%	12 36% JK
They are good/I am satisfied	14 13%	5 13%	9 13%	6 14%	7 16%	4 12%	9 14%	5 16%	8 12%	7 25%	3 11%	2 5%
Make it possible to change job criteria/I want to switch careers	8 8%	5 13%	4 5%	1 2%	5 10%	1 2%	7 11%	4 10%	5 7%	-	4 19%	3 9%
Offer more jobs for my skill set/goals	6 6%	3 8%	3 5%	2 4%	3 6%	1 2%	5 8%	1 2%	5 8%	-	2 7%	4 11%
Provide more educational opportunities	4 4%	3 8%	2 3%	2 4%	2 4%	-	4 7%	1 3%	4 5%	1 3%	1 4%	2 6%
Keep jobs current	3 3%	3 8%	-	2 4%	-	-	3 4%	3 8%	-	-	2 8%	1 3%
It is slow/Speed it up	2 2%	2 5%	-	-	1 2%	1 2%	1 1%	2 5%	-	-	-	-
Make it more like Indeed	2 2%	1 3%	1 1%	1 2%	1 2%	1 2%	1 1%	1 3%	1 1%	-	-	2 6%
Make it easier to create a resume	2 2%	1 3%	1 1%	2 4%	-	-	2 3%	1 3%	1 1%	-	1 4%	-
I haven't used in in a while	2 2%	-	2 3%	1 2%	1 2%	-	2 3%	1 2%	1 1%	1 3%	-	-

Comparison Groups: BC/DE/FG/HI/JKL

Independent T-Test for Means, Independent Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Table 13
(Continued)

Q11. Is there anything that you would like to add or change to make HireNet Hawaii better?

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
Other	4 3%	2 5%	2 3%	4 8%	-	2 5%	2 3%	2 5%	2 3%	-	2 7%	1 3%
Nothing/None/No	50 48%	14 39%	36 52%	23 51%	23 53%	22 59%	28 42%	17 48%	33 48%	19 63%	10 41%	12 39%
Don't know/Refused	3 3%	1 3%	2 3%	2 4%	-	1 2%	2 3%	-	3 4%	1 3%	1 4%	-
TOTAL	104	35	69	45	44	37	66	35	69	29	24	32

Comparison Groups: BC/DE/FG/HI/JKL
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 14

Q12. Back to the American Job Centers, as a whole: Would you say that you used the American Job Centers primarily for job training, job search, or both?

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
Job search	38 25%	17 26%	21 24%	9 16%	30 48% D	19 28%	20 23%	21 33%	18 19%	12 27%	8 23%	12 25%
Job training	34 22%	18 27%	16 18%	-	-	19 28%	15 17%	13 20%	21 23%	7 17%	9 26%	13 27%
Both	82 53%	31 47%	51 58%	46 84% E	32 52%	30 44%	52 60%	30 47%	53 57%	24 56%	18 51%	22 48%
TOTAL	155	67	88	54	62	67	87	63	92	43	35	47

Comparison Groups: BC/DE/FG/HI/JKL

Independent T-Test for Means, Independent Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Table 15

Q13. Did you get any inquiries from potential employers as a result of registering with the American Job Centers?

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
Yes	54 45%	19 40%	35 49%	54 100%	-	18 37%	37 51%	22 44%	32 46%	20 55%	14 55%	12 34%
No	62 51%	25 51%	37 51%	-	62 100%	26 54%	36 49%	23 46%	38 54%	14 40%	12 45%	20 58%
Don't Know/Refused	5 4%	5 9%	-	-	-	5 10%	-	5 9%	-	2 5%	-	3 8%
TOTAL	121	49	72	54	62	48	72	50	70	36	26	34

Comparison Groups: BC/DE/FG/HI/JKL
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 16

Q14. And did you get a job as a result of any of those inquiries?

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
Yes	33 61%	10 52%	23 65%	33 61%	-	11 61%	22 61%	11 48%	22 69%	16 82%	7 50%	6 55%
No	20 36%	8 43%	11 32%	20 36%	-	7 39%	12 34%	12 52%	8 25%	3 14%	7 50% J	5 45%
Don't Know/Refused	2 3%	1 5%	1 3%	2 3%	-	-	2 5%	-	2 6%	1 4%	-	-
TOTAL	54	19	35	54	-	18	37	22	32	20	14	12

Comparison Groups: BC/DE/FG/HI/JKL
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 17

Q15a. Please tell how helpful these services are in helping you get a job: Job Search Assistance

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
(1) Not at all helpful	13 9%	3 4%	11 12%	2 3%	9 15% D	5 7%	9 10%	5 9%	8 9%	5 12%	2 5%	3 7%
(2)	1 1%	-	1 1%	-	1 1%	1 1%	-	-	1 1%	-	1 2%	-
(3)	1 1%	1 1%	-	-	-	-	1 1%	-	1 1%	-	1 3%	-
(5)	13 9%	6 10%	7 8%	1 2%	10 16% D	2 3%	12 13% F	5 8%	8 9%	5 12%	3 8%	3 6%
(6)	6 4%	4 5%	3 3%	1 2%	4 7%	1 1%	5 6%	3 4%	4 4%	-	-	4 10%
(7)	10 6%	7 11%	3 3%	5 10%	4 6%	7 11%	3 3%	7 11%	3 3%	4 8%	1 3%	4 8%
(8)	17 11%	6 10%	10 12%	4 7%	8 13%	7 11%	10 11%	6 10%	11 12%	4 8%	4 10%	4 10%
(9)	13 8%	6 8%	7 8%	9 17% E	2 3%	7 11%	5 6%	9 14% I	4 4%	7 17%	2 5%	4 8%
(10) Very helpful	57 37%	19 29%	38 43%	29 54% E	19 30%	24 36%	33 38%	15 24%	42 46% H	12 29%	16 46%	19 40%
Don't know what the service is	23 15%	15 22%	9 10%	4 7%	5 9%	13 20%	10 11%	12 19%	12 13%	5 13%	6 18%	6 12%

Comparison Groups: BC/DE/FG/HI/JKL

Independent T-Test for Means, Independent Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Table 17
(Continued)

Q15a. Please tell how helpful these services are in helping you get a job: Job Search Assistance

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time	Unemployd Freelance /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
MEAN	7.70	7.74	7.67	8.90 E	6.73	8.07	7.44	7.47	7.84	7.35	8.07	7.90
MEDIAN	9.00	8.00	9.00	10.00	8.00	9.00	8.00	8.00	10.00	9.00	10.00	9.00
Standard Deviation	2.90	2.48	3.16	1.94	3.21	2.70	3.02	2.77	2.98	3.11	2.92	2.71
MINIMUM	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
MAXIMUM	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00
TOTAL	155	67	88	54	62	67	87	63	92	43	35	47

Comparison Groups: BC/DE/FG/HI/JKL
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 18

Q15b. Please tell how helpful these services are in helping you get a job: Personal Career Planning

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemploy /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
(1) Not at all helpful	10 6%	2 3%	8 9%	2 3%	6 10%	1 1%	9 10% F	4 6%	6 7%	4 10%	1 3%	4 9%
(2)	2 1%	2 3%	-	1 2%	1 1%	-	2 2%	1 1%	1 1%	-	1 3%	1 2%
(3)	1 1%	1 1%	-	1 2%	-	-	1 1%	1 1%	-	-	1 3%	-
(4)	2 1%	-	2 2%	-	2 3%	1 1%	1 1%	1 1%	1 1%	-	1 2%	1 2%
(5)	7 5%	3 4%	4 5%	1 2%	5 9%	1 1%	6 7%	4 6%	3 4%	3 8%	-	2 4%
(6)	5 3%	4 5%	2 2%	1 2%	2 3%	3 4%	3 3%	4 7%	1 1%	2 4%	-	2 4%
(7)	17 11%	8 12%	9 10%	4 8%	9 15%	9 13%	8 9%	7 11%	10 11%	6 15%	4 10%	4 10%
(8)	12 8%	6 10%	6 7%	6 11%	3 4%	10 15% G	3 3%	8 13%	4 5%	2 4%	4 10%	4 8%
(9)	12 8%	6 10%	5 6%	6 12%	3 4%	8 12%	4 4%	4 6%	8 9%	4 8%	3 8%	5 10%
(10) Very helpful	56 36%	21 32%	35 40%	26 48% E	17 28%	22 33%	34 39%	15 24%	41 45% H	15 36%	16 46%	17 36%

Comparison Groups: BC/DE/FG/HI/JKL

Independent T-Test for Means, Independent Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Table 18
(Continued)

Q15b. Please tell how helpful these services are in helping you get a job: Personal Career Planning

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
Don't know what the service is	30 20%	14 21%	17 19%	6 11%	14 23%	13 19%	18 20%	14 23%	16 17%	6 15%	5 15%	7 15%
MEAN	7.88	7.93	7.83	8.56 E	6.98	8.47 G	7.41	7.36	8.21	7.54	8.38	7.62
MEDIAN	9.00	9.00	9.00	10.00	7.00	9.00	9.00	8.00	10.00	9.00	10.00	9.00
Standard Deviation	2.75	2.46	2.96	2.31	3.13	1.79	3.25	2.70	2.75	2.99	2.52	3.05
MINIMUM	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
MAXIMUM	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00
TOTAL	155	67	88	54	62	67	87	63	92	43	35	47

Comparison Groups: BC/DE/FG/HI/JKL
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 19

Q15c. Please tell how helpful these services are in helping you get a job: Education/Training

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
(1) Not at all helpful	10 6%	2 3%	8 9%	-	8 13%	3 4%	7 8%	4 6%	6 7%	3 6%	1 3%	3 6%
(2)	2 1%	2 3%	-	1 2%	1 1%	1 1%	1 1%	1 1%	1 1%	-	2 5%	-
(3)	1 1%	-	1 1%	-	1 1%	-	1 1%	-	1 1%	-	-	1 2%
(4)	2 1%	1 1%	1 1%	-	2 3%	1 1%	1 1%	1 1%	1 1%	-	1 2%	-
(5)	6 4%	1 1%	5 6%	2 3%	3 6%	1 1%	5 6%	3 4%	3 4%	3 8%	2 5%	1 2%
(6)	6 4%	4 5%	3 3%	-	4 7%	3 4%	4 4%	3 4%	4 4%	2 4%	-	3 6%
(7)	7 5%	6 10% C	1 1%	3 5%	5 7%	4 5%	4 4%	5 7%	3 3%	2 4%	1 2%	1 2%
(8)	15 10%	8 12%	7 8%	4 8%	3 4%	11 16% G	4 5%	7 11%	8 9%	4 10%	1 2%	8 18% K
(9)	14 9%	6 8%	8 9%	9 17% E	3 4%	7 11%	6 7%	8 13%	5 6%	7 17%	2 5%	4 8%
(10) Very helpful	83 54%	34 51%	49 56%	32 59%	29 48%	32 48%	51 58%	25 40%	58 63% H	19 44%	25 72% JL	22 48%

Comparison Groups: BC/DE/FG/HI/JKL

Independent T-Test for Means, Independent Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Table 19
(Continued)

Q15c. Please tell how helpful these services are in helping you get a job: Education/Training

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
Don't know what the service is	9 6%	4 5%	5 6%	3 6%	3 4%	5 8%	3 4%	7 11% I	2 2%	3 6%	1 2%	4 10%
MEAN	8.34	8.46	8.24	9.17 E	7.39	8.51	8.21	8.12	8.48	8.25	8.73	8.39
MEDIAN	10.00	10.00	10.00	10.00	9.00	10.00	10.00	9.00	10.00	9.00	10.00	10.00
Standard Deviation	2.65	2.29	2.90	1.55	3.30	2.30	2.89	2.59	2.69	2.54	2.62	2.51
MINIMUM	1.00	1.00	1.00	2.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
MAXIMUM	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00
TOTAL	155	67	88	54	62	67	87	63	92	43	35	47

Comparison Groups: BC/DE/FG/HI/JKL
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 20

Q15d. Please tell how helpful these services are in helping you get a job: On-the-Job Training

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
(1) Not at all helpful	15 10%	4 5%	12 13%	2 3%	11 18% D	4 5%	12 13%	4 7%	11 12%	4 8%	5 16%	4 8%
(2)	3 2%	1 1%	2 2%	2 3%	1 1%	1 1%	2 2%	1 1%	2 2%	- -	2 5%	1 2%
(3)	2 1%	1 1%	1 1%	- -	2 3%	1 1%	1 1%	- -	2 2%	- -	- -	1 2%
(5)	2 1%	- -	2 2%	1 2%	1 1%	- -	2 2%	- -	2 2%	1 2%	- -	- -
(6)	3 2%	2 3%	1 1%	1 2%	1 1%	1 1%	2 2%	3 4%	- -	2 4%	- -	- -
(7)	4 3%	2 3%	3 3%	1 2%	1 1%	4 5%	1 1%	3 4%	2 2%	1 2%	2 5%	2 4%
(8)	11 7%	7 11%	3 4%	3 5%	4 6%	10 15% G	1 1%	7 11%	4 4%	4 8%	2 5%	5 12%
(9)	6 4%	2 3%	4 5%	4 7%	3 4%	6 9%	- -	3 4%	4 4%	4 8%	- -	2 4%
(10) Very helpful	52 33%	20 30%	32 36%	23 43%	19 30%	22 33%	29 34%	20 31%	32 35%	16 38%	13 38%	12 27%
Don't know what the service is	57 37%	29 42%	29 33%	19 34%	21 33%	19 28%	38 44%	23 36%	35 38%	13 29%	11 31%	20 42%

Comparison Groups: BC/DE/FG/HI/JKL

Independent T-Test for Means, Independent Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Table 20
(Continued)

Q15d. Please tell how helpful these services are in helping you get a job: On-the-Job Training

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time	Unemployd Freelance /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
MEAN	7.62	8.02	7.35	8.61 E	6.65	8.21	7.04	7.94	7.39	8.13	7.01	7.64
MEDIAN	10.00	10.00	10.00	10.00	9.00	9.00	10.00	9.00	10.00	10.00	10.00	9.00
Standard Deviation	3.41	2.95	3.68	2.66	3.95	2.65	3.96	2.96	3.70	2.96	3.97	3.28
MINIMUM	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
MAXIMUM	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00
TOTAL	155	67	88	54	62	67	87	63	92	43	35	47

Comparison Groups: BC/DE/FG/HI/JKL
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 21

Q15e. Please tell how helpful these services are in helping you get a job: Apprenticeship Program

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemploy /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
(1) Not at all helpful	13 9%	5 7%	9 10%	2 3%	9 15% D	3 4%	11 12%	5 9%	8 9%	4 10%	5 16%	4 8%
(4)	1 1%	-	1 1%	-	1 1%	1 1%	-	1 1%	-	-	1 2%	-
(5)	3 2%	1 1%	2 2%	-	3 4%	1 1%	2 2%	2 3%	1 1%	2 4%	1 3%	-
(6)	3 2%	-	3 3%	-	3 4%	3 4%	-	-	3 3%	-	-	-
(7)	7 5%	6 8%	2 2%	1 2%	5 9%	5 8%	2 2%	5 7%	3 3%	-	2 5%	5 10%
(8)	8 5%	4 5%	4 5%	2 3%	4 6%	5 8%	3 3%	4 6%	4 5%	5 11%	1 3%	3 6%
(9)	4 2%	4 5%	-	3 5%	1 1%	2 3%	2 2%	3 4%	1 1%	1 2%	1 3%	1 2%
(10) Very helpful	32 21%	16 23%	17 19%	16 30%	9 14%	17 25%	15 18%	14 23%	18 19%	13 30%	8 23%	5 12%
Don't know what the service is	84 54%	33 49%	50 58%	31 57%	28 45%	30 45%	53 61%	29 47%	54 59%	19 43%	16 46%	30 63%
MEAN	7.29	7.84	6.79	8.92 E	6.03	7.99	6.54	7.42	7.18	7.57	6.45	6.95
MEDIAN	9.00	9.00	8.00	10.00	7.00	9.00	9.00	9.00	8.00	10.00	8.00	8.00

Comparison Groups: BC/DE/FG/HI/JKL

Independent T-Test for Means, Independent Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Table 21
(Continued)

Q15e. Please tell how helpful these services are in helping you get a job: Apprenticeship Program

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
Standard Deviation	3.41	3.04	3.69	2.47	3.49	2.59	4.02	3.28	3.56	3.48	3.95	3.38
MINIMUM	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
MAXIMUM	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00
TOTAL	155	67	88	54	62	67	87	63	92	43	35	47

Comparison Groups: BC/DE/FG/HI/JKL
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 22

Q15f. Please tell how helpful these services are in helping you get a job: HireNet Hawaii

