



National Survey of Job Positions with Private Establishments in Costa Rica

The National Survey of Job Positions is a statistical operation which seeks to provide regional information of the characteristics of job positions required by the country's private establishments, taking into account the academic education, requirement and abilities. The survey also includes questions about recruitment of job positions, training and vacant posts.

Under existing legislation (Act N° 7839) it is guaranteed INEC shall only use the information supplied for statistical purposes, and therefore publish the data obtained as global figures only.

Section A: Establishment's data

A1. Establishment's identification data and location

A1.1. Legal name: _____

A1.2. Tradename: _____

A1.3. Establishment's identification number: _____

A1.4. Telephone number: _____

A1.5. Establishment electronic mail: _____

A1.6. Which is the establishment's main economic activity?

A1.7. Province where the establishment is located: _____

A1.8. Canton where the establishment is located: _____

A1.9. District where the establishment is located: _____

A1.10. Exact address of the establishment: _____

A1.11. Year the establishment began activities: _____

A1.12. Does the establishment handle exports?
 1. No 2. Yes Frequency _____

A1.13. Does the establishment handle imports?
 1. No 2. Yes Frequency _____

A1.14. Does the establishment have access to computer equipment?
 1. No 2. Yes

A1.15. Does the establishment have access to the internet?
 1. No 2. Yes

Observations: _____

A2. Main company's identification data

A2.1. Legal name: _____

A2.2. Trade name: _____

A2.3. Company's identification number: _____

A2.4. Telephone number: _____

A2.5. Company electronic mail: _____

A2.6. Province where the company is located: _____

A2.7. Canton where the company is located: _____

A2.8. District where the company is located: _____

A2.9. Which is the company's main economic activity? :

A2.10. Year the company began activities: _____

A2.11. Does the company handle exports?

1. No 2. Yes Frequency _____

A2.12. Does the company handle imports?

1. No 2. Yes Frequency _____

A2.13. Does the company have access to computer equipment?

1. No 2. Yes

A2.14. Does the company have access to the internet?

1. No 2. Yes

A2.15. Does the company belong to a head office abroad?

1. No 2. Yes ¿In what country? _____

A2.16. Does the company have foreign subsidiaries?

1. No 2. Yes ¿In what country? _____

Comments: _____

A3. Contact information

A3.1. Manager/owner/administrator's data

A3.1.1. Name: _____

A3.1.2. Position: _____

A3.1.3. Telephone number: _____

A3.1.4. Electronic mail: _____

Details of the informant person

A3.2.1. Name: _____

A3.2.2. Position: _____

A3.2.3. Telephone number: _____

A3.2.4. Electronic mail: _____

Section B. Characteristics of the establishment's job positions

B1. Write down the job position name	B2. Write down the number of people working at the job position (excluding the owners)	B3. Enter the minimum academic education required for the position.	B4. Select requirements and knowledge for the position (you can select several options)	B5. Select the skills required for the job (maximum 5 skills per position)	B6. Select the physical skills required for the job (maximum 5 skills per position)	B7. Is it possible to hire staff without specific experience in this position?
<p>_____</p>	<p>_____</p>	<ul style="list-style-type: none"> <input type="radio"/> 1. No schooling <input type="radio"/> 2. Incomplete primary education <input type="radio"/> 3. Complete primary education <input type="radio"/> 4. Incomplete secondary education <input type="radio"/> 5. Complete secondary education <input type="radio"/> 6. Technician with completed primary education <input type="radio"/> 7. Technician with completed secondary education <input type="radio"/> 8. Average technician (vocational technical education) <input type="radio"/> 9. University degree <input type="radio"/> 10. Incomplete university <input type="radio"/> 11. Graduate degree <input type="radio"/> 12. Baccalaureate <input type="radio"/> 13. Masters <input type="radio"/> 14. Doctorate 	<ul style="list-style-type: none"> <input type="radio"/> 1. Communication in a second language <input type="radio"/> 2. Basic operation of computer and basic computer software <input type="radio"/> 3. Basic operation of specialized software licenses <input type="radio"/> 4. Operation of specialized tools (includes certificate of use when applies) <input type="radio"/> 5. Certification of post-related knowledge <input type="radio"/> 6. Member of a professional association <input type="radio"/> 7. Scheduling availability <input type="radio"/> 8. Availability to travel within the country or abroad <input type="radio"/> 9. Specific driver's license <input type="radio"/> 10. None 	<ul style="list-style-type: none"> <input type="radio"/> 1. Control their behavior and emotions in adverse situations. <input type="radio"/> 2. Update their knowledge to improve performance in their functions. <input type="radio"/> 3. Commit to the assigned job's quality. <input type="radio"/> 4. Communicate clearly and timely, orally and in writing. <input type="radio"/> 5. Transmit their knowledge or information to others. <input type="radio"/> 6. Work with energy and good attitude when facing changing or challenging situations. <input type="radio"/> 7. Take the initiative in the development of actions leading to improvement. <input type="radio"/> 8. Innovate, explore and propose new and original ideas. <input type="radio"/> 9. Take the lead in a workgroup and develop their talent. <input type="radio"/> 10. Create spaces for negotiation to define agreements and solve conflicts. <input type="radio"/> 11. Analyze a situation and understand its causes and effects. <input type="radio"/> 12. Set objectives and define strategies to reach them. <input type="radio"/> 13. Plan and organize tasks to prioritize them, according to objectives. <input type="radio"/> 14. Create a good image to establish relations with strategic allies <input type="radio"/> 15. Generate solutions and provide customers good service. <input type="radio"/> 16. Identify and find solutions to problems. <input type="radio"/> 17. Make the right decisions when facing different options. <input type="radio"/> 18. Work as a team to achieve a common objective. 	<ul style="list-style-type: none"> <input type="radio"/> 1. Quickly move hand, foot, arm, to manipulate or assemble objects <input type="radio"/> 2. Maintain a specific effort as long as possible <input type="radio"/> 3. Have physical strength to perform a task or move a load <input type="radio"/> 4. Make one or more movements in the shortest possible time <input type="radio"/> 5. Maintain or regain body balance <input type="radio"/> 6. See details at close range, in low light, or panoramic <input type="radio"/> 7. Listen and focus attention on a sound, in the presence of others <input type="radio"/> 8. Other. Justify: _____ 	<ul style="list-style-type: none"> <input type="radio"/> 1. Yes <input type="radio"/> 2. No
B8. Do you think it is difficult to fill this job position?		B9. Why was this position difficult to fill? (You may select several options)		B10. Write down the position's main tasks (mark at least 1 and maximum 3)		B11. Observations according to position (if is necessary)
<ul style="list-style-type: none"> <input type="radio"/> 1. Yes <input type="radio"/> 2. No (Skip to question B10) 		<ul style="list-style-type: none"> <input type="radio"/> 1. Lack of work experience for the position <input type="radio"/> 2. The establishment is at a geographical location which is far or of difficult access <input type="radio"/> 3. Too much competition between employers <input type="radio"/> 4. There are not enough persons interested in fulfilling this job <input type="radio"/> 5. Post's conditions are not attractive <input type="radio"/> 6. Overqualified candidates <input type="radio"/> 7. Candidates don't have the required abilities <input type="radio"/> 8. Candidates don't have the required academic education. <input type="radio"/> 9. There is no regional staff to fill the position <input type="radio"/> 10. Extensive internal process 		<p>_____</p> <p>_____</p> <p>_____</p>		<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

