



Measurement and Evaluation Instruments: Questionnaires and employability studies

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AUDIT

- Management and assessment of the professional orientation
- Service management



Management and assessment of the employability

- Analysis of the situation of UA graduates in the last 5 years (Every 2 years)
- Three types of objectives:
 - Analysis of employability path
 - Analysis of training path
 - Analysis of training demands



Objective 1: Employability path

- Current employment status: Type of contract and salary.
- Length of continuence in current position
- Professional sector and staff category
- Adequacy of the position to educational and academic qualifications
- Participation in activities abroad and in Spain: Employment and internship in companies

Objetive 2: Training path

- **Postgraduate training:** doctoral studies, Masters or Specialist Course
- **Complementary training**
- **Assessment of the Qualification:** A) subjects and content, B) materials and equipment and C) teaching.
- Potential shortcomings of educational qualification (Strengths and weaknesses).
- **Training abroad:** European Exchange Programmes (Socrates-Erasmus), Languages abroad



Objetive 3: Training Demand

- **Characteristics of the training**
- **Necesity and availability** of the specialisation and complementary training
- **Topics for the complementary training**



Management and assessment of professional integration: methodology

- **Quantitative methodology**
- **Measurement instrument:** Closed and standardised questionnaire on introduction in the labour market and training demand of students
- **Questionnaire administration model:**
 - Phone (CATI System: Computer Assisted Telephone Interviewing)



Advantages phone questionnaires

- Cost efficient
- Less time consuming
- No matter of the geographical disparity of the interviewed persons
- Reduces the slant (influence) of the interviewer on responses
- reduces the slant social **desirability**
- **Data codification facility:** reduces codification mistakes.



Phone questionnaire: disadvantages

- **Sample slant:** Sample size reduction (Does not reach everybody e.g. Not everybody has telephone)
- **Low response rate:** the topic is not of interest and many people do not answer
- **Short questionnaires:** reduced time and cost



UA questionnaire on employability: workfield notes

- Satisfactory results
- High number of contacts
- High rate respond rate



Sample design

- **Population:** graduates of the UA from academic year 2002-03 to 2006-07 (N=16291)
- **Sample:** 4562 surveys carried out
- **Type of random sampling:** population sample stratified over careers



Treatment of statistical data

- Statistical IP programme: SPSS
- Descriptive analysis: frequencies, medias, and so on...
- Bivariable analysis: Contingency tables, average benchmark, correlations, etc.

2006 employability study

Frequency Table

**Professional
situation**

Situación laboral

		Frecuencia	Porcentaje	Porcentaje válido	Porcentaje acumulado
Válidos	Empresario-autónomo	187	5,4	5,4	5,4
	Trabajador cta. ajena s. público	860	24,9	24,9	30,3
	Trabajador cta. ajena s. privado	1752	50,7	50,7	81,1
	Parado	310	9,0	9,0	90,0
	Estudiante	300	8,7	8,7	98,7
	Otros	45	1,3	1,3	100,0
	Total	3453	100,0	100,0	

Categories

Labor situation by field of studies

Contingency table : Bi-variable

Degrees
Variable

Situación laboral en función de los estudios realizados

	Situación laboral						Total
	Empresario -autónomo	Trabajador cta. ajena s. público	Trabajador cta. ajena s. privado	Parado	Estudiante	Otros	
ADE	1,5%	8,9%	80,0%	4,4%	4,4%	,7%	100,0%
Arquitectura	40,9%	9,1%	45,5%	4,5%			100,0%
Arq. Técnica	30,4%	4,8%	60,8%		2,4%	1,6%	100,0%
Biología	1,5%	14,4%	42,4%	17,4%	19,7%	4,5%	100,0%
Dip. CC. Empr.	7,1%	15,6%	65,2%	5,7%	5,7%	,7%	100,0%
CC. Trabajo		44,6%	43,1%	7,7%	4,6%		100,0%
Derecho	14,3%	12,1%	53,6%	5,7%	10,7%	3,6%	100,0%
Economía	3,8%	7,7%	77,7%	3,8%	6,9%		100,0%
Enfermería		68,1%	22,2%	8,1%	1,5%		100,0%
Filol. Árabe		30,8%	46,2%	23,1%			100,0%
Filol. Catalana		56,1%	22,7%	10,6%	9,1%	1,5%	100,0%
Filol. Francesa		58,3%	29,2%	4,2%	4,2%	4,2%	100,0%
Filol. Hispánica	1,8%	26,8%	29,5%	25,9%	14,3%	1,8%	100,0%
Filol. Inglesa	3,0%	22,7%	41,7%	15,9%	15,2%	1,5%	100,0%
Gestión y Ad. Públ.	1,8%	32,1%	35,7%	14,3%	16,1%		100,0%
Geografía		26,2%	34,4%	19,7%	16,4%	3,3%	100,0%
Historia	3,9%	26,6%	26,6%	24,2%	18,0%	,8%	100,0%
Humanidades	6,2%	25,9%	28,4%	18,5%	12,3%	8,6%	100,0%
Ing. Geólogo	8,3%	33,3%	58,3%				100,0%
Ing. Informática	7,8%	16,5%	63,5%	3,5%	7,0%	1,7%	100,0%
Ing. Téc. Informática	9,4%	16,5%	58,3%	3,9%	11,0%	,8%	100,0%
Maestro	,7%	61,0%	19,1%	7,8%	9,9%	1,4%	100,0%
CC. del Mar		11,4%	63,6%	13,6%	11,4%		100,0%
Matemáticas	4,4%	35,6%	24,4%	13,3%	20,0%	2,2%	100,0%
Nutrición H. y Dietética	3,8%	13,5%	28,8%	11,5%	42,3%		100,0%
Óptica	7,4%	10,7%	78,5%	,8%		,8%	100,0%
Ing. Téc. Ob. Públ.	7,0%	10,5%	76,3%		6,1%		100,0%
Psicopedagogía	,9%	73,9%	18,0%	3,6%	2,7%	,9%	100,0%
Publicidad y RR.PP.	6,3%	8,0%	61,6%	11,6%	12,5%		100,0%
Química	3,1%	14,8%	60,2%	8,6%	10,9%	2,3%	100,0%
Rels. Laborales	2,9%	17,1%	61,4%	10,7%	7,1%	,7%	100,0%
Sociología	3,1%	24,4%	48,8%	16,5%	5,5%	1,6%	100,0%
Trad. e Interpretación	11,5%	10,7%	51,6%	12,3%	13,9%		100,0%
Trabajo Social	1,7%	29,2%	47,5%	15,0%	4,2%	2,5%	100,0%
Turismo	1,6%	17,7%	60,5%	10,5%	9,7%		100,0%