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemploy /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
(1) Not at all helpful	9 6%	3 4%	6 7%	-	5 9%	1 1%	8 9% F	6 10%	3 3%	4 10%	1 3%	4 8%
(3)	4 2%	3 4%	1 1%	2 3%	1 1%	1 1%	3 3%	2 3%	2 2%	-	3 8%	-
(4)	1 1%	1 1%	-	-	1 1%	1 1%	-	1 1%	-	-	-	1 2%
(5)	13 9%	5 7%	9 10%	3 5%	10 16%	3 4%	11 12%	4 7%	9 10%	3 6%	2 5%	5 12%
(6)	7 5%	4 5%	4 4%	1 2%	5 9%	4 5%	4 4%	3 4%	5 5%	1 2%	-	2 4%
(7)	9 6%	4 5%	5 6%	2 3%	4 7%	4 5%	5 6%	3 4%	6 7%	2 4%	1 3%	4 8%
(8)	19 12%	10 15%	9 10%	10 18%	6 10%	9 13%	10 11%	8 13%	11 12%	7 17%	6 18%	4 10%
(9)	8 5%	5 7%	3 4%	2 3%	5 9%	4 5%	4 5%	5 7%	3 4%	-	2 5%	5 12%
(10) Very helpful	55 36%	16 23%	40 45% B	30 56% E	16 26%	25 37%	30 35%	14 23%	41 45% H	19 44%	14 41%	14 31%
Don't know what the service is	30 19%	18 27% C	11 13%	5 10%	7 12%	17 26%	12 14%	17 27%	12 14%	7 17%	6 18%	7 16%

Comparison Groups: BC/DE/FG/HI/JKL

Independent T-Test for Means, Independent Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Table 22
(Continued)

Q15f. Please tell how helpful these services are in helping you get a job: HireNet Hawaii

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time	Unemployd Freelance /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
MEAN	7.77	7.47	7.96	8.86 E	7.03	8.40 G	7.35	7.02	8.21 H	7.86	8.14	7.55
MEDIAN	9.00	8.00	10.00	10.00	8.00	9.00	8.00	8.00	10.00	10.00	9.00	9.00
Standard Deviation	2.73	2.64	2.78	1.82	2.85	2.12	3.01	3.14	2.37	3.05	2.60	2.80
MINIMUM	1.00	1.00	1.00	3.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
MAXIMUM	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00
TOTAL	155	67	88	54	62	67	87	63	92	43	35	47

Comparison Groups: BC/DE/FG/HI/JKL
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 23

Q15g. Please tell how helpful these services are in helping you get a job: Library Resource Center

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
(1) Not at all helpful	13 8%	6 8%	7 8%	4 6%	5 9%	4 5%	9 10%	5 7%	8 9%	6 15%	2 5%	3 6%
(2)	1 1%	-	1 1%	1 2%	-	-	1 1%	-	1 1%	-	-	1 2%
(3)	2 1%	2 3%	-	-	1 1%	-	2 2%	-	2 2%	-	1 3%	1 2%
(4)	1 1%	-	1 1%	-	1 1%	1 1%	-	1 1%	-	-	1 2%	-
(5)	4 3%	2 3%	3 3%	1 2%	4 6%	-	4 5%	2 3%	3 3%	3 6%	1 3%	1 2%
(6)	3 2%	1 1%	2 2%	1 2%	2 3%	2 3%	1 1%	2 3%	1 1%	-	2 5%	1 2%
(7)	10 6%	4 5%	6 7%	3 5%	5 9%	3 4%	7 8%	2 3%	8 9%	4 8%	1 3%	4 8%
(8)	14 9%	9 14%	4 5%	5 8%	5 9%	9 13%	4 5%	7 11%	6 7%	3 6%	1 3%	7 15% K
(10) Very helpful	34 22%	10 15%	24 27%	21 38% E	10 16%	14 21%	20 23%	12 18%	22 24%	12 29%	9 25%	7 15%
Don't know what the service is	74 48%	34 51%	40 46%	20 37%	29 47%	35 52%	39 45%	33 53%	41 45%	15 36%	18 51%	22 48%

Comparison Groups: BC/DE/FG/HI/JKL

Independent T-Test for Means, Independent Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Table 23
(Continued)

Q15g. Please tell how helpful these services are in helping you get a job: Library Resource Center

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
MEAN	7.17	6.83	7.41	8.13	6.59	7.79	6.76	7.23	7.14	6.90	7.40	7.07
MEDIAN	8.00	8.00	10.00	10.00	7.00	8.00	8.00	8.00	8.00	8.00	10.00	8.00
Standard Deviation	3.27	3.23	3.30	3.02	3.18	2.86	3.48	3.19	3.34	3.62	3.27	3.01
MINIMUM	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
MAXIMUM	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00
TOTAL	155	67	88	54	62	67	87	63	92	43	35	47

Comparison Groups: BC/DE/FG/HI/JKL
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 24

Q16. Please think now about the coronavirus pandemic. Related to the coronavirus pandemic, have any of these impacted your ability to get services from the American Job Centers? I can no longer attend training

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
Yes	50 32%	19 29%	31 35%	22 41%	21 33%	22 33%	28 32%	20 31%	30 33%	7 17%	14 41% J	19 40% J
No	105 68%	48 71%	57 65%	32 59%	41 67%	45 67%	60 68%	43 69%	61 67%	36 83% KL	20 59%	28 60%
TOTAL	155	67	88	54	62	67	87	63	92	43	35	47

Comparison Groups: BC/DE/FG/HI/JKL

Independent T-Test for Means, Independent Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Table 25

Q16. Please think now about the coronavirus pandemic. Related to the coronavirus pandemic, have any of these impacted your ability to get services from the American Job Centers? I cannot reach my case manager

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
Yes	27 17%	10 15%	17 19%	9 16%	12 19%	12 17%	15 17%	15 24%	12 13%	6 15%	8 23%	9 19%
No	128 83%	57 85%	71 81%	46 84%	50 81%	56 83%	72 83%	48 76%	80 87%	37 85%	27 77%	38 81%
TOTAL	155	67	88	54	62	67	87	63	92	43	35	47

Comparison Groups: BC/DE/FG/HI/JKL
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 26

Q16. Please think now about the coronavirus pandemic. Related to the coronavirus pandemic, have any of these impacted your ability to get services from the American Job Centers? Personal situation has changed that I can't do anything else

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
Yes	42 27%	19 29%	23 26%	11 21%	20 32%	23 35%	19 21%	19 30%	23 25%	4 10%	7 20%	21 44% JK
No	113 73%	48 71%	65 74%	43 79%	42 68%	44 65%	69 79%	44 70%	69 75%	39 90% L	28 80% L	26 56%
TOTAL	155	67	88	54	62	67	87	63	92	43	35	47

Comparison Groups: BC/DE/FG/HI/JKL

Independent T-Test for Means, Independent Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Table 27

Q16. Please think now about the coronavirus pandemic. Related to the coronavirus pandemic, have any of these impacted your ability to get services from the American Job Centers? Housing situation has changed that I can't do anything else

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
Yes	25 16%	12 18%	13 15%	6 11%	15 25%	11 16%	14 16%	13 20%	13 14%	6 15%	3 8%	13 29% K
No	130 84%	55 82%	74 85%	48 89%	46 75%	57 84%	73 84%	51 80%	79 86%	37 85%	32 92% L	33 71%
TOTAL	155	67	88	54	62	67	87	63	92	43	35	47

Comparison Groups: BC/DE/FG/HI/JKL

Independent T-Test for Means, Independent Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Table 28

Q17. Do you have any other comments about the American Job Centers as a whole, or about the specific programs and services, including things you would like to see improved or things you like about the programs and services offered?

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
They are good/helpful/I'm thankful/grateful/They provided funds	69 44%	31 47%	38 43%	30 56% E	21 33%	28 41%	41 47%	25 40%	44 48%	20 46%	17 49%	18 39%
More training/education	14 9%	6 8%	9 10%	7 13%	4 7%	5 8%	9 10%	6 10%	8 9%	3 6%	5 13%	5 11%
Staff need more training	11 7%	4 5%	7 8%	3 5%	6 10%	1 1%	10 11% F	4 6%	7 8%	4 8%	4 10%	1 2%
They didn't help me/I'm unhappy with them	11 7%	5 7%	6 7%	3 5%	8 13%	-	11 12%	6 10%	4 5%	4 8%	1 3%	4 8%
More coordination among staff/other offices/programs	6 4%	2 3%	4 5%	3 5%	4 6%	1 1%	5 6%	1 1%	5 6%	1 2%	4 10%	2 4%
Offer more jobs	5 4%	4 5%	2 2%	2 3%	2 3%	-	5 6%	1 1%	4 5%	-	1 3%	4 8%
Other	12 7%	3 4%	9 10%	7 13%	2 3%	3 5%	8 9%	3 4%	9 10%	2 4%	3 8%	4 10%
Nothing/None/No	50 32%	18 27%	32 36%	14 26%	22 36%	30 45% G	19 22%	22 36%	27 30%	16 37%	10 28%	15 33%
Don't know/Refused/NA	7 5%	5 7%	3 3%	-	5 9%	5 8%	2 2%	3 4%	4 5%	2 4%	1 3%	3 6%
TOTAL	155	67	88	54	62	67	87	63	92	43	35	47

Comparison Groups: BC/DE/FG/HI/JKL
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 29

Q18. In what age range is your current age?

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
14 to 19 Years Old	21 13%	15 22% C	6 7%	4 8%	9 15%	21 31%	-	11 17%	10 11%	1 2%	3 8%	10 21% J
20 to 24 Years Old	15 10%	8 12%	7 8%	2 3%	7 11%	15 23%	-	10 16%	5 6%	4 10%	4 10%	4 10%
25 to 34 Years Old	31 20%	11 16%	20 23%	12 21%	10 16%	31 46%	-	10 16%	21 23%	10 23%	12 35% L	7 15%
35 to 44 Years Old	28 18%	13 19%	15 17%	16 29%	8 13%	-	28 32%	14 23%	13 14%	9 21%	4 13%	9 19%
45 to 54 Years old	29 19%	9 14%	20 23%	10 18%	14 23%	-	29 34%	9 14%	20 22%	11 25%	8 23%	6 13%
55 to 59 Years Old	8 5%	3 4%	5 6%	4 7%	3 4%	-	8 9%	2 3%	6 7%	1 2%	3 8%	3 6%
60 Years Old or Older	22 15%	8 12%	14 16%	7 13%	11 17%	-	22 26%	7 11%	15 17%	7 17% K	1 3%	7 16% K
TOTAL	155	67	88	54	62	67	87	63	92	43	35	47

Comparison Groups: BC/DE/FG/HI/JKL

Independent T-Test for Means, Independent Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Table 30

Q19. In what industry are you currently working or would like to work?

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
Automotive	2 1%	1 1%	1 1%	-	-	1 1%	1 1%	2 3%	-	-	-	1 2%
Business/Office	9 6%	4 5%	5 6%	2 3%	5 9%	4 5%	5 6%	2 3%	7 8%	2 4%	3 8%	1 2%
Construction	16 10%	10 15%	6 7%	8 15%	4 7%	9 13%	7 8%	14 23% I	2 2%	6 15%	3 8%	6 13%
Education	3 2%	3 4%	-	1 2%	-	1 1%	2 2%	1 1%	2 2%	1 2%	2 5%	-
Financial	3 2%	3 4%	-	1 2%	1 1%	-	3 3%	1 1%	2 2%	1 2%	1 3%	1 2%
Food Service	4 2%	3 4%	1 1%	1 2%	1 1%	3 4%	1 1%	3 4%	1 1%	-	2 5%	1 2%
Healthcare/Medical	46 30%	13 19%	33 38% B	22 41%	14 23%	21 31%	26 29%	10 16%	36 39% H	17 40%	10 28%	10 21%
Hospitality/Tourism	16 10%	5 7%	12 13%	5 8%	6 10%	6 9%	10 11%	4 6%	13 14%	4 10%	1 3%	8 17% K
Information Technology	6 4%	6 10%	-	1 2%	2 3%	1 1%	6 6%	6 9% I	1 1%	2 4%	1 3%	4 8%
Non-Profit	5 3%	2 3%	3 3%	-	4 6%	1 1%	4 4%	1 1%	4 4%	-	4 10%	1 2%

Comparison Groups: BC/DE/FG/HI/JKL

Independent T-Test for Means, Independent Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Table 30
(Continued)

Q19. In what industry are you currently working or would like to work?

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
Retail	5 3%	3 4%	3 3%	2 3%	3 4%	4 5%	2 2%	2 3%	4 4%	2 4%	1 3%	2 4%
Security	6 4%	2 3%	4 5%	4 8%	-	4 7%	2 2%	5 8%	1 1%	2 4%	2 5%	2 4%
Self-Employed	4 3%	1 1%	4 4%	-	4 6%	1 1%	4 4%	3 4%	2 2%	3 6%	1 2%	-
Dispatcher	2 1%	1 1%	1 1%	2 3%	-	-	2 2%	-	2 2%	1 2%	-	1 2%
Transportation	3 2%	2 3%	1 1%	-	3 4%	-	3 3%	1 1%	2 2%	-	-	1 2%
Building Management	2 1%	1 1%	1 1%	1 2%	1 1%	2 3%	-	1 1%	1 1%	-	1 2%	1 2%
Other	11 7%	7 11%	3 4%	5 8%	5 9%	4 7%	6 7%	6 10%	5 5%	3 6%	4 13%	3 6%
None/Unemployed/Retired/No interest	6 4%	-	6 7%	1 2%	5 9%	4 5%	3 3%	1 1%	5 6%	-	-	1 2%
Don't know/Unsure	6 4%	2 3%	4 5%	-	4 6%	3 4%	4 4%	2 3%	4 5%	-	1 2%	4 9%
TOTAL	155	67	88	54	62	67	87	63	92	43	35	47

Comparison Groups: BC/DE/FG/HI/JKL
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 31

Q21. What is your current employment status?

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
Employed full-time	43 28%	16 23%	27 31%	20 36%	14 23%	15 23%	28 32%	21 33%	22 24%	43 100%	-	-
Employed part-time	29 19%	11 16%	18 21%	11 20%	12 19%	18 26%	12 13%	9 14%	20 22%	-	29 84%	-
Employed as a contractor or freelancer	5 3%	4 5%	1 1%	3 5%	-	1 1%	4 4%	3 4%	2 2%	-	5 13%	-
Employed by Uber, Lyft, Airbnb, or another tech company to provide on-demand services such as ride- sharing, food delivery	1 1%	1 1%	-	1 2%	-	-	1 1%	1 1%	-	-	1 3%	-
Unemployed and not looking for work	18 12%	10 15%	8 9%	4 7%	12 19%	8 12%	10 11%	5 7%	13 15%	-	-	-
Unemployed and looking for work	47 30%	23 34%	24 27%	12 21%	20 32%	22 32%	25 29%	20 31%	27 29%	-	-	47 100%
Other	1 1%	-	1 1%	-	-	1 1%	-	-	1 1%	-	-	-
Unemployed due to the Covid pandemic	3 2%	-	3 4%	2 3%	1 1%	-	3 4%	1 1%	3 3%	-	-	-
Retired	4 2%	1 1%	3 3%	1 2%	2 3%	-	4 4%	2 3%	2 2%	-	-	-
On call/On hold/Seasonal	4 2%	2 3%	2 2%	2 3%	2 3%	2 3%	2 2%	2 3%	2 2%	-	-	-

Comparison Groups: BC/DE/FG/HI/JKL

Independent T-Test for Means, Independent Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Table 31
(Continued)

Q21. What is your current employment status?

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time	Unemployd Freelance /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
Refused	1 1%	-	1 1%	1 2%	-	1 1%	-	1 1%	-	-	-	-
TOTAL	155	67	88	54	62	67	87	63	92	43	35	47

Comparison Groups: BC/DE/FG/HI/JKL
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 32

Q22. What is your race?

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
White/Caucasian	27 18%	8 12%	19 22%	8 15%	10 16%	7 11%	20 23%	12 18%	16 17%	5 12%	7 20%	8 17%
Japanese	5 3%	4 5%	2 2%	1 2%	2 3%	1 1%	4 5%	3 4%	3 3%	2 4%	-	2 4%
Filipino	22 14%	11 16%	11 13%	8 15%	10 16%	14 21%	8 9%	10 16%	12 14%	8 19%	7 21%	4 8%
Chinese	5 3%	4 5%	1 1%	1 2%	3 4%	1 1%	4 4%	3 4%	2 2%	-	1 3%	1 2%
Hawaiian or Part Hawaiian	57 37%	23 34%	34 39%	23 43%	24 39%	28 41%	30 34%	19 30%	38 42%	20 46%	12 33%	16 34%
Other Pacific Islander (specify)	10 6%	5 7%	5 6%	4 8%	3 4%	6 9%	3 4%	5 8%	4 5%	1 2%	2 5%	4 9%
Other Asian (specify)	2 1%	2 3%	-	-	2 3%	1 1%	1 1%	2 3%	-	1 2%	-	1 2%
Black/African American	6 4%	6 8%	-	3 5%	2 3%	-	6 6%	2 3%	4 4%	-	2 5%	4 8%
Multi-Racial/Mixed	13 9%	4 5%	10 11%	4 7%	5 9%	5 8%	8 9%	5 8%	8 9%	5 12%	3 8%	4 8%
Other	2 1%	-	2 2%	1 2%	-	2 3%	-	-	2 2%	-	2 5%	-
Refused	5 3%	2 3%	3 4%	2 3%	2 3%	2 3%	3 4%	3 4%	3 3%	1 2%	-	3 8%
TOTAL	155	67	88	54	62	67	87	63	92	43	35	47

Comparison Groups: BC/DE/FG/HI/JKL

Independent T-Test for Means, Independent Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Table 33

Q23. Gender.