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<p>_____</p>	<p>_____</p>	<ul style="list-style-type: none"> <input type="radio"/> 1. No schooling <input type="radio"/> 2. Incomplete primary education <input type="radio"/> 3. Complete primary education <input type="radio"/> 4. Incomplete secondary education <input type="radio"/> 5. Complete secondary education <input type="radio"/> 6. Technician with completed primary education <input type="radio"/> 7. Technician with completed secondary education <input type="radio"/> 8. Average technician (vocational technical education) <input type="radio"/> 9. University degree <input type="radio"/> 10. Incomplete university <input type="radio"/> 11. Graduate degree <input type="radio"/> 12. Baccalaureate <input type="radio"/> 13. Masters <input type="radio"/> 14. Doctorate 	<ul style="list-style-type: none"> <input type="radio"/> 1. Communication in a second language <input type="radio"/> 2. Basic operation of computer and basic computer software <input type="radio"/> 3. Basic operation of specialized software licenses <input type="radio"/> 4. Operation of specialized tools (includes certificate of use when applies) <input type="radio"/> 5. Certification of post-related knowledge <input type="radio"/> 6. Member of a professional association <input type="radio"/> 7. Scheduling availability <input type="radio"/> 8. Availability to travel within the country or abroad <input type="radio"/> 9. Specific driver's license <input type="radio"/> 10. None 	<ul style="list-style-type: none"> <input type="radio"/> 1. Control their behavior and emotions in adverse situations. <input type="radio"/> 2. Update their knowledge to improve performance in their functions. <input type="radio"/> 3. Commit to the assigned job's quality. <input type="radio"/> 4. Communicate clearly and timely, orally and in writing. <input type="radio"/> 5. Transmit their knowledge or information to others. <input type="radio"/> 6. Work with energy and good attitude when facing changing or challenging situations. <input type="radio"/> 7. Take the initiative in the development of actions leading to improvement. <input type="radio"/> 8. Innovate, explore and propose new and original ideas. <input type="radio"/> 9. Take the lead in a workgroup and develop their talent. <input type="radio"/> 10. Create spaces for negotiation to define agreements and solve conflicts. <input type="radio"/> 11. Analyze a situation and understand its causes and effects. <input type="radio"/> 12. Set objectives and define strategies to reach them. <input type="radio"/> 13. Plan and organize tasks to prioritize them, according to objectives. <input type="radio"/> 14. Create a good image to establish relations with strategic allies <input type="radio"/> 15. Generate solutions and provide customers good service. <input type="radio"/> 16. Identify and find solutions to problems. <input type="radio"/> 17. Make the right decisions when facing different options. <input type="radio"/> 18. Work as a team to achieve a common objective. 	<ul style="list-style-type: none"> <input type="radio"/> 1. Quickly move hand, foot, arm, to manipulate or assemble objects <input type="radio"/> 2. Maintain a specific effort as long as possible <input type="radio"/> 3. Have physical strength to perform a task or move a load <input type="radio"/> 4. Make one or more movements in the shortest possible time <input type="radio"/> 5. Maintain or regain body balance <input type="radio"/> 6. See details at close range, in low light, or panoramic <input type="radio"/> 7. Listen and focus attention on a sound, in the presence of others <input type="radio"/> 8. Other. Justify: _____ 	<ul style="list-style-type: none"> <input type="radio"/> 1. Yes <input type="radio"/> 2. No
B8. Do you think it is difficult to fill this job position?		B9. Why was this position difficult to fill? (You may select several options)		B10. Write down the position's main tasks (mark at least 1 and maximum 3)		B11. Observations according to position (if is necessary)
<ul style="list-style-type: none"> <input type="radio"/> 1. Yes <input type="radio"/> 2. No (Skip to question B10) 		<ul style="list-style-type: none"> <input type="radio"/> 1. Lack of work experience for the position <input type="radio"/> 2. The establishment is at a geographical location which is far or of difficult access <input type="radio"/> 3. Too much competition between employers <input type="radio"/> 4. There are not enough persons interested in fulfilling this job <input type="radio"/> 5. Post's conditions are not attractive <input type="radio"/> 6. Overqualified candidates <input type="radio"/> 7. Candidates don't have the required abilities <input type="radio"/> 8. Candidates don't have the required academic education. <input type="radio"/> 9. There is no regional staff to fill the position <input type="radio"/> 10. Extensive internal process 		<p>_____</p> <p>_____</p> <p>_____</p>		<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

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<p>_____</p>	<p>_____</p>	<ul style="list-style-type: none"> <input type="radio"/> 1. No schooling <input type="radio"/> 2. Incomplete primary education <input type="radio"/> 3. Complete primary education <input type="radio"/> 4. Incomplete secondary education <input type="radio"/> 5. Complete secondary education <input type="radio"/> 6. Technician with completed primary education <input type="radio"/> 7. Technician with completed secondary education <input type="radio"/> 8. Average technician (vocational technical education) <input type="radio"/> 9. University degree <input type="radio"/> 10. Incomplete university <input type="radio"/> 11. Graduate degree <input type="radio"/> 12. Baccalaureate <input type="radio"/> 13. Masters <input type="radio"/> 14. Doctorate 	<ul style="list-style-type: none"> <input type="radio"/> 1. Communication in a second language <input type="radio"/> 2. Basic operation of computer and basic computer software <input type="radio"/> 3. Basic operation of specialized software licenses <input type="radio"/> 4. Operation of specialized tools (includes certificate of use when applies) <input type="radio"/> 5. Certification of post-related knowledge <input type="radio"/> 6. Member of a professional association <input type="radio"/> 7. Scheduling availability <input type="radio"/> 8. Availability to travel within the country or abroad <input type="radio"/> 9. Specific driver's license <input type="radio"/> 10. None 	<ul style="list-style-type: none"> <input type="radio"/> 1. Control their behavior and emotions in adverse situations. <input type="radio"/> 2. Update their knowledge to improve performance in their functions. <input type="radio"/> 3. Commit to the assigned job's quality. <input type="radio"/> 4. Communicate clearly and timely, orally and in writing. <input type="radio"/> 5. Transmit their knowledge or information to others. <input type="radio"/> 6. Work with energy and good attitude when facing changing or challenging situations. <input type="radio"/> 7. Take the initiative in the development of actions leading to improvement. <input type="radio"/> 8. Innovate, explore and propose new and original ideas. <input type="radio"/> 9. Take the lead in a workgroup and develop their talent. <input type="radio"/> 10. Create spaces for negotiation to define agreements and solve conflicts. <input type="radio"/> 11. Analyze a situation and understand its causes and effects. <input type="radio"/> 12. Set objectives and define strategies to reach them. <input type="radio"/> 13. Plan and organize tasks to prioritize them, according to objectives. <input type="radio"/> 14. Create a good image to establish relations with strategic allies <input type="radio"/> 15. Generate solutions and provide customers good service. <input type="radio"/> 16. Identify and find solutions to problems. <input type="radio"/> 17. Make the right decisions when facing different options. <input type="radio"/> 18. Work as a team to achieve a common objective. 	<ul style="list-style-type: none"> <input type="radio"/> 1. Quickly move hand, foot, arm, to manipulate or assemble objects <input type="radio"/> 2. Maintain a specific effort as long as possible <input type="radio"/> 3. Have physical strength to perform a task or move a load <input type="radio"/> 4. Make one or more movements in the shortest possible time <input type="radio"/> 5. Maintain or regain body balance <input type="radio"/> 6. See details at close range, in low light, or panoramic <input type="radio"/> 7. Listen and focus attention on a sound, in the presence of others <input type="radio"/> 8. Other. Justify: _____ 	<ul style="list-style-type: none"> <input type="radio"/> 1. Yes <input type="radio"/> 2. No
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B8. Do you think it is difficult to fill this job position?	B9. Why was this position difficult to fill? (You may select several options)	B10. Write down the position's main tasks (mark at least 1 and maximum 3)	B11. Observations according to position (if is necessary)
<input type="radio"/> 1. Yes <input type="radio"/> 2. No (Skip to question B10)	<input type="radio"/> 1. Lack of work experience for the position <input type="radio"/> 2. The establishment is at a geographical location which is far or of difficult access <input type="radio"/> 3. Too much competition between employers <input type="radio"/> 4. There are not enough persons interested in fulfilling this job <input type="radio"/> 5. Post's conditions are not attractive <input type="radio"/> 6. Overqualified candidates <input type="radio"/> 7. Candidates don't have the required abilities <input type="radio"/> 8. Candidates don't have the required academic education. <input type="radio"/> 9. There is no regional staff to fill the position <input type="radio"/> 10. Extensive internal process	_____ _____ _____	_____ _____ _____ _____ _____

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<input type="radio"/> 1. Yes <input type="radio"/> 2. No (Skip to question B10)	<input type="radio"/> 1. Lack of work experience for the position <input type="radio"/> 2. The establishment is at a geographical location which is far or of difficult access <input type="radio"/> 3. Too much competition between employers <input type="radio"/> 4. There are not enough persons interested in fulfilling this job <input type="radio"/> 5. Post's conditions are not attractive <input type="radio"/> 6. Overqualified candidates <input type="radio"/> 7. Candidates don't have the required abilities <input type="radio"/> 8. Candidates don't have the required academic education. <input type="radio"/> 9. There is no regional staff to fill the position <input type="radio"/> 10. Extensive internal process	_____ _____ _____	_____ _____ _____ _____ _____