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
Male	63 41%	40 59% C	23 27%	22 41%	23 38%	31 46%	32 37%	63 100%	-	21 48%	13 36%	20 43%
Female	92 59%	28 41%	64 73% B	32 59%	38 62%	36 54%	55 63%	-	92 100%	22 52%	22 64%	27 57%
TOTAL	155	67	88	54	62	67	87	63	92	43	35	47

Comparison Groups: BC/DE/FG/HI/JKL
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 34

Area Name.

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
East Honolulu	6 4%	6 8%	-	-	4 6%	3 4%	3 3%	4 6%	2 2%	1 2%	1 3%	3 6%
Windward	7 5%	7 11%	-	1 2%	1 1%	6 8%	2 2%	3 4%	5 5%	5 11%	1 3%	2 4%
North Shore	4 2%	4 5%	-	1 2%	2 3%	2 3%	2 2%	3 4%	1 1%	1 2%	2 5%	-
Central Oahu	17 11%	17 25%	-	6 10%	7 12%	9 14%	7 8%	10 16%	6 7%	3 6%	5 13%	7 16%
Moanalua/Aiea/Pearl City	5 3%	5 7%	-	1 2%	2 3%	3 4%	2 2%	2 3%	3 3%	-	-	2 4%
Urban Honolulu	17 11%	17 25%	-	6 10%	5 7%	4 5%	13 15%	12 19% I	5 5%	3 6%	3 8%	7 16%
Leeward	5 3%	5 7%	-	2 3%	2 3%	4 5%	1 1%	4 6%	1 1%	2 4%	2 5%	1 2%
Ewa Plain	7 5%	7 11%	-	3 5%	3 4%	5 7%	3 3%	3 4%	5 5%	2 4%	2 5%	1 2%
Napili/Lahaina	5 4%	-	5 6%	-	3 4%	3 4%	3 3%	-	5 6%	3 6%	-	3 6%
Wailuku	8 5%	-	8 9%	8 15%	-	3 4%	5 6%	3 4%	5 6%	8 19%	-	-
Kihei/Kahului	3 2%	-	3 3%	3 5%	-	-	3 3%	-	3 3%	-	-	3 6%

Comparison Groups: BC/DE/FG/HI/JKL

Independent T-Test for Means, Independent Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

Table 34
(Continued)

Area Name.

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
East Maui	3 2%	-	3 3%	-	3 4%	-	3 3%	3 4%	-	3 6%	-	-
Molokai	5 4%	-	5 6%	-	5 9%	3 4%	3 3%	-	5 6%	-	3 8%	-
Hilo	40 26%	-	40 45%	13 24%	18 29%	17 26%	22 26%	15 25%	24 26%	9 22%	9 25%	12 26%
Kailua-Kona	3 2%	-	3 4%	2 3%	2 3%	2 3%	2 2%	-	3 4%	-	2 5%	1 2%
South	4 3%	-	4 5%	2 3%	2 3%	-	4 5%	-	4 5%	2 4%	1 2%	-
Lihue	7 5%	-	7 8%	4 8%	2 3%	3 4%	4 5%	-	7 8%	2 4%	4 10%	1 2%
Princeville/Hanalei	1 1%	-	1 1%	-	1 1%	1 1%	-	-	1 1%	-	-	1 2%
Kekaha/Waimea	1 1%	-	1 1%	-	-	1 1%	-	-	1 1%	-	1 3%	-
Kapaa	5 3%	-	5 6%	2 3%	2 3%	-	5 6%	1 1%	4 5%	1 2%	1 3%	3 6%
REFUSED	3 2%	1 1%	2 2%	3 5%	-	2 3%	1 1%	2 3%	1 1%	-	1 3%	1 2%
TOTAL	155	67	88	54	62	67	87	63	92	43	35	47

Comparison Groups: BC/DE/FG/HI/JKL
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 35

Island County. (Based on ZIP Code)

	TOTAL	ISLAND		RECEIVED INQUIRIES		AGE CATEGORY		GENDER		EMPLOYMENT STATUS		
		Oahu	Neighbor Islands	Yes	No	Under 35	35 and older	Male	Female	Full-time	Part-time Freelance	Unemployd /Looking for work
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
Oahu	66 43%	66 99%	-	18 34%	25 40%	34 51%	32 37%	40 63% I	27 29%	16 36%	15 42%	23 49%
Maui County	24 16%	-	24 28%	11 20%	11 18%	8 12%	16 19%	5 9%	19 21% H	14 32% KL	3 8%	5 12%
Hawaii Island	47 31%	-	47 54%	16 30%	21 35%	19 28%	28 32%	15 25%	32 35%	11 26%	11 32%	13 28%
Kauai	14 9%	-	14 16%	6 11%	4 7%	4 7%	10 11%	1 1%	13 14% H	3 6%	5 15%	4 9%
Refused	3 2%	1 1%	2 2%	3 5%	-	2 3%	1 1%	2 3%	1 1%	-	1 3%	1 2%
TOTAL	155	67	88	54	62	67	87	63	92	43	35	47

Comparison Groups: BC/DE/FG/HI/JKL

Independent T-Test for Means, Independent Z-Test for Percentages

Uppercase letters indicate significance at the 95% level.

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Table 1

Q1. When was the last time you used the services and programs provided by the American Job Centers?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Before the March 2020 stay-at-home order due to the coronavirus pandemic	174 88%	114 88%	60 90%	105 91%	68 85%	65 90%	64 89%	45 85%
After the March 2020 stay-at-home order	23 12%	16 12%	7 10%	11 9%	12 15%	7 10%	8 11%	8 15%
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 2

Q2. On a 10-point scale, where 1=very dissatisfied and 10=very satisfied, how satisfied are you with the services and programs provided by the American Job Centers?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1 - Very Dissatisfied	10 5%	6 5%	4 6%	5 4%	5 6%	4 6%	5 7%	1 2%
2	8 4%	6 5%	2 3%	7 6%	-	3 4%	5 7%	-
3	16 8%	11 8%	5 7%	9 8%	7 9%	9 13%	4 6%	3 6%
4	9 5%	6 5%	3 4%	6 5%	3 4%	3 4%	4 6%	2 4%
5	48 24%	33 25%	15 22%	38 33% E	10 13%	15 21%	20 28%	13 25%
6	21 11%	14 11%	7 10%	14 12%	7 9%	8 11%	9 13%	4 8%
7	25 13%	11 8%	14 21% B	14 12%	11 14%	9 13%	8 11%	8 15%
8	28 14%	20 15%	8 12%	10 9%	18 23% D	10 14%	8 11%	10 19%
9	10 5%	7 5%	3 4%	6 5%	4 5%	6 8% G	1 1%	3 6%
10 - Very Satisfied	22 11%	16 12%	6 9%	7 6%	15 19% D	5 7%	8 11%	9 17%

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 2
(Continued)

Q2. On a 10-point scale, where 1=very dissatisfied and 10=very satisfied, how satisfied are you with the services and programs provided by the American Job Centers?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
MEAN	6.02	6.03	5.99	5.57	6.71 D	5.82	5.64	6.79 FG
MEDIAN	6.00	6.00	6.00	5.00	7.00	6.00	5.00	7.00
Standard Deviation	2.46	2.51	2.38	2.24	2.59	2.48	2.50	2.23
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 3

Q3. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? a. Post Job Openings in HireNet Hawaii

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1 - Not Very Useful	16 8%	10 8%	6 9%	11 9%	4 5%	8 11%	5 7%	3 6%
2	9 5%	8 6%	1 1%	8 7% E	1 1%	2 3%	4 6%	3 6%
3	13 7%	9 7%	4 6%	11 9% E	2 3%	4 6%	4 6%	5 9%
4	9 5%	7 5%	2 3%	7 6%	2 3%	7 10% GH	1 1%	1 2%
5	27 14%	17 13%	10 15%	15 13%	12 15%	14 19% H	9 13%	4 8%
6	14 7%	7 5%	7 10%	10 9%	4 5%	1 1%	10 14% F	3 6%
7	19 10%	10 8%	9 13%	12 10%	7 9%	6 8%	9 13%	4 8%
8	29 15%	18 14%	11 16%	14 12%	15 19%	13 18%	10 14%	6 11%
9	12 6%	8 6%	4 6%	7 6%	5 6%	6 8% G	1 1%	5 9%

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 3
(Continued)

Q3. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? a. Post Job Openings in HireNet Hawaii

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
10 - Very Useful	39 20%	29 22%	10 15%	14 12%	25 31% D	10 14%	15 21%	14 26%
Never heard of it	10 5%	7 5%	3 4%	7 6%	3 4%	1 1%	4 6%	5 9%
MEAN	6.37	6.37	6.36	5.71	7.38 D	6.03	6.41	6.81
MEDIAN	7.00	7.00	7.00	6.00	8.00	6.00	7.00	8.00
Standard Deviation	2.90	3.01	2.70	2.87	2.62	2.88	2.80	3.06
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 4

Q3. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? b. Recruitment Assistance

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1 - Not Very Useful	21 11%	15 12%	6 9%	17 15% E	4 5%	8 11%	6 8%	7 13%
2	8 4%	6 5%	2 3%	8 7%	-	5 7%	2 3%	1 2%
3	10 5%	8 6%	2 3%	7 6%	3 4%	3 4%	3 4%	4 8%
4	5 3%	5 4%	-	3 3%	2 3%	1 1%	4 6%	-
5	31 16%	17 13%	14 21%	18 16%	13 16%	10 14%	13 18%	8 15%
6	10 5%	7 5%	3 4%	4 3%	6 8%	4 6%	6 8%	-
7	12 6%	4 3%	8 12% B	6 5%	6 8%	7 10%	2 3%	3 6%
8	16 8%	11 8%	5 7%	5 4%	11 14% D	8 11% G	1 1%	7 13% G
9	5 3%	3 2%	2 3%	3 3%	2 3%	3 4%	2 3%	-
10 - Very Useful	19 10%	14 11%	5 7%	5 4%	14 18% D	4 6%	8 11%	7 13%

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 4
(Continued)

Q3. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? b. Recruitment Assistance

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Never heard of it	60 30%	40 31%	20 30%	40 34%	19 24%	19 26%	25 35%	16 30%
MEAN	5.47	5.34	5.70	4.46	6.72 D	5.38	5.45	5.62
MEDIAN	5.00	5.00	5.00	5.00	7.00	5.00	5.00	5.00
Standard Deviation	2.95	3.07	2.70	2.83	2.61	2.88	2.86	3.22
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 5

Q3. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? c. Job Fair Events

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1 - Not Very Useful	18 9%	13 10%	5 7%	15 13% E	3 4%	6 8%	7 10%	5 9%
2	5 3%	2 2%	3 4%	4 3%	1 1%	3 4%	1 1%	1 2%
3	14 7%	11 8%	3 4%	10 9%	4 5%	6 8%	5 7%	3 6%
4	7 4%	5 4%	2 3%	5 4%	2 3%	3 4%	1 1%	3 6%
5	26 13%	11 8%	15 22% B	16 14%	10 13%	10 14%	11 15%	5 9%
6	9 5%	5 4%	4 6%	4 3%	5 6%	2 3%	5 7%	2 4%
7	11 6%	7 5%	4 6%	6 5%	5 6%	4 6%	3 4%	4 8%
8	14 7%	9 7%	5 7%	5 4%	9 11%	4 6%	2 3%	8 15% G
9	4 2%	3 2%	1 1%	1 1%	3 4%	1 1%	-	3 6%
10 - Very Useful	19 10%	13 10%	6 9%	4 3%	15 19% D	4 6%	8 11%	7 13%

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 5
(Continued)

Q3. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? c. Job Fair Events

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Never heard of it	70 36%	51 39%	19 28%	46 40%	23 29%	29 40% H	29 40% H	12 23%
MEAN	5.49	5.48	5.50	4.40	6.82 D	4.95	5.35	6.20
MEDIAN	5.00	5.00	5.00	5.00	7.00	5.00	5.00	7.00
Standard Deviation	2.93	3.09	2.69	2.65	2.72	2.76	2.98	2.99
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 6

Q3. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? d. Career Assessment Testing

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	(A)	(B)	(C)	(D)	(E)	(F)	(G)
1 - Not Very Useful	20 10%	13 10%	7 10%	16 14% E	4 5%	10 14%	6 8%	4 8%
2	3 2%	2 2%	1 1%	2 2%	1 1%	-	2 3%	1 2%
3	8 4%	6 5%	2 3%	5 4%	3 4%	1 1%	3 4%	4 8%
4	3 2%	1 1%	2 3%	1 1%	2 3%	3 4%	-	-
5	24 12%	11 8%	13 19% B	11 9%	13 16%	8 11%	11 15%	5 9%
6	3 2%	2 2%	1 1%	1 1%	2 3%	-	2 3%	1 2%
7	10 5%	5 4%	5 7%	7 6%	3 4%	-	5 7%	5 9%
8	6 3%	4 3%	2 3%	3 3%	3 4%	2 3%	3 4%	1 2%
9	6 3%	6 5%	-	-	6 8%	3 4%	2 3%	1 2%
10 - Very Useful	10 5%	6 5%	4 6%	3 3%	7 9%	1 1%	5 7%	4 8%

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 6
(Continued)

Q3. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? d. Career Assessment Testing

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Never heard of it	104 53%	74 57%	30 45%	67 58%	36 45%	44 61%	33 46%	27 51%
MEAN	5.08	5.13	5.00	4.14	6.11 D	4.21	5.46	5.42
MEDIAN	5.00	5.00	5.00	5.00	5.00	4.50	5.00	5.00
Standard Deviation	2.99	3.17	2.74	2.85	2.83	2.99	2.92	3.04
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 7

Q3. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? e.On-the-Job Training

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1 - Not Very Useful	22 11%	19 15% C	3 4%	15 13%	7 9%	9 13%	5 7%	8 15%
2	4 2%	3 2%	1 1%	3 3%	1 1%	1 1%	2 3%	1 2%
3	10 5%	9 7% C	1 1%	7 6%	3 4%	4 6%	3 4%	3 6%
4	2 1%	-	2 3%	1 1%	1 1%	-	1 1%	1 2%
5	26 13%	13 10%	13 19%	13 11%	13 16%	10 14%	10 14%	6 11%
6	6 3%	2 2%	4 6%	2 2%	4 5%	2 3%	3 4%	1 2%
7	10 5%	4 3%	6 9%	6 5%	4 5%	2 3%	3 4%	5 9%
8	7 4%	3 2%	4 6%	3 3%	4 5%	3 4%	2 3%	2 4%
9	5 3%	3 2%	2 3%	4 3%	1 1%	4 6%	1 1%	-
10 - Very Useful	13 7%	7 5%	6 9%	5 4%	8 10%	2 3%	6 8%	5 9%

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 7
(Continued)

Q3. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? e.On-the-Job Training

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Never heard of it	92 47%	67 52%	25 37%	57 49%	34 43%	35 49%	36 50%	21 40%
MEAN	5.10	4.41	6.12 B	4.66	5.65	4.84	5.44	5.00
MEDIAN	5.00	5.00	6.00	5.00	5.00	5.00	5.00	5.00
Standard Deviation	3.01	3.15	2.50	3.03	2.93	2.98	2.94	3.18
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 8

Q3. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? f. Apprenticeship Programs

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1 - Not Very Useful	24 12%	17 13%	7 10%	18 16%	6 8%	10 14%	9 13%	5 9%
2	9 5%	6 5%	3 4%	6 5%	3 4%	6 8%	2 3%	1 2%
3	7 4%	6 5%	1 1%	5 4%	2 3%	2 3%	3 4%	2 4%
4	2 1%	2 2%	-	1 1%	1 1%	-	2 3%	-
5	23 12%	9 7%	14 21% B	11 9%	12 15%	9 13%	9 13%	5 9%
6	6 3%	3 2%	3 4%	2 2%	4 5%	2 3%	4 6%	-
7	5 3%	2 2%	3 4%	3 3%	2 3%	-	2 3%	3 6%
8	5 3%	1 1%	4 6%	1 1%	4 5%	2 3%	2 3%	1 2%
9	4 2%	3 2%	1 1%	3 3%	1 1%	2 3%	-	2 4%
10 - Very Useful	16 8%	11 8%	5 7%	4 3%	12 15% D	4 6%	6 8%	6 11%