Section B. Characteristics of the establishment's job positions

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_____	_____	<input type="radio"/> 1. No schooling <input type="radio"/> 2. Incomplete primary education <input type="radio"/> 3. Complete primary education <input type="radio"/> 4. Incomplete secondary education <input type="radio"/> 5. Complete secondary education <input type="radio"/> 6. Technician with completed primary education <input type="radio"/> 7. Technician with completed secondary education <input type="radio"/> 8. Average technician (vocational technical education) <input type="radio"/> 9. University degree <input type="radio"/> 10. Incomplete university <input type="radio"/> 11. Graduate degree <input type="radio"/> 12. Baccalaureate <input type="radio"/> 13. Masters <input type="radio"/> 14. Doctorate	<input type="radio"/> 1. Communication in a second language <input type="radio"/> 2. Basic operation of computer and basic computer software <input type="radio"/> 3. Basic operation of specialized software licenses <input type="radio"/> 4. Operation of specialized tools (includes certificate of use when applies) <input type="radio"/> 5. Certification of post-related knowledge <input type="radio"/> 6. Member of a professional association <input type="radio"/> 7. Scheduling availability <input type="radio"/> 8. Availability to travel within the country or abroad <input type="radio"/> 9. Specific driver's license <input type="radio"/> 10. None	<input type="radio"/> 1. Control their behavior and emotions in adverse situations. <input type="radio"/> 2. Update their knowledge to improve performance in their functions. <input type="radio"/> 3. Commit to the assigned job's quality. <input type="radio"/> 4. Communicate clearly and timely, orally and in writing. <input type="radio"/> 5. Transmit their knowledge or information to others. <input type="radio"/> 6. Work with energy and good attitude when facing changing or challenging situations. <input type="radio"/> 7. Take the initiative in the development of actions leading to improvement. <input type="radio"/> 8. Innovate, explore and propose new and original ideas. <input type="radio"/> 9. Take the lead in a workgroup and develop their talent. <input type="radio"/> 10. Create spaces for negotiation to define agreements and solve conflicts. <input type="radio"/> 11. Analyze a situation and understand its causes and effects. <input type="radio"/> 12. Set objectives and define strategies to reach them. <input type="radio"/> 13. Plan and organize tasks to prioritize them, according to objectives. <input type="radio"/> 14. Create a good image to establish relations with strategic allies <input type="radio"/> 15. Generate solutions and provide customers good service. <input type="radio"/> 16. Identify and find solutions to problems. <input type="radio"/> 17. Make the right decisions when facing different options. <input type="radio"/> 18. Work as a team to achieve a common objective.	<input type="radio"/> 1. Quickly move hand, foot, arm, to manipulate or assemble objects <input type="radio"/> 2. Maintain a specific effort as long as possible <input type="radio"/> 3. Have physical strength to perform a task or move a load <input type="radio"/> 4. Make one or more movements in the shortest possible time <input type="radio"/> 5. Maintain or regain body balance <input type="radio"/> 6. See details at close range, in low light, or panoramic <input type="radio"/> 7. Listen and focus attention on a sound, in the presence of others <input type="radio"/> 8. Other. Justify: _____	<input type="radio"/> 1. Yes <input type="radio"/> 2. No

B8. Do you think it is difficult to fill this job position?	B9. Why was this position difficult to fill? (You may select several options)	B10. Write down the position's main tasks (mark at least 1 and maximum 3)	B11. Observations according to position (if is necessary)
<input type="radio"/> 1. Yes <input type="radio"/> 2. No (Skip to question B10)	<input type="radio"/> 1. Lack of work experience for the position <input type="radio"/> 2. The establishment is at a geographical location which is far or of difficult access <input type="radio"/> 3. Too much competition between employers <input type="radio"/> 4. There are not enough persons interested in fulfilling this job <input type="radio"/> 5. Post's conditions are not attractive <input type="radio"/> 6. Overqualified candidates <input type="radio"/> 7. Candidates don't have the required abilities <input type="radio"/> 8. Candidates don't have the required academic education. <input type="radio"/> 9. There is no regional staff to fill the position <input type="radio"/> 10. Extensive internal process	_____ _____ _____	_____ _____ _____ _____ _____

Section B. Characteristics of the establishment's job positions

B1. Write down the job position name	B2. Write down the number of people working at the job position (excluding the owners)	B3. Enter the minimum academic education required for the position.	B4. Select requirements and knowledge for the position (you can select several options)	B5. Select the skills required for the job (maximum 5 skills per position)	B6. Select the physical skills required for the job (maximum 5 skills per position)	B7. Is it possible to hire staff without specific experience in this position?
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B8. Do you think it is difficult to fill this job position?	B9. Why was this position difficult to fill? (You may select several options)	B10. Write down the position's main tasks (mark at least 1 and maximum 3)	B11. Observations according to position (if is necessary)
<input type="radio"/> 1. Yes <input type="radio"/> 2. No (Skip to question B10)	<input type="radio"/> 1. Lack of work experience for the position <input type="radio"/> 2. The establishment is at a geographical location which is far or of difficult access <input type="radio"/> 3. Too much competition between employers <input type="radio"/> 4. There are not enough persons interested in fulfilling this job <input type="radio"/> 5. Post's conditions are not attractive <input type="radio"/> 6. Overqualified candidates <input type="radio"/> 7. Candidates don't have the required abilities <input type="radio"/> 8. Candidates don't have the required academic education. <input type="radio"/> 9. There is no regional staff to fill the position <input type="radio"/> 10. Extensive internal process	_____ _____ _____	_____ _____ _____ _____ _____

Section B. Characteristics of the establishment's job positions

B1. Write down the job position name	B2. Write down the number of people working at the job position (excluding the owners)	B3. Enter the minimum academic education required for the position.	B4. Select requirements and knowledge for the position (you can select several options)	B5. Select the skills required for the job (maximum 5 skills per position)	B6. Select the physical skills required for the job (maximum 5 skills per position)	B7. Is it possible to hire staff without specific experience in this position?
<p>_____</p>	<p>_____</p>	<ul style="list-style-type: none"> <input type="radio"/> 1. No schooling <input type="radio"/> 2. Incomplete primary education <input type="radio"/> 3. Complete primary education <input type="radio"/> 4. Incomplete secondary education <input type="radio"/> 5. Complete secondary education <input type="radio"/> 6. Technician with completed primary education <input type="radio"/> 7. Technician with completed secondary education <input type="radio"/> 8. Average technician (vocational technical education) <input type="radio"/> 9. University degree <input type="radio"/> 10. Incomplete university <input type="radio"/> 11. Graduate degree <input type="radio"/> 12. Baccalaureate <input type="radio"/> 13. Masters <input type="radio"/> 14. Doctorate 	<ul style="list-style-type: none"> <input type="radio"/> 1. Communication in a second language <input type="radio"/> 2. Basic operation of computer and basic computer software <input type="radio"/> 3. Basic operation of specialized software licenses <input type="radio"/> 4. Operation of specialized tools (includes certificate of use when applies) <input type="radio"/> 5. Certification of post-related knowledge <input type="radio"/> 6. Member of a professional association <input type="radio"/> 7. Scheduling availability <input type="radio"/> 8. Availability to travel within the country or abroad <input type="radio"/> 9. Specific driver's license <input type="radio"/> 10. None 	<ul style="list-style-type: none"> <input type="radio"/> 1. Control their behavior and emotions in adverse situations. <input type="radio"/> 2. Update their knowledge to improve performance in their functions. <input type="radio"/> 3. Commit to the assigned job's quality. <input type="radio"/> 4. Communicate clearly and timely, orally and in writing. <input type="radio"/> 5. Transmit their knowledge or information to others. <input type="radio"/> 6. Work with energy and good attitude when facing changing or challenging situations. <input type="radio"/> 7. Take the initiative in the development of actions leading to improvement. <input type="radio"/> 8. Innovate, explore and propose new and original ideas. <input type="radio"/> 9. Take the lead in a workgroup and develop their talent. <input type="radio"/> 10. Create spaces for negotiation to define agreements and solve conflicts. <input type="radio"/> 11. Analyze a situation and understand its causes and effects. <input type="radio"/> 12. Set objectives and define strategies to reach them. <input type="radio"/> 13. Plan and organize tasks to prioritize them, according to objectives. <input type="radio"/> 14. Create a good image to establish relations with strategic allies <input type="radio"/> 15. Generate solutions and provide customers good service. <input type="radio"/> 16. Identify and find solutions to problems. <input type="radio"/> 17. Make the right decisions when facing different options. <input type="radio"/> 18. Work as a team to achieve a common objective. 	<ul style="list-style-type: none"> <input type="radio"/> 1. Quickly move hand, foot, arm, to manipulate or assemble objects <input type="radio"/> 2. Maintain a specific effort as long as possible <input type="radio"/> 3. Have physical strength to perform a task or move a load <input type="radio"/> 4. Make one or more movements in the shortest possible time <input type="radio"/> 5. Maintain or regain body balance <input type="radio"/> 6. See details at close range, in low light, or panoramic <input type="radio"/> 7. Listen and focus attention on a sound, in the presence of others <input type="radio"/> 8. Other. Justify: _____ 	<ul style="list-style-type: none"> <input type="radio"/> 1. Yes <input type="radio"/> 2. No
B8. Do you think it is difficult to fill this job position?		B9. Why was this position difficult to fill? (You may select several options)		B10. Write down the position's main tasks (mark at least 1 and maximum 3)		B11. Observations according to position (if is necessary)
<ul style="list-style-type: none"> <input type="radio"/> 1. Yes <input type="radio"/> 2. No (Skip to question B10) 		<ul style="list-style-type: none"> <input type="radio"/> 1. Lack of work experience for the position <input type="radio"/> 2. The establishment is at a geographical location which is far or of difficult access <input type="radio"/> 3. Too much competition between employers <input type="radio"/> 4. There are not enough persons interested in fulfilling this job <input type="radio"/> 5. Post's conditions are not attractive <input type="radio"/> 6. Overqualified candidates <input type="radio"/> 7. Candidates don't have the required abilities <input type="radio"/> 8. Candidates don't have the required academic education. <input type="radio"/> 9. There is no regional staff to fill the position <input type="radio"/> 10. Extensive internal process 		<p>_____</p> <p>_____</p> <p>_____</p>		<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

Section B. Characteristics of the establishment's job positions

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_____	_____	<input type="radio"/> 1. No schooling <input type="radio"/> 2. Incomplete primary education <input type="radio"/> 3. Complete primary education <input type="radio"/> 4. Incomplete secondary education <input type="radio"/> 5. Complete secondary education <input type="radio"/> 6. Technician with completed primary education <input type="radio"/> 7. Technician with completed secondary education <input type="radio"/> 8. Average technician (vocational technical education) <input type="radio"/> 9. University degree <input type="radio"/> 10. Incomplete university <input type="radio"/> 11. Graduate degree <input type="radio"/> 12. Baccalaureate <input type="radio"/> 13. Masters <input type="radio"/> 14. Doctorate	<input type="radio"/> 1. Communication in a second language <input type="radio"/> 2. Basic operation of computer and basic computer software <input type="radio"/> 3. Basic operation of specialized software licenses <input type="radio"/> 4. Operation of specialized tools (includes certificate of use when applies) <input type="radio"/> 5. Certification of post-related knowledge <input type="radio"/> 6. Member of a professional association <input type="radio"/> 7. Scheduling availability <input type="radio"/> 8. Availability to travel within the country or abroad <input type="radio"/> 9. Specific driver's license <input type="radio"/> 10. None	<input type="radio"/> 1. Control their behavior and emotions in adverse situations. <input type="radio"/> 2. Update their knowledge to improve performance in their functions. <input type="radio"/> 3. Commit to the assigned job's quality. <input type="radio"/> 4. Communicate clearly and timely, orally and in writing. <input type="radio"/> 5. Transmit their knowledge or information to others. <input type="radio"/> 6. Work with energy and good attitude when facing changing or challenging situations. <input type="radio"/> 7. Take the initiative in the development of actions leading to improvement. <input type="radio"/> 8. Innovate, explore and propose new and original ideas. <input type="radio"/> 9. Take the lead in a workgroup and develop their talent. <input type="radio"/> 10. Create spaces for negotiation to define agreements and solve conflicts. <input type="radio"/> 11. Analyze a situation and understand its causes and effects. <input type="radio"/> 12. Set objectives and define strategies to reach them. <input type="radio"/> 13. Plan and organize tasks to prioritize them, according to objectives. <input type="radio"/> 14. Create a good image to establish relations with strategic allies <input type="radio"/> 15. Generate solutions and provide customers good service. <input type="radio"/> 16. Identify and find solutions to problems. <input type="radio"/> 17. Make the right decisions when facing different options. <input type="radio"/> 18. Work as a team to achieve a common objective.	<input type="radio"/> 1. Quickly move hand, foot, arm, to manipulate or assemble objects <input type="radio"/> 2. Maintain a specific effort as long as possible <input type="radio"/> 3. Have physical strength to perform a task or move a load <input type="radio"/> 4. Make one or more movements in the shortest possible time <input type="radio"/> 5. Maintain or regain body balance <input type="radio"/> 6. See details at close range, in low light, or panoramic <input type="radio"/> 7. Listen and focus attention on a sound, in the presence of others <input type="radio"/> 8. Other. Justify: _____	<input type="radio"/> 1. Yes <input type="radio"/> 2. No

B8. Do you think it is difficult to fill this job position?	B9. Why was this position difficult to fill? (You may select several options)	B10. Write down the position's main tasks (mark at least 1 and maximum 3)	B11. Observations according to position (if is necessary)
<input type="radio"/> 1. Yes <input type="radio"/> 2. No (Skip to question B10)	<input type="radio"/> 1. Lack of work experience for the position <input type="radio"/> 2. The establishment is at a geographical location which is far or of difficult access <input type="radio"/> 3. Too much competition between employers <input type="radio"/> 4. There are not enough persons interested in fulfilling this job <input type="radio"/> 5. Post's conditions are not attractive <input type="radio"/> 6. Overqualified candidates <input type="radio"/> 7. Candidates don't have the required abilities <input type="radio"/> 8. Candidates don't have the required academic education. <input type="radio"/> 9. There is no regional staff to fill the position <input type="radio"/> 10. Extensive internal process	_____ _____ _____	_____ _____ _____ _____ _____