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 8
(Continued)

Q3. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? f. Apprenticeship Programs

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Never heard of it	96 49%	70 54% C	26 39%	62 53%	33 41%	35 49%	33 46%	28 53%
MEAN	4.88	4.62	5.27	3.93	5.98 D	4.30	4.85	5.80
MEDIAN	5.00	4.00	5.00	3.00	5.00	5.00	5.00	5.00
Standard Deviation	3.21	3.41	2.88	2.98	3.13	3.14	3.06	3.44
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 9

Q3. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? g. Rapid Response

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1 - Not Very Useful	16 8%	10 8%	6 9%	11 9%	5 6%	7 10%	3 4%	6 11%
2	3 2%	1 1%	2 3%	2 2%	1 1%	1 1%	1 1%	1 2%
3	4 2%	4 3%	-	3 3%	1 1%	2 3%	1 1%	1 2%
4	3 2%	2 2%	1 1%	1 1%	2 3%	1 1%	2 3%	-
5	25 13%	12 9%	13 19%	15 13%	10 13%	10 14%	9 13%	6 11%
6	4 2%	2 2%	2 3%	1 1%	3 4%	-	4 6%	-
7	10 5%	3 2%	7 10% B	7 6%	3 4%	4 6%	4 6%	2 4%
8	8 4%	6 5%	2 3%	2 2%	6 8%	3 4%	-	5 9%
9	5 3%	4 3%	1 1%	1 1%	4 5%	3 4%	1 1%	1 2%
10 - Very Useful	20 10%	15 12%	5 7%	6 5%	14 18% D	3 4%	10 14% F	7 13%

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 9
(Continued)

Q3. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? g. Rapid Response

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Never heard of it	99 50%	71 55%	28 42%	67 58% E	31 39%	38 53%	37 51%	24 45%
MEAN	5.86	6.08	5.51	4.96	6.76 D	5.24	6.34	6.00
MEDIAN	5.00	6.00	5.00	5.00	7.00	5.00	6.00	7.00
Standard Deviation	3.09	3.28	2.78	2.96	2.98	2.99	2.90	3.40
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 10

Q3. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? h. Labor Market Information

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1 - Not Very Useful	14 7%	10 8%	4 6%	9 8%	5 6%	4 6%	6 8%	4 8%
2	2 1%	-	2 3%	1 1%	1 1%	1 1%	1 1%	-
3	10 5%	9 7% C	1 1%	7 6%	3 4%	2 3%	4 6%	4 8%
4	3 2%	2 2%	1 1%	1 1%	2 3%	2 3%	1 1%	-
5	27 14%	12 9%	15 22% B	14 12%	13 16%	13 18%	8 11%	6 11%
6	10 5%	8 6%	2 3%	5 4%	5 6%	4 6%	6 8%	-
7	9 5%	4 3%	5 7%	3 3%	6 8%	4 6%	3 4%	2 4%
8	9 5%	5 4%	4 6%	3 3%	6 8%	4 6%	4 6%	1 2%
9	8 4%	6 5%	2 3%	5 4%	3 4%	3 4%	1 1%	4 8%
10 - Very Useful	17 9%	9 7%	8 12%	7 6%	10 13%	6 8%	5 7%	6 11%

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 10
(Continued)

Q3. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? h. Labor Market Information

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Never heard of it	88 45%	65 50% C	23 34%	61 53% E	26 33%	29 40%	33 46%	26 49%
MEAN	5.80	5.62	6.07	5.38	6.22	5.95	5.44	6.07
MEDIAN	5.00	5.00	5.00	5.00	6.00	5.00	5.00	5.00
Standard Deviation	2.88	2.97	2.76	2.96	2.76	2.66	2.85	3.28
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 11

Q3. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? i. Information on Disability Awareness Issues

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1 - Not Very Useful	16 8%	14 11% C	2 3%	13 11% E	3 4%	7 10%	4 6%	5 9%
2	6 3%	2 2%	4 6%	3 3%	3 4%	3 4%	1 1%	2 4%
3	7 4%	6 5%	1 1%	4 3%	3 4%	3 4%	2 3%	2 4%
4	2 1%	2 2%	-	1 1%	1 1%	1 1%	1 1%	-
5	29 15%	14 11%	15 22% B	16 14%	13 16%	12 17%	11 15%	6 11%
6	4 2%	3 2%	1 1%	1 1%	3 4%	-	4 6%	-
7	9 5%	6 5%	3 4%	5 4%	4 5%	1 1%	1 1%	7 13% FG
8	9 5%	5 4%	4 6%	4 3%	5 6%	3 4%	3 4%	3 6%
9	6 3%	4 3%	2 3%	2 2%	4 5%	3 4%	3 4%	-
10 - Very Useful	14 7%	7 5%	7 10%	6 5%	8 10%	4 6%	5 7%	5 9%

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 11
(Continued)

Q3. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? i. Information on Disability Awareness Issues

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Never heard of it	95 48%	67 52%	28 42%	61 53%	33 41%	35 49%	37 51%	23 43%
MEAN	5.44	5.08	6.03	4.84	6.15 D	4.97	5.80	5.60
MEDIAN	5.00	5.00	5.00	5.00	6.00	5.00	5.00	6.00
Standard Deviation	2.96	3.05	2.75	3.01	2.77	3.03	2.81	3.08
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 12

Q3. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? j. Disability and Communication Accommodations Assistance

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1 - Not Very Useful	21 11%	15 12%	6 9%	17 15% E	4 5%	11 15%	6 8%	4 8%
2	5 3%	2 2%	3 4%	2 2%	3 4%	2 3%	1 1%	2 4%
3	8 4%	7 5%	1 1%	4 3%	4 5%	4 6%	3 4%	1 2%
5	20 10%	10 8%	10 15%	9 8%	11 14%	8 11%	5 7%	7 13%
6	5 3%	3 2%	2 3%	3 3%	2 3%	-	4 6%	1 2%
7	9 5%	4 3%	5 7%	6 5%	3 4%	-	4 6%	5 9%
8	8 4%	5 4%	3 4%	2 2%	6 8%	4 6%	1 1%	3 6%
9	1 1%	1 1%	-	-	1 1%	-	-	1 2%
10 - Very Useful	11 6%	5 4%	6 9%	3 3%	8 10% D	2 3%	5 7%	4 8%
Never heard of it	109 55%	78 60%	31 46%	70 60%	38 48%	41 57%	43 60%	25 47%

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 12
(Continued)

Q3. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? j. Disability and Communication Accommodations Assistance

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
MEAN	4.90	4.52	5.44	4.00	5.88 D	3.84	5.24	5.71 F
MEDIAN	5.00	5.00	5.00	4.00	5.00	3.00	5.00	5.50
Standard Deviation	3.06	3.06	3.02	2.91	2.96	2.91	3.10	2.95
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 13

Q3. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? k. Unemployment Taxes and Claims Information and Assistance

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1 - Not Very Useful	24 12%	17 13%	7 10%	20 17% E	4 5%	9 13%	8 11%	7 13%
2	5 3%	4 3%	1 1%	2 2%	3 4%	2 3%	1 1%	2 4%
3	6 3%	5 4%	1 1%	4 3%	2 3%	3 4%	1 1%	2 4%
4	5 3%	5 4%	-	3 3%	2 3%	1 1%	3 4%	1 2%
5	22 11%	7 5%	15 22% B	14 12%	8 10%	12 17% H	7 10%	3 6%
6	2 1%	1 1%	1 1%	-	2 3%	1 1%	1 1%	-
7	10 5%	4 3%	6 9%	4 3%	6 8%	3 4%	7 10%	-
8	14 7%	12 9%	2 3%	8 7%	6 8%	7 10%	2 3%	5 9%
9	6 3%	4 3%	2 3%	4 3%	2 3%	2 3%	1 1%	3 6%
10 - Very Useful	15 8%	10 8%	5 7%	5 4%	10 13% D	2 3%	7 10%	6 11%

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 13
(Continued)

Q3. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? k. Unemployment Taxes and Claims Information and Assistance

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Never heard of it	88 45%	61 47%	27 40%	52 45%	35 44%	30 42%	34 47%	24 45%
MEAN	5.32	5.23	5.48	4.63	6.31 D	4.93	5.53	5.62
MEDIAN	5.00	5.00	5.00	5.00	7.00	5.00	5.00	5.00
Standard Deviation	3.17	3.36	2.85	3.15	2.96	2.85	3.17	3.64
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 14

Q3. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? 1. Use of AJC Facilities for Recruitment and Interviews of Job Applicants

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1 - Not Very Useful	20 10%	12 9%	8 12%	15 13%	5 6%	7 10%	7 10%	6 11%
2	7 4%	4 3%	3 4%	3 3%	4 5%	3 4%	2 3%	2 4%
3	9 5%	7 5%	2 3%	6 5%	3 4%	3 4%	4 6%	2 4%
4	5 3%	5 4%	-	2 2%	3 4%	2 3%	1 1%	2 4%
5	20 10%	10 8%	10 15%	12 10%	8 10%	8 11%	6 8%	6 11%
6	4 2%	2 2%	2 3%	2 2%	2 3%	-	3 4%	1 2%
7	9 5%	3 2%	6 9%	2 2%	7 9% D	3 4%	4 6%	2 4%
8	5 3%	3 2%	2 3%	2 2%	3 4%	2 3%	1 1%	2 4%
9	4 2%	2 2%	2 3%	2 2%	2 3%	3 4%	-	1 2%
10 - Very Useful	15 8%	8 6%	7 10%	3 3%	12 15% D	1 1%	5 7%	9 17% F

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 14
(Continued)

Q3. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? 1. Use of AJC Facilities for Recruitment and Interviews of Job Applicants

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Never heard of it	99 50%	74 57% C	25 37%	67 58% E	31 39%	40 56% H	39 54%	20 38%
MEAN	5.04	4.75	5.43	4.02	6.06 D	4.50	4.88	5.73
MEDIAN	5.00	4.50	5.00	4.00	6.00	5.00	5.00	5.00
Standard Deviation	3.13	3.11	3.15	2.82	3.11	2.83	3.06	3.42
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 15

Q4. Which employer-related services and programs offered by the American Job Centers have you used the most often, the second most often, and the third most often? a. Post Job Openings in HireNet Hawaii

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Most often	151 85%	106 88%	45 79%	91 88%	59 81%	55 86%	59 91% H	37 76%
Second most often	21 12%	12 10%	9 16%	9 9%	12 16%	7 11%	4 6%	10 20% G
Third most often	6 3%	3 2%	3 5%	4 4%	2 3%	2 3%	2 3%	2 4%
TOTAL	178	121	57	104	73	64	65	49

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 16

Q4. Which employer-related services and programs offered by the American Job Centers have you used the most often, the second most often, and the third most often? b. Recruitment Assistance

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Most often	10 22%	6 19%	4 29%	6 32%	4 15%	5 29%	3 21%	2 14%
Second most often	28 62%	20 65%	8 57%	11 58%	17 65%	10 59%	10 71%	8 57%
Third most often	7 16%	5 16%	2 14%	2 11%	5 19%	2 12%	1 7%	4 29%
TOTAL	45	31	14	19	26	17	14	14

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 17

Q4. Which employer-related services and programs offered by the American Job Centers have you used the most often, the second most often, and the third most often? c. Job Fair Events

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Most often	14 30%	7 25%	7 37%	7 29%	7 30%	3 21%	1 10%	10 43% G
Second most often	22 47%	16 57%	6 32%	11 46%	11 48%	6 43%	6 60%	10 43%
Third most often	11 23%	5 18%	6 32%	6 25%	5 22%	5 36%	3 30%	3 13%
TOTAL	47	28	19	24	23	14	10	23

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 18

Q4. Which employer-related services and programs offered by the American Job Centers have you used the most often, the second most often, and the third most often? d. Career Assessment Testing

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Most often	2 13%	1 9%	1 25%	-	2 18%	1 17%	1 14%	-
Second most often	4 27%	3 27%	1 25%	1 25%	3 27%	1 17%	2 29%	1 50%
Third most often	9 60%	7 64%	2 50%	3 75%	6 55%	4 67%	4 57%	1 50%
TOTAL	15	11	4	4	11	6	7	2

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 19

Q4. Which employer-related services and programs offered by the American Job Centers have you used the most often, the second most often, and the third most often? e. On-the-Job Training

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Most often	5 28%	2 18%	3 43%	5 45%	-	1 11%	3 60% F	1 25%
Second most often	7 39%	4 36%	3 43%	5 45%	2 29%	5 56%	1 20%	1 25%
Third most often	6 33%	5 45%	1 14%	1 9%	5 71% D	3 33%	1 20%	2 50%
TOTAL	18	11	7	11	7	9	5	4

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 20

Q4. Which employer-related services and programs offered by the American Job Centers have you used the most often, the second most often, and the third most often? f. Apprenticeship Programs

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Most often	2 33%	-	2 50%	-	2 50%	1 25%	1 100% F	-
Second most often	2 33%	1 50%	1 25%	1 50%	1 25%	1 25%	-	1 100% F
Third most often	2 33%	1 50%	1 25%	1 50%	1 25%	2 50%	-	-
TOTAL	6	2	4	2	4	4	1	1

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 21

Q4. Which employer-related services and programs offered by the American Job Centers have you used the most often, the second most often, and the third most often? g. Rapid Response

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Second most often	1 14%	1 17%	-	-	1 50%	1 50%	-	-
Third most often	6 86%	5 83%	1 100%	5 100%	1 50%	1 50%	2 100%	3 100%
TOTAL	7	6	1	5	2	2	2	3

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 22

Q4. Which employer-related services and programs offered by the American Job Centers have you used the most often, the second most often, and the third most often? h. Labor Market Information

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Most often	4 13%	2 11%	2 17%	1 5%	3 30%	3 25%	1 8%	-
Second most often	18 60%	11 61%	7 58%	14 70%	4 40%	7 58%	7 58%	4 67%
Third most often	8 27%	5 28%	3 25%	5 25%	3 30%	2 17%	4 33%	2 33%
TOTAL	30	18	12	20	10	12	12	6

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 23

Q4. Which employer-related services and programs offered by the American Job Centers have you used the most often, the second most often, and the third most often? i. Information on Disability Awareness Issues

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Most often	1 17%	1 20%	-	1 50%	-	1 100%	-	-
Second most often	1 17%	-	1 100%	-	1 25%	-	1 100%	-
Third most often	4 67%	4 80%	-	1 50%	3 75%	-	-	4 100%
TOTAL	6	5	1	2	4	1	1	4

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 24

Q4. Which employer-related services and programs offered by the American Job Centers have you used the most often, the second most often, and the third most often? j. Disability and Communication Accommodations Assistance

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Most often	1 20%	-	1 50%	1 25%	-	-	-	1 33%
Second most often	1 20%	-	1 50%	1 25%	-	-	-	1 33%
Third most often	3 60%	3 100%	-	2 50%	1 100% D	-	2 100% H	1 33%
TOTAL	5	3	2	4	1	-	2	3

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 25

Q4. Which employer-related services and programs offered by the American Job Centers have you used the most often, the second most often, and the third most often? k. Unemployment Taxes and Claims Information and Assistance

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Most often	6 24%	5 26%	1 17%	3 19%	3 33%	1 14%	3 38%	2 20%
Second most often	9 36%	7 37%	2 33%	7 44%	2 22%	3 43%	3 38%	3 30%
Third most often	10 40%	7 37%	3 50%	6 38%	4 44%	3 43%	2 25%	5 50%
TOTAL	25	19	6	16	9	7	8	10

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 26

Q4. Which employer-related services and programs offered by the American Job Centers have you used the most often, the second most often, and the third most often? 1. Use of AJC Facilities for Recruitment and Interviews of Job Applicants

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Most often	1 25%	-	1 100%	1 100%	-	1 100%	-	-
Second most often	1 25%	1 33%	-	-	1 33%	-	-	1 100%
Third most often	2 50%	2 67%	-	-	2 67%	-	2 100%	-
TOTAL	4	3	1	1	3	1	2	1

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 27

Q5. As far as you can recall, approximately how many employees who were screened, identified, and referred by the American Job Centers have been employed by your organization in the past three years?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0	116 59%	79 61%	37 55%	116 100%	-	41 57%	43 60%	32 60%
1	28 14%	19 15%	9 13%	-	28 35%	12 17%	8 11%	8 15%
2	13 7%	6 5%	7 10%	-	13 16%	4 6%	6 8%	3 6%
3	13 7%	10 8%	3 4%	-	13 16%	4 6%	6 8%	3 6%
4 or more	26 13%	16 12%	10 15%	-	26 33%	10 14%	9 13%	7 13%
Don't know/Not applicable	1 1%	-	1 1%	-	-	1 1%	-	-
MEAN	3.02	2.70	3.65	0.00	7.40 D	1.35	5.40	2.02
MEDIAN	0.00	0.00	0.00	0.00	2.00	0.00	0.00	0.00
Standard Deviation	13.57	13.55	13.71	0.00	20.54	2.35	21.72	5.15
MINIMUM	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00
MAXIMUM	150.00	150.00	100.00	0.00	150.00	10.00	150.00	30.00
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 28

Q6. How satisfied are you with the quality of employees that you have found, or found you, via the American Job Centers? Use a 10-point scale, where 1=not very satisfied and 10=very satisfied.

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1 - Not Very Satisfied	58 29%	40 31%	18 27%	50 43% E	8 10%	20 28%	24 33%	14 26%
2	10 5%	7 5%	3 4%	8 7%	2 3%	3 4%	4 6%	3 6%
3	11 6%	8 6%	3 4%	6 5%	5 6%	8 11% GH	2 3%	1 2%
4	8 4%	4 3%	4 6%	4 3%	4 5%	2 3%	4 6%	2 4%
5	41 21%	24 18%	17 25%	30 26% E	10 13%	14 19%	16 22%	11 21%
6	11 6%	6 5%	5 7%	-	11 14%	8 11% GH	2 3%	1 2%
7	22 11%	13 10%	9 13%	8 7%	14 18% D	7 10%	7 10%	8 15%
8	13 7%	11 8%	2 3%	5 4%	8 10%	3 4%	6 8%	4 8%
9	7 4%	7 5%	-	-	7 9%	1 1%	1 1%	5 9%

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 28
(Continued)

Q6. How satisfied are you with the quality of employees that you have found, or found you, via the American Job Centers? Use a 10-point scale, where 1=not very satisfied and 10=very satisfied.

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
10 - Very Satisfied	16 8%	10 8%	6 9%	5 4%	11 14% D	6 8%	6 8%	4 8%
MEAN	4.54	4.55	4.52	3.41	6.18 D	4.42	4.33	5.00
MEDIAN	5.00	5.00	5.00	2.50	6.50	5.00	5.00	5.00
Standard Deviation	2.99	3.09	2.82	2.65	2.72	2.87	3.03	3.12
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 29

Q7. Please explain your rating.

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
No one applied for our positions/Very few applied	32 16%	21 16%	11 16%	27 23% E	5 6%	14 19%	13 18%	5 9%
Those that applied were not qualified/Lacked skills	29 15%	21 16%	8 12%	18 16%	11 14%	13 18%	8 11%	8 15%
We didn't hire anyone	28 14%	17 13%	11 16%	26 22% E	1 1%	10 14%	9 13%	9 17%
We found quality employees/Reliable/Hard working/Skilled/Good	21 11%	13 10%	8 12%	4 3%	17 21% D	6 8%	10 14%	5 9%
We haven't used this service/I'm not familiar/Used it a long time ago	20 10%	14 11%	6 9%	14 12%	6 8%	5 7%	7 10%	8 15%
Just doing it fulfill a requirement to be looking for work/Not really interested in working	15 8%	10 8%	5 7%	10 9%	5 6%	6 8%	6 8%	3 6%
They soon left/Were terminated/Didn't work out	12 6%	10 8%	2 3%	3 3%	9 11% D	4 6%	2 3%	6 11%
They didn't respond when I tried to contact them/No means of contact	10 5%	7 5%	3 4%	9 8% E	1 1%	4 6%	4 6%	2 4%
They are not reliable/Lazy/Lack motivation/No drive	10 5%	6 5%	4 6%	3 3%	7 9%	7 10% H	2 3%	1 2%

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 29
(Continued)

Q7. Please explain your rating.

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
The employees we hired were satisfactory/Fair	10 5%	6 5%	4 6%	2 2%	8 10% D	3 4%	4 6%	3 6%
They didn't show up for their scheduled interview	5 3%	4 3%	1 1%	2 2%	3 4%	3 4%	1 1%	1 2%
We had issues with the website/Technical problems/Website could be better	5 3%	3 2%	2 3%	3 3%	2 3%	1 1%	2 3%	2 4%
Candidates were not a good fit for our company	5 3%	5 4%	-	2 2%	3 4%	2 3%	2 3%	1 2%
The experience of working with AJC could be better/I'm not satisfied with AJC	5 3%	3 2%	2 3%	3 3%	2 3%	-	3 4%	2 4%
They weren't interested in what we had to offer/Dirty job/No one wants to do farm work	4 2%	2 2%	2 3%	3 3%	1 1%	2 3%	1 1%	1 2%
Wouldn't answer questions/ Take a drug test/Provide contact information	4 2%	3 2%	1 1%	2 2%	2 3%	3 4%	1 1%	-
AJC did a good job with helping us	4 2%	3 2%	1 1%	1 1%	3 4%	2 3%	-	2 4%
They were criminals/On parole/ Molester/They stole from me	3 2%	1 1%	2 3%	1 1%	2 3%	-	3 4%	-

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 29
(Continued)

Q7. Please explain your rating.

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Neutral/In the middle/Not good not bad	2 1%	2 2%	-	-	2 3%	2 3%	-	-
We currently have a hiring freeze	2 1%	2 2%	-	1 1%	1 1%	-	1 1%	1 2%
Other	5 3%	4 3%	1 1%	2 2%	3 4%	1 1%	2 3%	2 4%
None/Not Applicable/No comment	9 5%	6 5%	3 4%	6 5%	3 4%	4 6%	2 3%	3 6%
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 30

Q8. In the past three years, has your organization used any of the employee training services provided by the American Job Centers?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Yes	7 4%	4 3%	3 4%	-	7 9%	3 4%	2 3%	2 4%
No	190 96%	126 97%	64 96%	116 100% E	73 91%	69 96%	70 97%	51 96%
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 31

Q9. How would you rate the quality of training that was provided? Use a 10-point scale, where 1=low quality and 10=high quality.

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1 - Low Quality	1 14%	1 25%	-	-	1 14%	1 33%	-	-
5	1 14%	-	1 33%	-	1 14%	-	1 50%	-
6	1 14%	-	1 33%	-	1 14%	1 33%	-	-
8	1 14%	-	1 33%	-	1 14%	1 33%	-	-
10 - High Quality	3 43%	3 75%	-	-	3 43%	-	1 50%	2 100%
MEAN	7.14	7.75	6.33	-	7.14	5.00	7.50	10.00
MEDIAN	8.00	10.00	6.00	-	8.00	6.00	7.50	10.00
Standard Deviation	3.39	4.50	1.53	-	3.39	3.61	3.54	0.00
TOTAL	7	4	3	-	7	3	2	2

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 32

Q10. What worked best about the training?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Other	4	2	2	-	4	2	1	1
	57%	50%	67%		57%	67%	50%	50%
Didn't use/Didn't look at it/ Not Applicable	3	2	1	-	3	1	1	1
	43%	50%	33%		43%	33%	50%	50%
TOTAL	7	4	3	-	7	3	2	2

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 33

Q11. What needed the most improvement?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES			
	=====	Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus	
	-----	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Other	3 43%	1 25%	2 67%	-	3 43%	2 67%	1 50%	-	
Nothing/Did not utilize/Not Applicable	4 57%	3 75%	1 33%	-	4 57%	1 33%	1 50%	2 100% F	
TOTAL	7	4	3	-	7	3	2	2	

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 34

Q12. In the past three years, has your organization used any services other than recruitment and employee training offered by the American Job Centers?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Yes	11 6%	6 5%	5 7%	4 3%	7 9%	5 7%	4 6%	2 4%
No	186 94%	124 95%	62 93%	112 97%	73 91%	67 93%	68 94%	51 96%
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 35

Q13. What were these other services that your organization used?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Job fair	4 36%	1 17%	3 60%	3 75% E	1 14%	2 40%	1 25%	1 50%
HireNet Hawaii	3 27%	1 17%	2 40%	2 50%	1 14%	1 20%	2 50%	-
Training/Apprenticeship	2 18%	2 33%	-	-	2 29%	1 20%	-	1 50%
Other	3 27%	-	3 60%	2 50%	1 14%	1 20%	2 50%	-
N/A	2 18%	2 33%	-	-	2 29%	1 20%	1 25%	-
TOTAL	11	6	5	4	7	5	4	2

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 36

Q14. How would you rate the quality of these other services that were provided? Use a 10-point scale, where 1=low quality and 10=high quality.

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1 - Low Quality	1 9%	-	1 20%	1 25%	-	1 20%	-	-
5	2 18%	1 17%	1 20%	1 25%	1 14%	1 20%	1 25%	-
7	2 18%	2 33%	-	-	2 29%	-	1 25%	1 50%
8	3 27%	-	3 60%	2 50%	1 14%	1 20%	1 25%	1 50%
9	1 9%	1 17%	-	-	1 14%	1 20%	-	-
10 - High Quality	2 18%	2 33%	-	-	2 29%	1 20%	1 25%	-
MEAN	7.09	8.00	6.00	5.50	8.00	6.60	7.50	7.50
MEDIAN	8.00	8.00	8.00	6.50	8.00	8.00	7.50	7.50
Standard Deviation	2.63	2.00	3.08	3.32	1.83	3.65	2.08	0.71
TOTAL	11	6	5	4	7	5	4	2

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 37

Q15. What worked best about the services?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
The postings/Finding candidates	5 45%	4 67%	1 20%	1 25%	4 57%	3 60%	2 50%	-
Other	6 55%	2 33%	4 80%	3 75%	3 43%	2 40%	2 50%	2 100% FG
TOTAL	11	6	5	4	7	5	4	2

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 38

Q16. What needed the most improvement?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Better communication	3 27%	1 17%	2 40%	1 25%	2 29%	1 20%	1 25%	1 50%
Other	5 45%	3 50%	2 40%	2 50%	3 43%	1 20%	3 75%	1 50%
Nothing/NA	3 27%	2 33%	1 20%	1 25%	2 29%	3 60%	-	-
TOTAL	11	6	5	4	7	5	4	2

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 39

Q17. On a 10-point scale, where 1=not very knowledgeable and 10=very knowledgeable, how knowledgeable are the American Job Centers staff?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1 - Not Very Knowledgeable	27 14%	20 15%	7 10%	19 16%	8 10%	9 13%	12 17%	6 11%
2	3 2%	2 2%	1 1%	1 1%	2 3%	2 3%	1 1%	-
3	3 2%	2 2%	1 1%	2 2%	1 1%	1 1%	1 1%	1 2%
4	3 2%	3 2%	-	1 1%	2 3%	2 3%	1 1%	-
5	52 26%	36 28%	16 24%	40 34% E	11 14%	21 29%	19 26%	12 23%
6	11 6%	8 6%	3 4%	6 5%	5 6%	6 8%	3 4%	2 4%
7	20 10%	13 10%	7 10%	11 9%	9 11%	6 8%	10 14%	4 8%
8	26 13%	13 10%	13 19%	12 10%	14 18%	8 11%	6 8%	12 23% G
9	20 10%	14 11%	6 9%	8 7%	12 15%	5 7%	7 10%	8 15%
10 - Very Knowledgeable	32 16%	19 15%	13 19%	16 14%	16 20%	12 17%	12 17%	8 15%

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 39
(Continued)

Q17. On a 10-point scale, where 1=not very knowledgeable and 10=very knowledgeable, how knowledgeable are the American Job Centers staff?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
MEAN	6.23	6.01	6.67	5.79	6.89 D	6.06	6.04	6.74
MEDIAN	6.00	6.00	7.00	5.00	8.00	6.00	6.00	8.00
Standard Deviation	2.87	2.91	2.77	2.85	2.81	2.83	3.00	2.75
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 40

Q18. On a 10-point scale, where 1=not very responsive and 10=very responsive, how responsive are the American Job Centers staff?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1 - Not Very Responsive	26 13%	20 15%	6 9%	19 16%	7 9%	11 15%	9 13%	6 11%
2	4 2%	2 2%	2 3%	3 3%	1 1%	2 3%	2 3%	-
3	5 3%	3 2%	2 3%	4 3%	1 1%	4 6%	1 1%	-
4	4 2%	2 2%	2 3%	-	4 5%	1 1%	3 4%	-
5	48 24%	32 25%	16 24%	34 29% E	13 16%	18 25%	19 26%	11 21%
6	13 7%	10 8%	3 4%	8 7%	5 6%	5 7%	5 7%	3 6%
7	19 10%	13 10%	6 9%	10 9%	9 11%	8 11%	7 10%	4 8%
8	27 14%	14 11%	13 19%	17 15%	10 13%	8 11%	7 10%	12 23%
9	18 9%	15 12%	3 4%	7 6%	11 14%	4 6%	8 11%	6 11%
10 - Very Responsive	33 17%	19 15%	14 21%	14 12%	19 24% D	11 15%	11 15%	11 21%

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 40
(Continued)

Q18. On a 10-point scale, where 1=not very responsive and 10=very responsive, how responsive are the American Job Centers staff?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
MEAN	6.21	6.07	6.49	5.72	6.94 D	5.79	6.11	6.92 F
MEDIAN	6.00	6.00	7.00	5.00	7.50	5.50	6.00	8.00
Standard Deviation	2.88	2.93	2.80	2.87	2.78	2.94	2.86	2.77
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 41

Q19. Have you used HireNet Hawaii for your organization?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Yes	169 86%	112 86%	57 85%	96 83%	73 91%	62 86%	61 85%	46 87%
No	28 14%	18 14%	10 15%	20 17%	7 9%	10 14%	11 15%	7 13%
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 42

Q20. On a 10-point scale, where 1=very low quality and 10=very high quality, how would you rate the quality of candidates that are available on HireNet Hawaii?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1 - Very Low Quality	35 21%	27 24%	8 14%	29 30% E	6 8%	16 26%	12 20%	7 15%
2	3 2%	3 3%	-	3 3%	-	1 2%	-	2 4%
3	11 7%	7 6%	4 7%	6 6%	5 7%	3 5%	6 10%	2 4%
4	6 4%	1 1%	5 9% B	2 2%	4 5%	2 3%	2 3%	2 4%
5	48 28%	28 25%	20 35%	32 33%	16 22%	16 26%	18 30%	14 30%
6	22 13%	13 12%	9 16%	8 8%	14 19% D	11 18%	7 11%	4 9%
7	19 11%	12 11%	7 12%	10 10%	9 12%	9 15%	5 8%	5 11%
8	16 9%	14 13% C	2 4%	4 4%	12 16% D	2 3%	8 13% F	6 13%
9	4 2%	4 4%	-	1 1%	3 4%	1 2%	2 3%	1 2%
10 - Very High Quality	5 3%	3 3%	2 4%	1 1%	4 5%	1 2%	1 2%	3 7%

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 42
(Continued)

Q20. On a 10-point scale, where 1=very low quality and 10=very high quality, how would you rate the quality of candidates that are available on HireNet Hawaii?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
MEAN	4.83	4.80	4.89	4.06	5.85 D	4.50	4.87	5.24
MEDIAN	5.00	5.00	5.00	5.00	6.00	5.00	5.00	5.00
Standard Deviation	2.52	2.70	2.13	2.42	2.28	2.46	2.49	2.61
TOTAL	169	112	57	96	73	62	61	46

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 43

Q21. a. Resume Search

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Most important	59 35%	44 39%	15 26%	33 34%	26 36%	28 45% G	17 28%	14 30%
Second most important	57 34%	38 34%	19 33%	30 31%	27 37%	17 27%	23 38%	17 37%
Third most important	29 17%	14 13%	15 26% B	17 18%	12 16%	10 16%	13 21%	6 13%
Least important	24 14%	16 14%	8 14%	16 17%	8 11%	7 11%	8 13%	9 20%
TOTAL	169	112	57	96	73	62	61	46

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 44

Q21. b. Job Search

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Most important	12 7%	5 4%	7 12%	9 9%	3 4%	3 5%	8 13% H	1 2%
Second most important	44 26%	27 24%	17 30%	25 26%	19 26%	20 32%	14 23%	10 22%
Third most important	60 36%	48 43% C	12 21%	30 31%	30 41%	19 31%	22 36%	19 41%
Least important	53 31%	32 29%	21 37%	32 33%	21 29%	20 32%	17 28%	16 35%
TOTAL	169	112	57	96	73	62	61	46

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 45

Q21. c. Job Posting

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Most important	92 54%	62 55%	30 53%	50 52%	42 58%	28 45%	36 59%	28 61%
Second most important	55 33%	36 32%	19 33%	31 32%	24 33%	22 35%	18 30%	15 33%
Third most important	19 11%	13 12%	6 11%	14 15%	5 7%	10 16%	6 10%	3 7%
Least important	3 2%	1 1%	2 4%	1 1%	2 3%	2 3%	1 2%	-
TOTAL	169	112	57	96	73	62	61	46