Section B. Characteristics of the establishment's job positions

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<p>_____</p>	<p>_____</p>	<ul style="list-style-type: none"> <input type="radio"/> 1. No schooling <input type="radio"/> 2. Incomplete primary education <input type="radio"/> 3. Complete primary education <input type="radio"/> 4. Incomplete secondary education <input type="radio"/> 5. Complete secondary education <input type="radio"/> 6. Technician with completed primary education <input type="radio"/> 7. Technician with completed secondary education <input type="radio"/> 8. Average technician (vocational technical education) <input type="radio"/> 9. University degree <input type="radio"/> 10. Incomplete university <input type="radio"/> 11. Graduate degree <input type="radio"/> 12. Baccalaureate <input type="radio"/> 13. Masters <input type="radio"/> 14. Doctorate 	<ul style="list-style-type: none"> <input type="radio"/> 1. Communication in a second language <input type="radio"/> 2. Basic operation of computer and basic computer software <input type="radio"/> 3. Basic operation of specialized software licenses <input type="radio"/> 4. Operation of specialized tools (includes certificate of use when applies) <input type="radio"/> 5. Certification of post-related knowledge <input type="radio"/> 6. Member of a professional association <input type="radio"/> 7. Scheduling availability <input type="radio"/> 8. Availability to travel within the country or abroad <input type="radio"/> 9. Specific driver's license <input type="radio"/> 10. None 	<ul style="list-style-type: none"> <input type="radio"/> 1. Control their behavior and emotions in adverse situations. <input type="radio"/> 2. Update their knowledge to improve performance in their functions. <input type="radio"/> 3. Commit to the assigned job's quality. <input type="radio"/> 4. Communicate clearly and timely, orally and in writing. <input type="radio"/> 5. Transmit their knowledge or information to others. <input type="radio"/> 6. Work with energy and good attitude when facing changing or challenging situations. <input type="radio"/> 7. Take the initiative in the development of actions leading to improvement. <input type="radio"/> 8. Innovate, explore and propose new and original ideas. <input type="radio"/> 9. Take the lead in a workgroup and develop their talent. <input type="radio"/> 10. Create spaces for negotiation to define agreements and solve conflicts. <input type="radio"/> 11. Analyze a situation and understand its causes and effects. <input type="radio"/> 12. Set objectives and define strategies to reach them. <input type="radio"/> 13. Plan and organize tasks to prioritize them, according to objectives. <input type="radio"/> 14. Create a good image to establish relations with strategic allies <input type="radio"/> 15. Generate solutions and provide customers good service. <input type="radio"/> 16. Identify and find solutions to problems. <input type="radio"/> 17. Make the right decisions when facing different options. <input type="radio"/> 18. Work as a team to achieve a common objective. 	<ul style="list-style-type: none"> <input type="radio"/> 1. Quickly move hand, foot, arm, to manipulate or assemble objects <input type="radio"/> 2. Maintain a specific effort as long as possible <input type="radio"/> 3. Have physical strength to perform a task or move a load <input type="radio"/> 4. Make one or more movements in the shortest possible time <input type="radio"/> 5. Maintain or regain body balance <input type="radio"/> 6. See details at close range, in low light, or panoramic <input type="radio"/> 7. Listen and focus attention on a sound, in the presence of others <input type="radio"/> 8. Other. Justify: _____ 	<ul style="list-style-type: none"> <input type="radio"/> 1. Yes <input type="radio"/> 2. No
B8. Do you think it is difficult to fill this job position?		B9. Why was this position difficult to fill? (You may select several options)		B10. Write down the position's main tasks (mark at least 1 and maximum 3)		B11. Observations according to position (if is necessary)
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Section C. Training of personnel in the first quarter of 2018

C1. Training of personnel in the establishment

C1.1. Does the establishment have a training plan for their workers?

1. Yes
 2. No

C1.2. Does the establishment have a budget to train staff?

1. Yes
 2. No

C1.3. Was the staff trained in January, February and March of 2018, without taking into account the induction of newly hired workers?

1. Yes (Go to query C2)
 2. No

C1.4. Why wasn't the staff trained? (you may select several options)

1. There is scarce or null training available required by the personnel.
 2. The quality of training offered is not satisfactory.
 3. Does not know of or it is difficult to obtain information of training available.
 4. Training personnel is not a priority for the establishment.
 5. There is no time for training.
 6. No reason whatsoever.

Once you answer this question, continue to section D.

C2. Positions receiving training

C2.1. Write down the name of the current job position where personnel was trained	C2.2. Write down the number of workers trained for each position (absolute or percent)	C2.3. Enter the reason for training the personnel (you may select several options)	C2.4. Write down the topics this position received training for:
<p>_____</p> <p>_____</p> <p>_____</p>	<p>_____</p>	<p><input type="radio"/> 1. Newly hired. <input type="radio"/> 2. Mark up of tasks. <input type="radio"/> 3. Technical, organizational and technological changes. <input type="radio"/> 4. Ongoing training. <input type="radio"/> 5. Update of knowledge for the position.</p>	<p>_____</p> <p>_____</p> <p>_____</p>
<p>_____</p> <p>_____</p> <p>_____</p>	<p>_____</p>	<p><input type="radio"/> 1. Newly hired. <input type="radio"/> 2. Mark up of tasks. <input type="radio"/> 3. Technical, organizational and technological changes. <input type="radio"/> 4. Ongoing training. <input type="radio"/> 5. Update of knowledge for the position.</p>	<p>_____</p> <p>_____</p> <p>_____</p>

C2. Positions receiving training

C2.1. Write down the name of the current job position where personnel was trained	C2.2. Write down the number of workers trained for each position (absolute or percent)	C2.3. Enter the reason for training the personnel (you may select several options)	C2.4. Write down the topics this position received training for:
<p>_____</p> <p>_____</p> <p>_____</p>	<p>_____</p>	<p><input type="radio"/> 1. Newly hired.</p> <p><input type="radio"/> 2. Mark up of tasks.</p> <p><input type="radio"/> 3. Technical, organizational and technological changes.</p> <p><input type="radio"/> 4. Ongoing training.</p> <p><input type="radio"/> 5. Update of knowledge for the position.</p>	<p>_____</p> <p>_____</p> <p>_____</p>
<p>_____</p> <p>_____</p> <p>_____</p>	<p>_____</p>	<p><input type="radio"/> 1. Newly hired.</p> <p><input type="radio"/> 2. Mark up of tasks.</p> <p><input type="radio"/> 3. Technical, organizational and technological changes.</p> <p><input type="radio"/> 4. Ongoing training.</p> <p><input type="radio"/> 5. Update of knowledge for the position.</p>	<p>_____</p> <p>_____</p> <p>_____</p>
<p>_____</p> <p>_____</p> <p>_____</p>	<p>_____</p>	<p><input type="radio"/> 1. Newly hired.</p> <p><input type="radio"/> 2. Mark up of tasks.</p> <p><input type="radio"/> 3. Technical, organizational and technological changes.</p> <p><input type="radio"/> 4. Ongoing training.</p> <p><input type="radio"/> 5. Update of knowledge for the position.</p>	<p>_____</p> <p>_____</p> <p>_____</p>
<p>_____</p> <p>_____</p> <p>_____</p>	<p>_____</p>	<p><input type="radio"/> 1. Newly hired.</p> <p><input type="radio"/> 2. Mark up of tasks.</p> <p><input type="radio"/> 3. Technical, organizational and technological changes.</p> <p><input type="radio"/> 4. Ongoing training.</p> <p><input type="radio"/> 5. Update of knowledge for the position.</p>	<p>_____</p> <p>_____</p> <p>_____</p>
<p>_____</p> <p>_____</p> <p>_____</p>	<p>_____</p>	<p><input type="radio"/> 1. Newly hired.</p> <p><input type="radio"/> 2. Mark up of tasks.</p> <p><input type="radio"/> 3. Technical, organizational and technological changes.</p> <p><input type="radio"/> 4. Ongoing training.</p> <p><input type="radio"/> 5. Update of knowledge for the position.</p>	<p>_____</p> <p>_____</p> <p>_____</p>
<p>_____</p> <p>_____</p> <p>_____</p>	<p>_____</p>	<p><input type="radio"/> 1. Newly hired.</p> <p><input type="radio"/> 2. Mark up of tasks.</p> <p><input type="radio"/> 3. Technical, organizational and technological changes.</p> <p><input type="radio"/> 4. Ongoing training.</p> <p><input type="radio"/> 5. Update of knowledge for the position.</p>	<p>_____</p> <p>_____</p> <p>_____</p>

Section D. Recruitment of personnel during the first quarter 2018

D1. Recruitment of personnel in the establishment

D1.1. Did you recruit personnel during January, February and March of 2018?

1. Yes
 2. No (Go to section E)

D2. Positions recruited in the establishment

D2.1. Write down the name of the job position recruited	D2.2. Write down the number of personnel recruited for the position	D2.3. Write down the reason for recruitment of personnel in the position (You may select several options)	D2.4. Was induction of personnel performed for the position?
_____	_____	<input type="radio"/> 1. Increase of production, sales or services <input type="radio"/> 2. Replace vacant posts <input type="radio"/> 3. Expansion of the establishment <input type="radio"/> 4. Seasonality	<input type="radio"/> 1. Yes <input type="radio"/> 2. No
_____	_____	<input type="radio"/> 1. Increase of production, sales or services <input type="radio"/> 2. Replace vacant posts <input type="radio"/> 3. Expansion of the establishment <input type="radio"/> 4. Seasonality	<input type="radio"/> 1. Yes <input type="radio"/> 2. No
_____	_____	<input type="radio"/> 1. Increase of production, sales or services <input type="radio"/> 2. Replace vacant posts <input type="radio"/> 3. Expansion of the establishment <input type="radio"/> 4. Seasonality	<input type="radio"/> 1. Yes <input type="radio"/> 2. No
_____	_____	<input type="radio"/> 1. Increase of production, sales or services <input type="radio"/> 2. Replace vacant posts <input type="radio"/> 3. Expansion of the establishment <input type="radio"/> 4. Seasonality	<input type="radio"/> 1. Yes <input type="radio"/> 2. No
_____	_____	<input type="radio"/> 1. Increase of production, sales or services <input type="radio"/> 2. Replace vacant posts <input type="radio"/> 3. Expansion of the establishment <input type="radio"/> 4. Seasonality	<input type="radio"/> 1. Yes <input type="radio"/> 2. No
_____	_____	<input type="radio"/> 1. Increase of production, sales or services <input type="radio"/> 2. Replace vacant posts <input type="radio"/> 3. Expansion of the establishment <input type="radio"/> 4. Seasonality	<input type="radio"/> 1. Yes <input type="radio"/> 2. No