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 46

Q21. d. Labor Market Information

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Most important	6 4%	1 1%	5 9% B	4 4%	2 3%	3 5%	-	3 7%
Second most important	13 8%	11 10%	2 4%	10 10%	3 4%	3 5%	6 10%	4 9%
Third most important	61 36%	37 33%	24 42%	35 36%	26 36%	23 37%	20 33%	18 39%
Least important	89 53%	63 56%	26 46%	47 49%	42 58%	33 53%	35 57%	21 46%
TOTAL	169	112	57	96	73	62	61	46

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 47

Q22. What features would you like added, changed, or improved in HireNet Hawaii?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Improve website functionality/ Easier to navigate/Less busy/ Update/Career categories and job titles not current	26 15%	19 17%	7 12%	14 15%	12 16%	9 15%	10 16%	7 15%
Screen candidates better/More/ better qualified candidates/ More information about	14 8%	9 8%	5 9%	6 6%	8 11%	6 10%	5 8%	3 7%
Easier to post jobs/Make job posting user friendly/Like NeoGov	12 7%	7 6%	5 9%	6 6%	6 8%	1 2%	7 11% F	4 9%
Require candidates to include contact information/Better ways to connect	12 7%	6 5%	6 11%	6 6%	6 8%	4 6%	4 7%	4 9%
Improve filtering by candidate attributes/Improved search options/By contact info available/By counties/ islands	11 7%	7 6%	4 7%	6 6%	5 7%	4 6%	5 8%	2 4%
Provide technical support/ Help desk/Documentation	9 5%	7 6%	2 4%	2 2%	7 10% D	4 6%	2 3%	3 7%
Better/Quicker service by AJC staff	9 5%	5 4%	4 7%	5 5%	4 5%	2 3%	3 5%	4 9%
I'm not familiar/Someone else used it but no me	8 5%	6 5%	2 4%	4 4%	4 5%	5 8%	1 2%	2 4%

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 47
(Continued)

Q22. What features would you like added, changed, or improved in HireNet Hawaii?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Improve resume navigation/ Resume opening too involved	7 4%	6 5%	1 2%	4 4%	3 4%	2 3%	4 7%	1 2%
I'm satisfied with the website	7 4%	5 4%	2 4%	3 3%	4 5%	3 5%	2 3%	2 4%
We never hired anyone from HireNet Hawaii/No one was qualified	6 4%	5 4%	1 2%	5 5%	1 1%	3 5%	1 2%	2 4%
Too many applicants don't want to work/Don't respond/ Applicants just use to get unemployment	5 3%	5 4%	-	3 3%	2 3%	3 5%	-	2 4%
Keep resumes up-to-date/ Resumes of people actually looking for a job	3 2%	2 2%	1 2%	2 2%	1 1%	1 2%	1 2%	1 2%
Better integration between HireNet and other software/ platforms	3 2%	1 1%	2 4%	1 1%	2 3%	1 2%	1 2%	1 2%
Able to search resumes without posting a job	2 1%	-	2 4%	1 1%	1 1%	2 3%	-	-
I'm satisfied with staff support	1 1%	-	1 2%	-	1 1%	-	1 2%	-
Other	4 2%	3 3%	1 2%	1 1%	3 4%	3 5%	1 2%	-
Nothing/No Comment/Not Applicable	59 35%	40 36%	19 33%	39 41%	20 27%	17 27%	23 38%	19 41%
TOTAL	169	112	57	96	73	62	61	46

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 48

Q23. Do you have any other comments about the American Job Centers as a whole, or about the specific programs and services, including things you would like to see improved or things you like about the programs and services offered?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
More outreach/Advertising/ Information for employers and job seekers/I didn't know all that AJC offers	23 12%	14 11%	9 13%	11 9%	12 15%	7 10%	7 10%	9 17%
AJC/HireNet is good/valuable/ Do a good job/Helpful/AJC staff are good	19 10%	13 10%	6 9%	12 10%	7 9%	6 8%	9 13%	4 8%
Need better/more/qualified candidates/Candidates that want to work/Recruit more	15 8%	8 6%	7 10%	11 9%	4 5%	5 7%	7 10%	3 6%
Improve the website/Easier to use/Less clunky	9 5%	8 6%	1 1%	7 6%	2 3%	2 3%	5 7%	2 4%
I'm going to look into what AJC offers	8 4%	5 4%	3 4%	7 6%	1 1%	2 3%	2 3%	4 8%
Provide more in person contact/More assistance	6 3%	4 3%	2 3%	4 3%	2 3%	2 3%	3 4%	1 2%
I like the job fairs/Provide more job fairs	4 2%	1 1%	3 4%	3 3%	1 1%	1 1%	-	3 6%
I prefer to use other recruitment resources	4 2%	2 2%	2 3%	1 1%	3 4%	2 3%	1 1%	1 2%
I'm not familiar with AJC/ HireNet Hawaii	4 2%	4 3%	-	4 3%	-	-	3 4%	1 2%

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 48
(Continued)

Q23. Do you have any other comments about the American Job Centers as a whole, or about the specific programs and services, including things you would like to see improved or things you like about the programs and services offered?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
We haven't hired as many qualified employees from HireNet as we would like to	3 2%	3 2%	-	3 3%	-	1 1%	2 3%	-
Specific suggestions (GENERAL CODE)	2 1%	-	2 3%	-	2 3%	1 1%	1 1%	-
Other	6 3%	3 2%	3 4%	3 3%	3 4%	1 1%	2 3%	3 6%
None/No comment	115 58%	79 61%	36 54%	65 56%	49 61%	46 64%	40 56%	29 55%
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 49

Q24. Did your organization have to lay off employees because of the coronavirus pandemic?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
No, did not have to lay off employees	121 61%	85 65%	36 54%	77 66%	43 54%	47 65%	47 65%	27 51%
Yes, had to lay off employees, but have already brought them all back	14 7%	8 6%	6 9%	7 6%	7 9%	7 10%	5 7%	2 4%
Have not yet laid off employees, but may need to	15 8%	10 8%	5 7%	7 6%	8 10%	2 3%	7 10%	6 11%
Yes, had to lay off employees and have not brought them all back	47 24%	27 21%	20 30%	25 22%	22 28%	16 22%	13 18%	18 34% G
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 50

Q25. a. In the next 9-12 months

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1 - Not Very Likely	8 13%	5 14%	3 12%	5 16%	3 10%	2 11%	1 5%	5 21%
2	3 5%	2 5%	1 4%	-	3 10%	2 11%	-	1 4%
3	2 3%	1 3%	1 4%	2 6%	-	1 6%	1 5%	-
4	2 3%	2 5%	-	-	2 7%	1 6%	-	1 4%
5	5 8%	2 5%	3 12%	3 9%	2 7%	-	4 20%	1 4%
7	4 6%	3 8%	1 4%	2 6%	2 7%	1 6%	3 15%	-
8	3 5%	3 8%	-	-	3 10%	2 11%	1 5%	-
9	2 3%	1 3%	1 4%	1 3%	1 3%	2 11%	-	-
10 - Very Likely	15 24%	4 11%	11 44% B	6 19%	9 30%	4 22%	5 25%	6 25%
Don't know	18 29%	14 38% C	4 16%	13 41% E	5 17%	3 17%	5 25%	10 42%
MEAN	6.20	5.39	7.10	5.74	6.56	6.27	6.87	5.43

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 50
(Continued)

Q25. a. In the next 9-12 months

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
MEDIAN	7.00	5.00	10.00	5.00	8.00	8.00	7.00	4.50
Standard Deviation	3.58	3.41	3.63	3.74	3.49	3.63	2.85	4.27
TOTAL	62	37	25	32	30	18	20	24

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 51

Q25. b. In the next 6-9 months

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1 - Not Very Likely	11 18%	8 22%	3 12%	8 25%	3 10%	2 11%	4 20%	5 21%
2	4 6%	3 8%	1 4%	1 3%	3 10%	3 17%	-	1 4%
3	2 3%	2 5%	-	-	2 7%	1 6%	-	1 4%
4	2 3%	1 3%	1 4%	1 3%	1 3%	-	1 5%	1 4%
5	4 6%	1 3%	3 12%	3 9%	1 3%	1 6%	3 15%	-
6	3 5%	2 5%	1 4%	-	3 10%	1 6%	1 5%	1 4%
7	4 6%	3 8%	1 4%	-	4 13%	2 11%	1 5%	1 4%
8	3 5%	2 5%	1 4%	-	3 10%	1 6%	1 5%	1 4%
9	1 2%	-	1 4%	1 3%	-	-	-	1 4%
10 - Very Likely	10 16%	1 3%	9 36% B	5 16%	5 17%	4 22%	4 20%	2 8%
Don't know	18 29%	14 38% C	4 16%	13 41% E	5 17%	3 17%	5 25%	10 42%

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 51
(Continued)

Q25. b. In the next 6-9 months

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
MEAN	5.27	3.83	6.86 B	4.63	5.76	5.60	5.60	4.57
MEDIAN	5.00	3.00	8.00	4.00	6.00	6.00	5.00	3.50
Standard Deviation	3.51	2.93	3.47	3.92	3.17	3.54	3.52	3.63
TOTAL	62	37	25	32	30	18	20	24

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 52

Q25. c. In the next 3-6 months

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1 - Not Very Likely	14 23%	10 27%	4 16%	9 28%	5 17%	4 22%	4 20%	6 25%
2	4 6%	3 8%	1 4%	1 3%	3 10%	2 11%	-	2 8%
3	4 6%	3 8%	1 4%	2 6%	2 7%	1 6%	2 10%	1 4%
5	4 6%	1 3%	3 12%	1 3%	3 10%	1 6%	3 15%	-
6	4 6%	3 8%	1 4%	-	4 13%	2 11%	1 5%	1 4%
8	4 6%	2 5%	2 8%	2 6%	2 7%	1 6%	2 10%	1 4%
10 - Very Likely	11 18%	1 3%	10 40% B	5 16%	6 20%	5 28%	4 20%	2 8%
Don't know	17 27%	14 38% C	3 12%	12 38%	5 17%	2 11%	4 20%	11 46% F
MEAN	4.89	3.22	6.64 B	4.40	5.28	5.38	5.44	3.62
MEDIAN	5.00	2.00	8.00	2.50	5.00	5.50	5.00	2.00
Standard Deviation	3.66	2.80	3.70	3.95	3.45	3.83	3.54	3.57
TOTAL	62	37	25	32	30	18	20	24

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Q25. d. In the next 3 months

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1 - Not Very Likely	16 26%	12 32%	4 16%	9 28%	7 23%	5 28%	4 20%	7 29%
2	5 8%	3 8%	2 8%	2 6%	3 10%	2 11%	2 10%	1 4%
3	3 5%	2 5%	1 4%	-	3 10%	1 6%	-	2 8%
5	5 8%	2 5%	3 12%	2 6%	3 10%	1 6%	4 20%	-
6	3 5%	1 3%	2 8%	2 6%	1 3%	1 6%	1 5%	1 4%
8	5 8%	2 5%	3 12%	1 3%	4 13%	2 11%	2 10%	1 4%
10 - Very Likely	10 16%	2 5%	8 32% B	5 16%	5 17%	4 22%	4 20%	2 8%
Don't know	15 24%	13 35% C	2 8%	11 34% E	4 13%	2 11%	3 15%	10 42% FG
MEAN	4.64	3.17	6.17 B	4.43	4.81	4.94	5.29	3.50
MEDIAN	3.00	1.50	6.00	2.00	4.00	4.00	5.00	1.50
Standard Deviation	3.63	3.06	3.59	3.82	3.53	3.84	3.53	3.48
TOTAL	62	37	25	32	30	18	20	24

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 54

Q26. a. In the next 9-12 months

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1 - Not Very Likely	33 17%	21 16%	12 18%	24 21%	9 11%	19 26% GH	9 13%	5 9%
2	3 2%	2 2%	1 1%	1 1%	2 3%	2 3%	-	1 2%
3	15 8%	7 5%	8 12%	9 8%	6 8%	5 7%	6 8%	4 8%
4	7 4%	6 5%	1 1%	2 2%	5 6%	5 7%	1 1%	1 2%
5	12 6%	9 7%	3 4%	10 9%	2 3%	4 6%	5 7%	3 6%
6	6 3%	5 4%	1 1%	1 1%	5 6%	1 1%	3 4%	2 4%
7	6 3%	6 5%	-	3 3%	3 4%	-	3 4%	3 6%
8	14 7%	10 8%	4 6%	7 6%	7 9%	3 4%	6 8%	5 9%
9	3 2%	2 2%	1 1%	1 1%	2 3%	3 4%	-	-
10 - Very Likely	68 35%	42 32%	26 39%	41 35%	26 33%	16 22%	30 42% F	22 42% F
Don't know	30 15%	20 15%	10 15%	17 15%	13 16%	14 19%	9 13%	7 13%

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 54
(Continued)

Q26. a. In the next 9-12 months

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
MEAN	6.40	6.41	6.39	6.19	6.66	5.09	7.03 F	7.20 F
MEDIAN	8.00	7.00	8.00	7.00	8.00	4.00	8.00	8.00
Standard Deviation	3.64	3.55	3.84	3.79	3.41	3.80	3.43	3.31
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 55

Q26. b. In the next 6-9 months

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1 - Not Very Likely	38 19%	25 19%	13 19%	27 23%	11 14%	21 29% H	12 17%	5 9%
2	8 4%	6 5%	2 3%	2 2%	6 8%	3 4%	3 4%	2 4%
3	13 7%	8 6%	5 7%	11 9% E	2 3%	7 10%	2 3%	4 8%
4	6 3%	4 3%	2 3%	2 2%	4 5%	3 4%	2 3%	1 2%
5	20 10%	14 11%	6 9%	10 9%	10 13%	7 10%	9 13%	4 8%
6	5 3%	4 3%	1 1%	1 1%	4 5%	1 1%	3 4%	1 2%
7	7 4%	6 5%	1 1%	5 4%	2 3%	2 3%	2 3%	3 6%
8	10 5%	6 5%	4 6%	5 4%	5 6%	1 1%	2 3%	7 13% FG
9	2 1%	2 2%	-	1 1%	1 1%	2 3%	-	-
10 - Very Likely	60 30%	37 28%	23 34%	37 32%	23 29%	11 15%	28 39% F	21 40% F

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 55
(Continued)

Q26. b. In the next 6-9 months

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Don't know	28 14%	18 14%	10 15%	15 13%	12 15%	14 19%	9 13%	5 9%
MEAN	5.88	5.79	6.05	5.76	6.06	4.33	6.43 F	7.04 F
MEDIAN	5.00	5.00	6.00	5.00	6.00	3.00	7.00	8.00
Standard Deviation	3.67	3.62	3.78	3.80	3.49	3.49	3.66	3.31
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 56

Q26. c. In the next 3-6 months

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1 - Not Very Likely	55 28%	39 30%	16 24%	36 31%	19 24%	30 42% GH	15 21%	10 19%
2	9 5%	8 6%	1 1%	6 5%	3 4%	5 7%	1 1%	3 6%
3	12 6%	7 5%	5 7%	6 5%	6 8%	4 6%	3 4%	5 9%
4	5 3%	4 3%	1 1%	-	5 6%	-	4 6%	1 2%
5	11 6%	3 2%	8 12% B	6 5%	5 6%	4 6%	6 8%	1 2%
6	6 3%	4 3%	2 3%	-	6 8%	2 3%	2 3%	2 4%
7	4 2%	4 3%	-	4 3%	-	1 1%	2 3%	1 2%
8	6 3%	4 3%	2 3%	4 3%	2 3%	-	1 1%	5 9%
9	2 1%	2 2%	-	1 1%	1 1%	2 3%	-	-
10 - Very Likely	65 33%	40 31%	25 37%	41 35%	24 30%	13 18%	30 42% F	22 42% F

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 56
(Continued)

Q26. c. In the next 3-6 months

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Don't know	22 11%	15 12%	7 10%	12 10%	9 11%	11 15%	8 11%	3 6%
MEAN	5.51	5.30	5.92	5.53	5.48	3.92	6.34 F	6.38 F
MEDIAN	5.00	4.00	5.00	5.00	5.00	2.00	7.00	8.00
Standard Deviation	3.94	3.98	3.86	4.08	3.75	3.73	3.82	3.82
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 57

Q26. d. In the next 3 months

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1 - Not Very Likely	64 32%	48 37%	16 24%	41 35%	23 29%	34 47% GH	17 24%	13 25%
2	6 3%	5 4%	1 1%	2 2%	4 5%	2 3%	2 3%	2 4%
3	10 5%	4 3%	6 9%	5 4%	5 6%	4 6%	2 3%	4 8%
4	5 3%	3 2%	2 3%	1 1%	4 5%	1 1%	2 3%	2 4%
5	12 6%	5 4%	7 10%	6 5%	6 8%	3 4%	7 10%	2 4%
6	1 1%	-	1 1%	-	1 1%	-	1 1%	-
7	4 2%	4 3%	-	3 3%	1 1%	1 1%	2 3%	1 2%
8	6 3%	4 3%	2 3%	2 2%	4 5%	1 1%	1 1%	4 8%
9	3 2%	3 2%	-	2 2%	1 1%	2 3%	1 1%	-
10 - Very Likely	70 36%	43 33%	27 40%	46 40%	24 30%	15 21%	33 46% F	22 42% F
Don't know	16 8%	11 8%	5 7%	8 7%	7 9%	9 13%	4 6%	3 6%

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 57
(Continued)

Q26. d. In the next 3 months

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
MEAN	5.50	5.24	5.98	5.64	5.29	4.00	6.43 F	6.12 F
MEDIAN	5.00	4.00	5.00	5.00	5.00	1.00	8.50	8.00
Standard Deviation	4.05	4.12	3.89	4.17	3.87	3.89	3.90	3.97
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 58

Q27. In what industry is your organization?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Agriculture/Farm	5 3%	2 2%	3 4%	4 3%	1 1%	1 1%	3 4%	1 2%
Automotive/Dealership/Repair	7 4%	3 2%	4 6%	6 5%	1 1%	3 4%	1 1%	3 6%
Construction	18 9%	9 7%	9 13%	9 8%	8 10%	10 14%	5 7%	3 6%
Education	12 6%	9 7%	3 4%	5 4%	7 9%	3 4%	6 8%	3 6%
Engineering	8 4%	6 5%	2 3%	5 4%	3 4%	4 6%	3 4%	1 2%
Financial/Insurance	9 5%	8 6%	1 1%	9 8%	-	4 6%	2 3%	3 6%
Government	9 5%	9 7%	-	2 2%	7 9% D	-	3 4%	6 11%
HVAC	2 1%	1 1%	1 1%	-	2 3%	-	2 3%	-
Janitorial	3 2%	2 2%	1 1%	1 1%	2 3%	1 1%	1 1%	1 2%
Manufacturing	3 2%	1 1%	2 3%	2 2%	1 1%	2 3%	1 1%	-
Medical/Healthcare	24 12%	17 13%	7 10%	18 16%	6 8%	6 8%	12 17%	6 11%

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 58
(Continued)

Q27. In what industry is your organization?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Non-Profit	9 5%	5 4%	4 6%	3 3%	6 8%	5 7%	3 4%	1 2%
Printing	3 2%	3 2%	-	2 2%	1 1%	1 1%	1 1%	1 2%
Real Estate/Property Management	6 3%	3 2%	3 4%	6 5%	-	2 3%	4 6%	-
Recycling	2 1%	2 2%	-	1 1%	1 1%	1 1%	-	1 2%
Restaurant/Food Service	14 7%	13 10% C	1 1%	9 8%	5 6%	6 8%	4 6%	4 8%
Retail/Rentals	18 9%	9 7%	9 13%	13 11%	5 6%	8 11%	5 7%	5 9%
Sales	4 2%	2 2%	2 3%	3 3%	1 1%	2 3%	2 3%	-
Security	2 1%	2 2%	-	-	2 3%	1 1%	-	1 2%
Services	6 3%	3 2%	3 4%	1 1%	5 6%	4 6%	2 3%	-
Staffing Services/Employment	5 3%	2 2%	3 4%	2 2%	3 4%	2 3%	2 3%	1 2%
Telecommunications	4 2%	4 3%	-	3 3%	1 1%	-	4 6%	-

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 58
(Continued)

Q27. In what industry is your organization?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Tourism/Hospitality	6 3%	3 2%	3 4%	4 3%	2 3%	1 1%	1 1%	4 8%
Transportation/Warehousing/ Distribution	12 6%	8 6%	4 6%	5 4%	7 9%	2 3%	2 3%	8 15% FG
Legal Services	2 1%	1 1%	1 1%	1 1%	1 1%	1 1%	1 1%	-
Ship Repair/Maritime	3 2%	3 2%	-	1 1%	2 3%	1 1%	2 3%	-
Other	1 1%	-	1 1%	1 1%	-	1 1%	-	-
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 59

Q28. Where does your organization operate?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Hawaii Island	90 46%	43 33%	47 70% B	51 44%	39 49%	33 46%	24 33%	33 62% G
Kauai	48 24%	34 26%	14 21%	33 28%	15 19%	11 15%	12 17%	25 47% FG
Lanai	31 16%	24 18%	7 10%	21 18%	10 13%	10 14%	8 11%	13 25%
Maui	69 35%	39 30%	30 45% B	41 35%	27 34%	19 26%	20 28%	30 57% FG
Molokai	28 14%	24 18% C	4 6%	21 18% E	7 9%	10 14%	8 11%	10 19%
Oahu	141 72%	123 95% C	18 27%	86 74%	55 69%	47 65%	52 72%	42 79%
U.S. mainland	29 15%	19 15%	10 15%	14 12%	15 19%	9 13%	9 13%	11 21%
Asia-Pacific Rim	15 8%	11 8%	4 6%	8 7%	7 9%	3 4%	5 7%	7 13%
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 60

Q29. Approximately how many Hawaii residents does your organization employ full-time and part-time?
Full-time Employees

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Less than 10	72 37%	45 35%	27 40%	41 35%	30 38%	72 100%	-	-
10 to 20	36 18%	21 16%	15 22%	18 16%	18 23%	-	36 50%	-
21 to 30	18 9%	16 12% C	2 3%	14 12%	4 5%	-	18 25%	-
31 to 40	12 6%	7 5%	5 7%	7 6%	5 6%	-	12 17%	-
41 to 50	6 3%	3 2%	3 4%	4 3%	2 3%	-	6 8%	-
51 or more	53 27%	38 29%	15 22%	32 28%	21 26%	-	-	53 100%
MEAN	144.54	170.30	94.57	117.32	185.79	4.29	24.61 F	498.00 FG
MEDIAN	19.00	20.00	15.00	20.00	15.00	4.00	20.50	140.00
Standard Deviation	544.88	649.33	231.86	367.77	732.56	2.37	11.78	971.80
MINIMUM	0.00	0.00	0.00	0.00	0.00	0.00	10.00	56.00
MAXIMUM	5924.00	5924.00	1300.00	3000.00	5924.00	9.00	50.00	5924.00
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 61

Q29. Approximately how many Hawaii residents does your organization employ full-time and part-time?
Part-time Employees

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Less than 10	133 68%	89 68%	44 66%	77 66%	55 69%	65 90% GH	47 65% H	21 40%
10 to 20	23 12%	16 12%	7 10%	14 12%	9 11%	4 6%	12 17% F	7 13%
21 to 30	11 6%	7 5%	4 6%	7 6%	4 5%	2 3%	7 10%	2 4%
31 to 40	4 2%	1 1%	3 4%	3 3%	1 1%	-	2 3%	2 4%
41 to 50	6 3%	5 4%	1 1%	2 2%	4 5%	-	1 1%	5 9%
51 or more	20 10%	12 9%	8 12%	13 11%	7 9%	1 1%	3 4%	16 30% FG
MEAN	43.46	51.30	28.02	38.18	51.76	4.13	11.35 F	142.38 FG
MEDIAN	3.50	3.00	4.00	3.00	4.00	1.00	3.00	19.50
Standard Deviation	232.31	280.42	74.01	189.28	286.30	8.24	17.50	438.42
MINIMUM	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MAXIMUM	2500.00	2500.00	500.00	2000.00	2500.00	55.00	80.00	2500.00
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 62

Q30. What is your official job title?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Owner/President/CEO/Executive Director	34 17%	21 16%	13 19%	20 17%	14 18%	24 33% G	10 14%	-
Director	9 5%	6 5%	3 4%	8 7% E	1 1%	3 4%	3 4%	3 6%
Vice President	7 4%	5 4%	2 3%	4 3%	3 4%	3 4%	2 3%	2 4%
Director of Operations/COO	2 1%	2 2%	-	2 2%	-	1 1%	1 1%	-
Deputy Director/Assistant Director	4 2%	2 2%	2 3%	1 1%	3 4%	2 3%	1 1%	1 2%
General Manager	11 6%	5 4%	6 9%	8 7%	3 4%	3 4%	7 10% H	1 2%
Operations Manager	6 3%	3 2%	3 4%	4 3%	2 3%	3 4%	1 1%	2 4%
Manager (GENERAL CODE)	20 10%	14 11%	6 9%	12 10%	8 10%	14 19% GH	4 6%	2 4%
Assistant Manager	3 2%	1 1%	2 3%	2 2%	1 1%	1 1%	2 3%	-
Supervisor	2 1%	-	2 3%	1 1%	1 1%	2 3%	-	-

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Table 62
(Continued)

Q30. What is your official job title?

	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Office Manager	14 7%	11 8%	3 4%	8 7%	5 6%	5 7%	7 10%	2 4%
Office Secretary/Assistant/ Paralegal/Clerical/ Administrative	10 5%	4 3%	6 9%	5 4%	5 6%	3 4%	7 10%	-
Human Resources/Manager/ Director/ CoordinatorGeneralist/ Administrator/Supervisor/ Business Partner	37 19%	28 22%	9 13%	22 19%	15 19%	2 3%	12 17% F	23 43% FG
HR Specialist/Payroll/ Employment Specialist	11 6%	7 5%	4 6%	3 3%	8 10% D	-	3 4%	8 15% G
Controller/Accounting	7 4%	4 3%	3 4%	5 4%	2 3%	1 1%	4 6%	2 4%
Recruiter/Recruiting Manager/ Talent Acquisition Specialist/ Partner/Consultant	11 6%	9 7%	2 3%	4 3%	7 9%	2 3%	5 7%	4 8%
Other	9 5%	8 6%	1 1%	7 6%	2 3%	3 4%	3 4%	3 6%
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
Independent T-Test for Means, Independent Z-Test for Percentages
Uppercase letters indicate significance at the 95% level.

Table 63

	County							
	TOTAL	COUNTY		EMPLOYED AJC REFERR.		NUMBER OF FULL-TIME EMPLOYEES		
	=====	=====	=====	=====	=====	=====	=====	=====
		Oahu	Neighbor Islands	No	Yes	Less than 10	10 to 50	50 plus
	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Hawaii County	44 22%	-	44 66%	24 21%	20 25%	19 26%	15 21%	10 19%
Honolulu County	130 66%	130 100%	-	79 68%	51 64%	45 63%	47 65%	38 72%
Maui County	23 12%	-	23 34%	13 11%	9 11%	8 11%	10 14%	5 9%
TOTAL	197	130	67	116	80	72	72	53

Comparison Groups: BC/DE/FGH
 Independent T-Test for Means, Independent Z-Test for Percentages
 Uppercase letters indicate significance at the 95% level.

Staff Satisfaction Survey

Table 1.

Q1. Which American Job Center do you work at?

	Frequency	Percent
American Job Center – Oahu	32	71%
American Job Center – Maui	2	4%
American Job Center – Hawaii Island	6	13%
American Job Center – Kauai	5	11%
Total	45	

Table 2.

Q2. How long have you worked at the American Job Center?

	Frequency	Percent
Less than one year	7	16%
1-5 years	21	47%
6-10 years	4	9%
11+ years	13	29%
Total	45	

Table 3.

Q2. How long have you worked at the American Job Center?

*Not shown due to small sample size; to ensure the anonymity of respondents

Table 4.

Q3. Which program(s) do you work in?

	Frequency	Percent
Adult Program	13	29%
Dislocated Worker Program	13	29%
Youth Program	11	24%
YouthBuild	6	13%
Wagner-Peyser Program	16	36%
Vocational Rehabilitation	3	7%
Community Services Block Grant (Employment and Training)	1	2%
Housing and Urban Development Program (Employment and Training)	1	2%
Jobs for Veterans State Grants	4	9%
Senior Community Service Employment Program (Older Workers)	8	18%
National Farmworker Jobs Programs and Migrant and Seasonal Farmworker Program	2	4%
Trade Adjustment Assistance	5	11%
Temporary Assistance for Needy Families (TANF)	5	11%
Reentry Employment Opportunities (Reintegration of Ex-Offenders)	1	2%
Unemployment Compensation	3	7%
Other	13	29%
Total	45	

Table 5.

Q5. On a 10-point scale, where 1=not very knowledgeable and 10=very knowledgeable, how knowledgeable would you say you are in the program(s) that you selected above?

	Frequency	Percent
4	1	2%
5	1	2%
6	2	4%
7	5	11%
8	16	36%
9	8	18%
10=Very Knowledgeable	12	27%
Total	45	
Mean	8.36	
Std. Deviation	1.417	

Table 6.

Q6. On a 10-point scale, where 1=very dissatisfied and 10=very satisfied, what is your level of satisfaction in the financial, material, and administrative resources that are available to your program(s)?

	Frequency	Percent
1=Very Dissatisfied	2	4%
2	2	4%
3	3	7%
4	3	7%
5	13	29%
6	3	7%
7	2	4%
8	8	18%
9	5	11%
10=Very Satisfied	4	9%
Total	45	
Mean	6.07	
Std. Deviation	2.508	

Table 7.

Q7. On a 10-point scale, where 1=not very well implemented and 10=very well implemented, in your opinion, how well are the core and mandatory programs being implemented in the American Job Center?

	Frequency	Percent
2	1	2%
4	3	7%
5	11	24%
6	3	7%
7	9	20%
8	10	22%
9	4	9%
10=Very Well Implemented	4	9%
Total	45	
Mean	6.8	
Std. Deviation	1.902	

Table 8.

Q8. Have you had training within the past year to carry out the program(s) that you work in?

	Frequency	Percent
Yes	24	53%
No	21	47%
Total	45	

Table 9.

Q9. Do you need additional training for current program(s) that you work in or training for new program(s) that you may be required to assist in the near future?

	Frequency	Percent
Yes, for current programs	10	22%
Yes, for new programs	7	16%
Yes, for both current and new programs	25	56%
No training needed	3	7%
Total	45	

Table 10a.

Q10. Please indicate your level of agreement: a. I have a good understanding of American Job Center Hawaii's goals and objectives

	Frequency	Percent
2	1	2%
4	2	4%
5	8	18%
6	1	2%
7	3	7%
8	11	24%
9	9	20%
10=Strongly Agree	10	22%
Total	45	
Mean	7.69	
Std. Deviation	2.087	

Table 10b.

Q10. Please indicate your level of agreement: b. Senior management's goals and objectives are aligned with the American Job Center Hawaii's goals and objectives

	Frequency	Percent
1=Strongly Disagree	1	2%
2	1	2%
3	4	9%
4	6	13%
5	4	9%
6	2	4%
7	4	9%
8	6	13%
9	5	11%
10=Strongly Agree	12	27%
Total	45	
Mean	6.93	
Std. Deviation	2.742	

Table 10c.

Q10. Please indicate your level of agreement: c. I know what is expected of me at work

	Frequency	Percent
2	1	2%
4	1	2%
5	3	7%
6	2	4%
7	3	7%
8	4	9%
9	10	22%
10=Strongly Agree	21	47%
Total	45	
Mean	8.58	
Std. Deviation	1.96	

Table 10d.

Q10. Please indicate your level of agreement: d. I have the resources I need to do my job well

	Frequency	Percent
2	2	4%
3	6	13%
4	1	2%
5	7	16%
6	3	7%
7	4	9%
8	9	20%
9	5	11%
10=Strongly Agree	8	18%
Total	45	
Mean	6.76	
Std. Deviation	2.542	

Table 10e.

Q10. Please indicate your level of agreement: e. I can depend on staff members to complete their part of team assignments

	Frequency	Percent
1=Strongly Disagree	1	2%
3	2	4%
4	1	2%
5	9	20%
6	2	4%
7	1	2%
8	10	22%
9	10	22%
10=Strongly Agree	9	20%
Total	45	
Mean	7.44	
Std. Deviation	2.321	

Table 10f.

Q10. Please indicate your level of agreement: f. I feel that my contributions are valued by other staff members and senior management

	Frequency	Percent
1=Strongly Disagree	1	2%
2	2	4%
3	2	4%
4	3	7%
5	3	7%
6	2	4%
7	1	2%
8	7	16%
9	9	20%
10=Strongly Agree	15	33%
Total	45	
Mean	7.64	
Std. Deviation	2.69	

Table 10g.

Q10. Please indicate your level of agreement: g. I am satisfied with my current compensation and benefits

	Frequency	Percent
1=Strongly Disagree	4	9%
3	1	2%
4	2	4%
5	8	18%
6	2	4%
7	2	4%
8	9	20%
9	9	20%
10=Strongly Agree	8	18%
Total	45	
Mean	6.98	
Std. Deviation	2.734	

Table 10h.