D2. Positions recruited in the establishment

D2.1. Write down the name of the job position recruited	D2.2. Write down the number of personnel recruited for the position	D2.3. Write down the reason for recruitment of personnel in the position (You may select several options)	D2.4. Was induction of personnel performed for the position?
_____	_____	<input type="radio"/> 1. Increase of production, sales or services <input type="radio"/> 2. Replace vacant posts <input type="radio"/> 3. Expansion of the establishment <input type="radio"/> 4. Seasonality	<input type="radio"/> 1. Yes <input type="radio"/> 2. No
_____	_____	<input type="radio"/> 1. Increase of production, sales or services <input type="radio"/> 2. Replace vacant posts <input type="radio"/> 3. Expansion of the establishment <input type="radio"/> 4. Seasonality	<input type="radio"/> 1. Yes <input type="radio"/> 2. No
_____	_____	<input type="radio"/> 1. Increase of production, sales or services <input type="radio"/> 2. Replace vacant posts <input type="radio"/> 3. Expansion of the establishment <input type="radio"/> 4. Seasonality	<input type="radio"/> 1. Yes <input type="radio"/> 2. No
_____	_____	<input type="radio"/> 1. Increase of production, sales or services <input type="radio"/> 2. Replace vacant posts <input type="radio"/> 3. Expansion of the establishment <input type="radio"/> 4. Seasonality	<input type="radio"/> 1. Yes <input type="radio"/> 2. No
_____	_____	<input type="radio"/> 1. Increase of production, sales or services <input type="radio"/> 2. Replace vacant posts <input type="radio"/> 3. Expansion of the establishment <input type="radio"/> 4. Seasonality	<input type="radio"/> 1. Yes <input type="radio"/> 2. No
_____	_____	<input type="radio"/> 1. Increase of production, sales or services <input type="radio"/> 2. Replace vacant posts <input type="radio"/> 3. Expansion of the establishment <input type="radio"/> 4. Seasonality	<input type="radio"/> 1. Yes <input type="radio"/> 2. No
_____	_____	<input type="radio"/> 1. Increase of production, sales or services <input type="radio"/> 2. Replace vacant posts <input type="radio"/> 3. Expansion of the establishment <input type="radio"/> 4. Seasonality	<input type="radio"/> 1. Yes <input type="radio"/> 2. No

Section E. Vacancies during the I quarter 2018

E1. Vacant positions in the establishment

E1.1. Did the establishment have vacant positions during January, February and March 2018? 1. Yes 2. No (Go to section F.)

E1.2. Any of the job positions vacant during January, February and March of 2018 are new in the establishment? (Not recorded in section B of the questionnaire) 1. Yes 2. No (Go to the E3 queries)

E2. Characteristics of the new vacant positions in the establishments (not included in section B of this questionnaire)

E2.1. Write down the name of the new job position which is vacant	E2.2. Write down the number of staff required in the vacant position	E2.3. Write down the minimum academic education required for the position (Select one only)	E2.4. Select the requirements and knowledge for the post (may check several options)	E2.5. Mark the skills required for the job (maximum 5 skills per position)	E2.6. Select the physical skills required for the job (maximum 5 skills per position)	E2.7. Write down the main tasks of the position	E2.8. Is the vacant position difficult to fill?
		<input type="radio"/> 1. No schooling <input type="radio"/> 2. Incomplete primary education <input type="radio"/> 3. Complete primary education <input type="radio"/> 4. Incomplete secondary education <input type="radio"/> 5. Complete secondary education <input type="radio"/> 6. Technician with completed primary education <input type="radio"/> 7. Technician with completed secondary education <input type="radio"/> 8. Average technician (vocational technical education) <input type="radio"/> 9. University degree <input type="radio"/> 10. Incomplete University. <input type="radio"/> 11. Graduate degree <input type="radio"/> 12. Baccalaureate <input type="radio"/> 13. Masters <input type="radio"/> 14. Doctorate.	<input type="radio"/> 1. Communication in a second language <input type="radio"/> 2. Basic operation of computer and basic computer software <input type="radio"/> 3. Basic operation of specialized software licenses <input type="radio"/> 4. Operation of specialized tools (includes certificate of use when applies) <input type="radio"/> 5. Certification of post-related knowledge <input type="radio"/> 6. Member of a professional association <input type="radio"/> 7. Scheduling availability <input type="radio"/> 8. Availability to travel within the country or abroad <input type="radio"/> 9. Specific driver's license <input type="radio"/> 10. None	<input type="radio"/> 1. Control their behavior and emotions in adverse situations. <input type="radio"/> 2. Update their knowledge to improve performance in their functions. <input type="radio"/> 3. Commit to the assigned job's quality. <input type="radio"/> 4. Communicate clearly and timely, orally and in writing. <input type="radio"/> 5. Transmit their knowledge or information to others. <input type="radio"/> 6. Work with energy and good attitude when facing changing or challenging situations. <input type="radio"/> 7. Take the initiative in the development of actions leading to improvement. <input type="radio"/> 8. Innovate, explore and propose new and original ideas. <input type="radio"/> 9. Take the lead in a workgroup and develop their talent. <input type="radio"/> 10. Create spaces for negotiation to define agreements and solve conflicts. <input type="radio"/> 11. Analyze a situation and understand its causes and effects. <input type="radio"/> 12. Set objectives and define strategies to reach them. <input type="radio"/> 13. Plan and organize tasks to prioritize them, according to objectives. <input type="radio"/> 14. Create a good image to establish relations with strategic allies <input type="radio"/> 15. Generate solutions and provide customers good service. <input type="radio"/> 16. Identify and find solutions to problems. <input type="radio"/> 17. Make the right decisions when facing different options. <input type="radio"/> 18. Work as a team to achieve a common objective.	<input type="radio"/> 1. Quickly move hand, foot, arm, to manipulate or assemble objects <input type="radio"/> 2. Maintain a specific effort as long as possible <input type="radio"/> 3. Have physical strength to perform a task or move a load <input type="radio"/> 4. Make one or more movements in the shortest possible time <input type="radio"/> 5. Maintain or regain body balance <input type="radio"/> 6. See details at close range, in low light, or panoramic <input type="radio"/> 7. Listen and focus attention on a sound, in the presence of others <input type="radio"/> 8. Other. Justify: _____		<input type="radio"/> 1. Yes <input type="radio"/> 2. No (Go to the next position)

E2.9. Why is the vacant position difficult to fill? (You may select several options)

<input type="radio"/> 1. Lack of work experience for the position	<input type="radio"/> 4. There are not enough persons interested in fulfilling this job	<input type="radio"/> 7. Candidates don't have the required abilities
<input type="radio"/> 2. The establishment is at a geographical location which is far or of difficult access	<input type="radio"/> 5. Post's conditions are not attractive	<input type="radio"/> 8. Candidates don't have the required academic education.
<input type="radio"/> 3. Too much competition between employers	<input type="radio"/> 6. Overqualified candidates	<input type="radio"/> 9. There is no regional staff to fill the position
		<input type="radio"/> 10. Extensive internal process

E2. Characteristics of the new vacant positions in the establishments (not included in section B of this questionnaire)