Q10. Please indicate your level of agreement: h. I am satisfied with the measures put in place by AJC in response to COVID-19

	Frequency	Percent
1=Strongly Disagree	3	7%
2	2	4%
3	3	7%
4	2	4%
5	5	11%
6	2	4%
7	6	13%
8	5	11%
9	5	11%
10=Strongly Agree	12	27%
Total	45	
Mean	6.84	
Std. Deviation	2.931	

**WORKFORCE DEVELOPMENT COUNCIL
CUSTOMER AND STAFF SATISFACTION SURVEY
JOBSEEKERS (TELEPHONE)**

Hello, my name is _____ from Ward Research. We have been commissioned by the State of Hawaii's Workforce Development Council to conduct a survey about user experiences with the state's American Job Centers. As you may know, jobseekers, including those who apply for unemployment benefits, may access American Job Center services for HireNet Hawaii support and job search assistance; American Job Centers also provide training opportunities, and career planning services.

American Job Centers were previously called by different names, depending on the island. On which island do you live?

- a. Hawaii Island
- b. Kauai
- c. Lanai
- d. Maui
- e. Molokai
- f. Oahu

On (INSERT RESPONSE TO QA), these Job Centers were previously known as:

IF HAWAII ISLAND: Big Island Workplace Connection (Hawaii Island)

IF KAUAI: Work Wise Kauai (Kauai)

IF MAUI, MOLOKAI, LANAI: Maui Business Resource Center

IF OAHU: Hawaii Work Links (Oahu)

May I ask you a few questions about your experiences with American Job Centers? Let me assure you that all of your responses will be completely anonymous and will be reported only in aggregate.

- a. Yes
- b. No (TERMINATE)

Thank you ...

1. When was the last time you used the services and programs provided by an American Job Center? (READ LIST)
 - a. Before the March 2020 stay-at-home order due to the coronavirus pandemic
 - b. After the March 2020 stay-at-home order

2. Did you use the American Job Center services and programs in person only, online only, or both?
- a. In person only
 - b. Online only
 - c. Both

Please answer the questions below based on the last time you used the services and programs provided by an American Job Center.

3. On a 10-point scale, where 1=very dissatisfied and 10=very satisfied, how satisfied are you with the services and programs provided by the American Job Center?

_____ rating

4. What services and programs did you use? (READ LIST)
- a. Job Search Assistance
 - b. Personal Career Planning
 - c. Education/Training
 - d. On-the-Job Training
 - e. Apprenticeship Program
 - f. HireNet Hawaii
 - g. Library Resource Center
 - h. Other (SPECIFY)

The next few questions are about the American Job Center staff.

5. What was your primary means of interacting with American Job Center staff?

- a. Via Email
- b. Via Telephone
- c. In-person
- d. Did not have interaction (SKIP TO Q8)

6. On a 10-point scale, where 1=not very helpful and 10=very helpful, how helpful was the staff?

_____ rating

7. On a 10-point scale, where 1=not very knowledgeable and 10=very knowledgeable, how knowledgeable was the staff?

_____ rating

The next few questions are about HireNet Hawaii, which you may remember is the online platform where you can search and apply directly for jobs.

8. Did you use HireNet Hawaii?

- a. Yes
- b. No (SKIP TO Q12)

9. On a 10-point scale, where 1=very low and 10=very high, how would you rate the quality of jobs that are available in HireNet Hawaii?

_____ rating

10. I'm going to read you some features in HireNet Hawaii. Please tell me how important these features are on a 10-point scale, where 1=not important at all and 10=very important. And if you don't know what the service is, you can tell me that too (99).

rating

- a. Resume Posting
- b. Job Search
- c. Labor Market Information

11. Is there anything that you would like to add or change to make HireNet Hawaii better?

Back to the American Job Center, as a whole:

12. Would you say that you used the American Job Center primarily for job training, job search, or both?

- a. Job search (ASK Q13 & Q14)
- b. Job training
- c. Both (ASK Q13 & Q14)

13. Did you get any inquiries from potential employers as a result of registering with the American Job Center?

- a. Yes

- b. No (SKIP TO Q15)
- c. Don't know

14. And did you get a job as a result of any of those inquiries?

- a. Yes
- b. No
- c. Don't know

15. I'm going to read you a list of American Job Center services and programs. Please tell me how helpful these services are in helping you to get a job. Use a 10-point scale, where 1=not at all helpful and 10=very helpful. And if you don't know what the service is, you can tell me that too (99).

	rating
a. Job Search Assistance	_____
b. Personal Career Planning	_____
c. Education/Training	_____
d. On-the-Job Training	_____
e. Apprenticeship Program	_____
f. HireNet Hawaii	_____
g. Library Resource Center	_____

Please think now about the coronavirus pandemic

16. Related to the coronavirus pandemic, have any of these impacted your ability to get services from the American Job Center? (Read list)

	Yes or No
a. I can no longer attend training	_____
b. I cannot reach my case manager	_____
c. Personal situation has changed that I can't do anything else	_____
d. Housing situation has changed that I can't do anything else	_____

17. Do you have any other comments about the American Job Center as a whole, or about the specific programs and services, including things you would like to see improved or things you like about the programs and services offered?

The next questions are for classification purposes only.

18. In what age range is your current age? (Please read)

- a. 14 to 19 Years Old
- b. 20 to 24 Years Old
- c. 25 to 34 Years Old
- d. 35 to 44 Years Old
- e. 45 to 54 Years old
- f. 55 to 59 Years Old
- g. 60 Years Old or Older

19. In what industry are you currently working or would like to work?

_____ industry

20. What is your current zip code?

_____ zip code

21. What is your current employment status?

- a. Employed full-time
- b. Employed part-time
- c. Employed as a contractor or freelancer
- d. Employed by Uber, Lyft, Airbnb, or another tech company to provide on-demand services such as ride-sharing, food delivery, or housing room rental
- e. Unemployed and not looking for work
- f. Unemployed and looking for work
- g. Other (specify)

22. What is your race?

- a. White/Caucasian
- b. Japanese
- c. Filipino
- d. Chinese
- e. Hawaiian or Part Hawaiian
- f. Other Pacific Islander (specify)
- g. Other Asian (specify)
- h. Black/African American
- i. American Indian or Alaska Native
- j. Multi-Racial/Mixed
- k. Other
- l. Unknown or Not Provided
- m. Refused

23. Gender (DO NOT READ)

- a. Male
- b. Female

**WORKFORCE DEVELOPMENT COUNCIL
CUSTOMER AND STAFF SATISFACTION SURVEY
EMPLOYERS (ONLINE)**

Aloha! Ward Research has been commissioned by the State of Hawaii's Workforce Development Council to conduct a survey about employer experiences with the state's American Job Centers. As you may know, American Job Centers provide free services including job search assistance, HireNet Hawaii support, training opportunities, and career planning services.

These Job Centers were previously known as Hawaii Work Links, on Oahu. On Maui, it was called the Maui Business Resource Center. On the Big Island, it was called the Big Island Workplace Connection. And on Kauai, it was called Work Wise Kauai.

Your participation in the survey would be greatly appreciated, and your responses used to enhance the services and programs that are provided by the Centers. Be assured that all of your responses will be completely anonymous and will be reported only in aggregate.

1. When was the last time you used the services and programs provided by the American Job Centers?

Before the March 2020 stay-at-home order due to the coronavirus pandemic..... ☐

After the March 2020 stay-at-home order ☐

2. On a 10-point scale, where 1=very dissatisfied and 10=very satisfied, how satisfied are you with the services and programs provided by the American Job Centers?

1=very dissatisfied	2	3	4	5	6	7	8	9	10=very satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. How useful are the following employer-related services and programs offered by the American Job Centers to your organization? Use a 10-point scale, where 1=not very useful and 10=very useful. And if you have never heard of the service, you can answer that too.

	1= not very useful	2	3	4	5	6	7	8	9	10= very useful	Never heard of it
a. Post Job Openings in HireNet Hawaii	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Recruitment Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

c. Job Fair Events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Career Assessment Testing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. On-the-Job Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Apprenticeship Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Rapid Response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Labor Market Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Information on Disability Awareness Issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Disability and Communication Accommodations Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Unemployment Taxes and Claims Information and Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Use of AJC Facilities for Recruitment and Interviews of Job Applicants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Which employer-related services and programs offered by the American Job Centers have you used the most often, the second most often, and the third most often?

Put a 1 by the service you use most often.

Put a 2 by the service you use second most often.

Put a 3 by the service you use third most often.

a. Post Job Openings in HireNet Hawaii	
b. Recruitment Assistance	
c. Job Fair Events	

d. Career Assessment Testing	
e. On-the-Job Training	
f. Apprenticeship Programs	
g. Rapid Response	
h. Labor Market Information	
i. Information on Disability Awareness Issues	
j. Disability and Communication Accommodations Assistance	
k. Unemployment Taxes and Claims Information and Assistance	
l. Use of AJC Facilities for Recruitment and Interviews of Job Applicants	

Recruitment

5. As far as you can recall, approximately how many employees who were screened, identified, and referred by the American Job Centers have been employed by your organization in the past three years? Just your best estimate is fine.

_____ employees

6. How satisfied are you with the quality of employees that you have found, or found you, via the American Job Centers? Use a 10-point scale, where 1=not very satisfied and 10=very satisfied.

1= not very satisfied	2	3	4	5	6	7	8	9	10= very satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Please explain your rating.

--

Employee Training

8. In the past three years, has your organization used any of the employee training services provided by the American Job Centers? These services include helping you develop cost-

effective training programs, design training to help your staff move up the career ladder, and customize training for your staff in job-related skills.

Yes..... ☐
 No (**SKIP TO Q12**)..... ☐

9. How would you rate the quality of training that was provided? Use a 10-point scale, where 1=low quality and 10=high quality.

1= low quality	2	3	4	5	6	7	8	9	10= high quality
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. What worked best about the training?

11. What needed the most improvement?

Other Services

12. In the past three years, has your organization used any services other than recruitment and employee training offered by the American Job Centers?

Yes..... ☐
 No (**SKIP TO Q17**)..... ☐

13. What were these other services that your organization used?

14. How would you rate the quality of these other services that were provided? Use a 10-point scale, where 1=low quality and 10=high quality.

1= low quality	2	3	4	5	6	7	8	9	10= high quality
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. What worked best about the services?

16. What needed the most improvement?

The next questions are about the American Job Centers staff.

17. On a 10-point scale, where 1=not very knowledgeable and 10=very knowledgeable, how knowledgeable are the American Job Centers staff?

1= not very knowledgeable	2	3	4	5	6	7	8	9	10= very knowledgeable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. On a 10-point scale, where 1=not very responsive and 10=very responsive, how responsive are the American Job Centers staff?

1= not very responsive	2	3	4	5	6	7	8	9	10= very responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The next few questions are about HireNet Hawaii.

19. Have you used HireNet Hawaii for your organization?

Yes..... ☐
No (**SKIP TO Q23**)..... ☐

20. On a 10-point scale, where 1=very low quality and 10=very high quality, how would you rate the quality of candidates that are available on HireNet Hawaii?

1= very low quality	2	3	4	5	6	7	8	9	10= very high quality
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Please rank the following HireNet Hawaii features in order of importance.

Put a 1 by the feature that you feel is most important.
 Put a 2 by the feature that you feel is the second most important.
 Put a 3 by the feature that you feel is the third most important.
 Put a 4 by the feature that you feel is the least important.

a. Resume Search	
b. Job Search	
c. Job Posting	
d. Labor Market Information	

22. What features would you like added, changed, or improved in HireNet Hawaii?

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Back to the American Job Centers, as a whole:

23. Do you have any other comments about the American Job Centers as a whole, or about the specific programs and services, including things you would like to see improved or things you like about the programs and services offered?

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Please think now about the coronavirus pandemic.

24. Did your organization have to lay off employees because of the coronavirus pandemic?

No, did not have to lay off employees (SKIP TO Q26)..... ☐

Yes, had to lay off employees, but have already brought them all back (SKIP TO Q26)..... ☐

Have not yet laid off employees, but may need to ☐

Yes, had to lay off employees and have not brought them all back ☐

25. Using a 10-point scale, where 1=not very likely and 10=very likely, how likely is it that you will bring back laid off workers:

	1= not very likely	2	3	4	5	6	7	8	9	10= very likely	Don't know
a. In the next 9-12 months	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. In the next 6-9 months	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. In the next 3-6 months	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. In the next 3 months	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26. Using a 10-point scale, where 1=not very likely and 10=very likely, how likely is it that you will be hiring new workers:

	1= not very likely	2	3	4	5	6	7	8	9	10= very likely	Don't know
a. In the next 9-12 months	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. In the next 6-9 months	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. In the next 3-6 months	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. In the next 3 months	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The next questions are for classification purposes only.

27. In what industry is your organization?

_____ industry

28. Where does your organization operate? Select all that apply.

- Hawaii Island..... ☐
- Kauai..... ☐
- Lanai..... ☐
- Maui..... ☐
- Molokai..... ☐
- Oahu..... ☐
- U.S. mainland..... ☐
- Asia-Pacific Rim..... ☐

29. Approximately how many Hawaii residents does your organization employ full-time and part-time?

_____ Full-time Employees
 _____ Part-time Employees

30. What is your official job title?

**WORKFORCE DEVELOPMENT COUNCIL
CUSTOMER AND STAFF SATISFACTION SURVEY
STAFF (ONLINE)**

Aloha! Ward Research has been commissioned by the State of Hawaii's Workforce Development Council to conduct a survey about employee experiences with the state's American Job Centers.

Your participation in the survey would be greatly appreciated, and your responses used by the Centers for future planning. Be assured that all of your responses will be completely anonymous and will be reported only in aggregate.

1. Which American Job Center do you work at?

- American Job Center – Oahu ☐
- American Job Center – Maui ☐
- American Job Center – Hawaii Island ☐
- American Job Center – Kauai ☐

2. How long have you worked at the American Job Center?

- Less than one year ☐
- 1-5 years ☐
- 6-10 years ☐
- 11+ years ☐

3. What is your official job title? If you would prefer not to say, please leave this question blank.

_____ job title

4. Which program(s) do you work in? **(SELECT ALL THAT APPLY)**

- a. Adult Program ☐
- b. Dislocated Worker Program ☐
- c. Youth Program ☐
- d. YouthBuild ☐
- e. Wagner-Peyser Program ☐
- f. Vocational Rehabilitation ☐
- g. Career and Technical Education ☐
- h. Community Services Block Grant (Employment and Training) ☐
- i. Housing and Urban Development Program (Employment and Training) ☐
- j. Job Corps ☐
- k. Jobs for Veterans State Grants ☐
- l. Senior Community Service Employment Program (Older Workers) ☐

- m. National Farmworker Jobs Programs and Migrant and Seasonal Farmworker Programs ☐
- n. Trade Adjustment Assistance ☐
- o. Temporary Assistance for Needy Families (TANF) ☐
- p. Reentry Employment Opportunities (Reintegration of Ex-Offenders) ☐
- q. Unemployment Compensation ☐
- r. Other (**specify**)..... ☐

5. On a 10-point scale, where 1=not very knowledgeable and 10=very knowledgeable, how knowledgeable would you say you are in the program(s) that you selected above?

1= not very knowledgeable	2	3	4	5	6	7	8	9	10= very knowledgeable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. On a 10-point scale, where 1=very dissatisfied and 10=very satisfied, what is your level of satisfaction in the financial, material, and administrative resources that are available to your program(s)?

1= very dissatisfied	2	3	4	5	6	7	8	9	10= very satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. On a 10-point scale, where 1=not very well implemented and 10=very well implemented, in your opinion, how well are the core and mandatory programs being implemented in the American Job Center?

1= not very well implemented	2	3	4	5	6	7	8	9	10= very well implemented
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Have you had training within the past year to carry out the program(s) that you work in?

Yes..... ☐

No..... ☐

9. Do you need additional training for current program(s) that you work in or training for new program(s) that you may be required to assist in the near future?

Yes, for current programs..... ☐

Yes, for new programs ☐

Yes, for both current and new programs..... ☐

No training needed..... ☐

10. Using a 10-point scale, where 1=strongly disagree and 10=strongly agree, please indicate your level of agreement with the statements below.

	1= strongly disagree	2	3	4	5	6	7	8	9	10= strongly agree
a. I have a good understanding of American Job Center Hawaii's goals and objectives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Senior management's goals and objectives are aligned with the American Job Center Hawaii's goals and objectives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I know what is expected of me at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. I have the resources I need to do my job well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. I can depend on staff members to complete their part of team assignments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. I feel that my contributions are valued by other staff members and senior management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. I am satisfied with my current compensation and benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. I am satisfied with the measures put in place by AJC in response to COVID-19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Do you have any other comments about the American Job Center as a whole, or about the specific programs and services, including things you would like to see improved or things you like about the programs and services offered?

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That was the last question. Thank you for your participation in the survey.