E2.1. Write down the name of the new job position which is vacant	E2.2. Write down the number of staff required in the vacant position	E2.3. Write down the minimum academic education required for the position (Select one only)	E2.4. Select the requirements and knowledge for the post (may check several options)	E2.5. Mark the skills required for the job (maximum 5 skills per position)	E2.6. Select the physical skills required for the job (maximum 5 skills per position)	E2.7. Write down the main tasks of the position	E2.8. Is the vacant position difficult to fill?
_____	_____	<input type="radio"/> 1. No schooling <input type="radio"/> 2. Incomplete primary education <input type="radio"/> 3. Complete primary education <input type="radio"/> 4. Incomplete secondary education <input type="radio"/> 5. Complete secondary education <input type="radio"/> 6. Technician with completed primary education <input type="radio"/> 7. Technician with completed secondary education <input type="radio"/> 8. Average technician (vocational technical education) <input type="radio"/> 9. University degree <input type="radio"/> 10. Incomplete University. <input type="radio"/> 11. Graduate degree <input type="radio"/> 12. Baccalaureate <input type="radio"/> 13. Masters <input type="radio"/> 14. Doctorate.	<input type="radio"/> 1. Communication in a second language <input type="radio"/> 2. Basic operation of computer and basic computer software <input type="radio"/> 3. Basic operation of specialized software licenses <input type="radio"/> 4. Operation of specialized tools (includes certificate of use when applies) <input type="radio"/> 5. Certification of post-related knowledge <input type="radio"/> 6. Member of a professional association <input type="radio"/> 7. Scheduling availability <input type="radio"/> 8. Availability to travel within the country or abroad <input type="radio"/> 9. Specific driver's license <input type="radio"/> 10. None	<input type="radio"/> 1. Control their behavior and emotions in adverse situations. <input type="radio"/> 2. Update their knowledge to improve performance in their functions. <input type="radio"/> 3. Commit to the assigned job's quality. <input type="radio"/> 4. Communicate clearly and timely, orally and in writing. <input type="radio"/> 5. Transmit their knowledge or information to others. <input type="radio"/> 6. Work with energy and good attitude when facing changing or challenging situations. <input type="radio"/> 7. Take the initiative in the development of actions leading to improvement. <input type="radio"/> 8. Innovate, explore and propose new and original ideas. <input type="radio"/> 9. Take the lead in a workgroup and develop their talent. <input type="radio"/> 10. Create spaces for negotiation to define agreements and solve conflicts. <input type="radio"/> 11. Analyze a situation and understand its causes and effects. <input type="radio"/> 12. Set objectives and define strategies to reach them. <input type="radio"/> 13. Plan and organize tasks to prioritize them, according to objectives. <input type="radio"/> 14. Create a good image to establish relations with strategic allies <input type="radio"/> 15. Generate solutions and provide customers good service. <input type="radio"/> 16. Identify and find solutions to problems. <input type="radio"/> 17. Make the right decisions when facing different options. <input type="radio"/> 18. Work as a team to achieve a common objective.	<input type="radio"/> 1. Quickly move hand, foot, arm, to manipulate or assemble objects <input type="radio"/> 2. Maintain a specific effort as long as possible <input type="radio"/> 3. Have physical strength to perform a task or move a load <input type="radio"/> 4. Make one or more movements in the shortest possible time <input type="radio"/> 5. Maintain or regain body balance <input type="radio"/> 6. See details at close range, in low light, or panoramic <input type="radio"/> 7. Listen and focus attention on a sound, in the presence of others <input type="radio"/> 8. Other. Justify: _____	_____ _____ _____ _____	<input type="radio"/> 1. Yes <input type="radio"/> 2. No (Go to the next position)

E2.9. Why is the vacant position difficult to fill? (You may select several options)	<input type="radio"/> 7. Candidates don't have the required abilities <input type="radio"/> 8. Candidates don't have the required academic education. <input type="radio"/> 9. There is no regional staff to fill the position <input type="radio"/> 10. Extensive internal process
<input type="radio"/> 1. Lack of work experience for the position <input type="radio"/> 2. The establishment is at a geographical location which is far or of difficult access <input type="radio"/> 3. Too much competition between employers	<input type="radio"/> 4. There are not enough persons interested in fulfilling this job <input type="radio"/> 5. Post's conditions are not attractive <input type="radio"/> 6. Overqualified candidates

E2.10. Observation

E2. Characteristics of the new vacant positions in the establishments (not included in section B of this questionnaire)

E2.1. Write down the name of the new job position which is vacant	E2.2. Write down the number of staff required in the vacant position	E2.3. Write down the minimum academic education required for the position (Select one only)	E2.4. Select the requirements and knowledge for the post (may check several options)	E2.5. Mark the skills required for the job (maximum 5 skills per position)	E2.6. Select the physical skills required for the job (maximum 5 skills per position)	E2.7. Write down the main tasks of the position	E2.8. Is the vacant position difficult to fill?
_____	_____	<input type="radio"/> 1. No schooling <input type="radio"/> 2. Incomplete primary education <input type="radio"/> 3. Complete primary education <input type="radio"/> 4. Incomplete secondary education <input type="radio"/> 5. Complete secondary education <input type="radio"/> 6. Technician with completed primary education <input type="radio"/> 7. Technician with completed secondary education <input type="radio"/> 8. Average technician (vocational technical education) <input type="radio"/> 9. University degree <input type="radio"/> 10. Incomplete University. <input type="radio"/> 11. Graduate degree <input type="radio"/> 12. Baccalaureate <input type="radio"/> 13. Masters <input type="radio"/> 14. Doctorate.	<input type="radio"/> 1. Communication in a second language <input type="radio"/> 2. Basic operation of computer and basic computer software <input type="radio"/> 3. Basic operation of specialized software licenses <input type="radio"/> 4. Operation of specialized tools (includes certificate of use when applies) <input type="radio"/> 5. Certification of post-related knowledge <input type="radio"/> 6. Member of a professional association <input type="radio"/> 7. Scheduling availability <input type="radio"/> 8. Availability to travel within the country or abroad <input type="radio"/> 9. Specific driver's license <input type="radio"/> 10. None	<input type="radio"/> 1. Control their behavior and emotions in adverse situations. <input type="radio"/> 2. Update their knowledge to improve performance in their functions. <input type="radio"/> 3. Commit to the assigned job's quality. <input type="radio"/> 4. Communicate clearly and timely, orally and in writing. <input type="radio"/> 5. Transmit their knowledge or information to others. <input type="radio"/> 6. Work with energy and good attitude when facing changing or challenging situations. <input type="radio"/> 7. Take the initiative in the development of actions leading to improvement. <input type="radio"/> 8. Innovate, explore and propose new and original ideas. <input type="radio"/> 9. Take the lead in a workgroup and develop their talent. <input type="radio"/> 10. Create spaces for negotiation to define agreements and solve conflicts. <input type="radio"/> 11. Analyze a situation and understand its causes and effects. <input type="radio"/> 12. Set objectives and define strategies to reach them. <input type="radio"/> 13. Plan and organize tasks to prioritize them, according to objectives. <input type="radio"/> 14. Create a good image to establish relations with strategic allies <input type="radio"/> 15. Generate solutions and provide customers good service. <input type="radio"/> 16. Identify and find solutions to problems. <input type="radio"/> 17. Make the right decisions when facing different options. <input type="radio"/> 18. Work as a team to achieve a common objective.	<input type="radio"/> 1. Quickly move hand, foot, arm, to manipulate or assemble objects <input type="radio"/> 2. Maintain a specific effort as long as possible <input type="radio"/> 3. Have physical strength to perform a task or move a load <input type="radio"/> 4. Make one or more movements in the shortest possible time <input type="radio"/> 5. Maintain or regain body balance <input type="radio"/> 6. See details at close range, in low light, or panoramic <input type="radio"/> 7. Listen and focus attention on a sound, in the presence of others <input type="radio"/> 8. Other. Justify: _____	_____ _____ _____ _____	<input type="radio"/> 1. Yes <input type="radio"/> 2. No (Go to the next position)

E2.9. Why is the vacant position difficult to fill? (You may select several options)	<input type="radio"/> 7. Candidates don't have the required abilities <input type="radio"/> 8. Candidates don't have the required academic education. <input type="radio"/> 9. There is no regional staff to fill the position <input type="radio"/> 10. Extensive internal process
<input type="radio"/> 1. Lack of work experience for the position <input type="radio"/> 2. The establishment is at a geographical location which is far or of difficult access <input type="radio"/> 3. Too much competition between employers	<input type="radio"/> 4. There are not enough persons interested in fulfilling this job <input type="radio"/> 5. Post's conditions are not attractive <input type="radio"/> 6. Overqualified candidates

E2.10. Observation

E3. Characteristics of vacant positions already existing in the establishment (included in section B. of the questionnaire)

E3.1. Write down the name of the vacant job position already existing in the establishment	E3.2. Write down the number of personnel required in the current vacant position	E3.3. Are the same characteristics required for this vacant job position (academic education; requirements and knowledge; and abilities required) described in section B of the questionnaire?	3.4. In which aspects of the job position's profile are there differences? (You may select several options)	3.5. Write down the adjustment of position's profile
_____	_____	<input type="radio"/> 1. Yes (Go to the next position) <input type="radio"/> 2. No	<input type="radio"/> 1. Minimum academic education required for the position. <input type="radio"/> 2. Additional requirements and knowledge for the position <input type="radio"/> 3. Abilities required for the job position	_____ _____ _____
_____	_____	<input type="radio"/> 1. Yes (Go to the next position) <input type="radio"/> 2. No	<input type="radio"/> 1. Minimum academic education required for the position. <input type="radio"/> 2. Additional requirements and knowledge for the position <input type="radio"/> 3. Abilities required for the job position	_____ _____ _____
_____	_____	<input type="radio"/> 1. Yes (Go to the next position) <input type="radio"/> 2. No	<input type="radio"/> 1. Minimum academic education required for the position. <input type="radio"/> 2. Additional requirements and knowledge for the position <input type="radio"/> 3. Abilities required for the job position	_____ _____ _____
_____	_____	<input type="radio"/> 1. Yes (Go to the next position) <input type="radio"/> 2. No	<input type="radio"/> 1. Minimum academic education required for the position. <input type="radio"/> 2. Additional requirements and knowledge for the position <input type="radio"/> 3. Abilities required for the job position	_____ _____ _____
_____	_____	<input type="radio"/> 1. Yes (Go to the next position) <input type="radio"/> 2. No	<input type="radio"/> 1. Minimum academic education required for the position. <input type="radio"/> 2. Additional requirements and knowledge for the position <input type="radio"/> 3. Abilities required for the job position	_____ _____ _____

E3. Characteristics of vacant positions already existing in the establishment (included in section B. of the questionnaire)

E3.1. Write down the name of the vacant job position already existing in the establishment	E3.2. Write down the number of personnel required in the current vacant position	E3.3. Are the same characteristics required for this vacant job position (academic education; requirements and knowledge; and abilities required) described in section B of the questionnaire?	3.4. In which aspects of the job position's profile are there differences? (You may select several options)	3.5. Write down the adjustment of position's profile
_____	_____	<input type="radio"/> 1. Yes (Go to the next position) <input type="radio"/> 2. No	<input type="radio"/> 1. Minimum academic education required for the position. <input type="radio"/> 2. Additional requirements and knowledge for the position <input type="radio"/> 3. Abilities required for the job position	_____ _____ _____
_____	_____	<input type="radio"/> 1. Yes (Go to the next position) <input type="radio"/> 2. No	<input type="radio"/> 1. Minimum academic education required for the position. <input type="radio"/> 2. Additional requirements and knowledge for the position <input type="radio"/> 3. Abilities required for the job position	_____ _____ _____
_____	_____	<input type="radio"/> 1. Yes (Go to the next position) <input type="radio"/> 2. No	<input type="radio"/> 1. Minimum academic education required for the position. <input type="radio"/> 2. Additional requirements and knowledge for the position <input type="radio"/> 3. Abilities required for the job position	_____ _____ _____
_____	_____	<input type="radio"/> 1. Yes (Go to the next position) <input type="radio"/> 2. No	<input type="radio"/> 1. Minimum academic education required for the position. <input type="radio"/> 2. Additional requirements and knowledge for the position <input type="radio"/> 3. Abilities required for the job position	_____ _____ _____
_____	_____	<input type="radio"/> 1. Yes (Go to the next position) <input type="radio"/> 2. No	<input type="radio"/> 1. Minimum academic education required for the position. <input type="radio"/> 2. Additional requirements and knowledge for the position <input type="radio"/> 3. Abilities required for the job position	_____ _____ _____

E3. Characteristics of vacant positions already existing in the establishment (included in section B. of the questionnaire)

E3.1. Write down the name of the vacant job position already existing in the establishment	E3.2. Write down the number of personnel required in the current vacant position	E3.3. Are the same characteristics required for this vacant job position (academic education; requirements and knowledge; and abilities required) described in section B of the questionnaire?	3.4. In which aspects of the job position's profile are there differences? (You may select several options)	3.5. Write down the adjustment of position's profile
_____	_____	<input type="radio"/> 1. Yes (Go to the next position) <input type="radio"/> 2. No	<input type="radio"/> 1. Minimum academic education required for the position. <input type="radio"/> 2. Additional requirements and knowledge for the position <input type="radio"/> 3. Abilities required for the job position	_____ _____ _____
_____	_____	<input type="radio"/> 1. Yes (Go to the next position) <input type="radio"/> 2. No	<input type="radio"/> 1. Minimum academic education required for the position. <input type="radio"/> 2. Additional requirements and knowledge for the position <input type="radio"/> 3. Abilities required for the job position	_____ _____ _____

E4. General questions about vacant positions difficult to fill in the establishment (in case there may be, including newly and already existing in the establishment).

E4.1. Write down the consequences of counting with vacant positions difficult to fill (you may select several options)	E4.2. Write down the additional measures taken by the establishment for vacant posts difficult to fill (you may select several options)	E4.3. Write down the means of personnel search (you can select several options)
<input type="radio"/> 1. Loss of sales or income. <input type="radio"/> 2. Rise of payment for overtime. <input type="radio"/> 3. Difficulty to introduce new work practices and innovating processes. <input type="radio"/> 4. Overload of functions on present staff. <input type="radio"/> 5. Difficulty reaching quality standards and objectives. <input type="radio"/> 6. Delay in the development of new products or services. <input type="radio"/> 7. None.	<input type="radio"/> 1. Increase salaries and monetary incentives for the positions <input type="radio"/> 2. Decrease requirements of the position's profile. <input type="radio"/> 3. Implement new recruitment practices <input type="radio"/> 4. Associate to educational institutions to create specific profiles <input type="radio"/> 5. Recruit positions through outsourcing <input type="radio"/> 6. Search for candidates outside of the region or country <input type="radio"/> 7. Offer alternative work models (flexible working hours, telework, etc.) <input type="radio"/> 8. Raises <input type="radio"/> 9. None	<input type="radio"/> 1. Advertising in journals, television or radio <input type="radio"/> 2. Employment agencies. <input type="radio"/> 3. Company's web site. <input type="radio"/> 4. Personal references. <input type="radio"/> 5. Posters. <input type="radio"/> 6. Social networks. <input type="radio"/> 7. Job fair. <input type="radio"/> 8. Job offer services on the internet. <input type="radio"/> 9. Contacts with educational institutions. <input type="radio"/> 10. Public job agencies.

Section F: Expectations for job positions

F1. Job positions with greatest demand

F1.1. Do you find there will be strategic job positions in the establishment, where more staff will be required over the next three years?

1. Yes
 2. No
 3. Doesn't know / Doesn't respond
- } Go to query F2.

F1.2 Write down a maximum of three strategic job positions in the establishment, where more staff will be required in the next three years

1. Write down the name of the job position

2. Write down the position's main tasks

F1.3. Why do you consider more staff will be required in those job positions?

1. Use of new supplies and equipment in the establishment.
 2. Adjustment of goods or services offered by the establishment.
 3. Increase of demand for a product or service offered.
 4. The profiles of the position adjust to the current and future needs of the establishment
 5. Other. Justify: _____

F2. Job positions with least demand

F2.1. Do you think there are job positions in the establishment which will require less staff in the next three years?

1. Yes
 2. No
 3. Doesn't know / Doesn't respond
- } End of questionnaire

F2.2 Write down a maximum of three job positions in the establishment where, in the next three years fewer personnel will be required

1. Write down the name of the job position

2. Write down the position's main tasks

F2.3. Why do you consider fewer personnel will be required in those job positions?
(you can select several options)

1. Automation of functions in that job position.
 2. Profile of position not related to current job needs.
 3. Outsourcing of personnel to perform those functions.
 4. Adjustment of the establishment's production line of goods and services.
 5. Other. Justify: _____