LABOR
situation
Variable

Working situation by gender

Contingency Table

Situación laboral en función del sexo

		Sexo		Total
		Hombre	Mujer	
Situación laboral	Empresario-autónomo	95	92	187
		7,2%	4,3%	5,4%
	Trabajador cta. ajena s. público	288	572	860
		21,9%	26,8%	24,9%
	Trabajador cta. ajena s. privado	734	1018	1752
		55,8%	47,6%	50,7%
	Parado	75	235	310
		5,7%	11,0%	9,0%
	Estudiante	110	190	300
		8,4%	8,9%	8,7%
	Otros	14	30	44
		1,1%	1,4%	1,3%
Total		1316	2137	3453
		100,0%	100,0%	100,0%

Gender
Variable

LABOR Situation
Variable

Structure of the employed population by economical sector: UA - Comunidad Valenciana

Estructura de la población ocupada por sector económico en la Comunidad Valenciana y entre los egresados de la UA

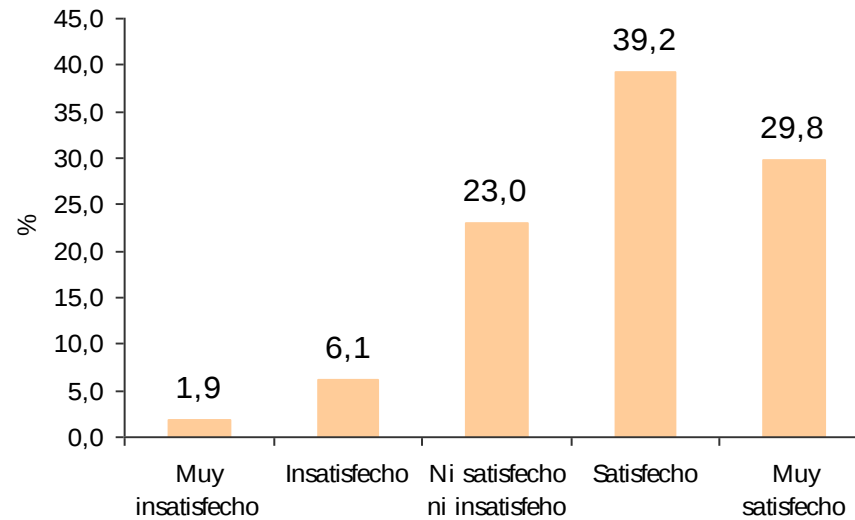
	Comunidad Valenciana ^a	Egresados UA (2001-2005)
Servicios (incluido comercio)	61,2	84,0
Construcción	14,3	10,5
Industria	21,3	4,9
Agricultura	3,3	,5
Total	100,0	100,0

a. INE, Encuesta de Población Activa, 1º trimestre de 2006.

Economics
sectors
variable

Present work satisfaction

Satisfacción con el trabajo que desempeña



Mediana= 4, Indicador promedio= 3,89. Escala: 1= muy insatisfecho, 2= insatisfecho, 3= ni satisfecho ni insatisfecho, 4= satisfecho, 5= muy satisfecho



Basic indicators per degrees

- Employment percentage
- Percentage of graduates working in related fields
- Percentage of graduates who received post-graduate training after their studies
- Percentage of graduates with postgraduate training
- General satisfaction with the studies pursued
- Percentage of training demands

Management of the services: Satisfaction assessment

Administrative organisation chart

- Students
- Archives & Records Service
- Accounting
- Academic Management
- Economic Management
- Human Resources
- Information Services
- Bibliographical Information & Documentation
- Computing
- Legal
- Research and Technology Transfer
- Publications
- Preventive Medicine Service
- Administrative Staff Recruitment & Training
- Infrastructures & External Services
- Quality Standards Office
- Secretariat for Scientific Instrumentation & Support to Research



Services management: Objectives

- Information about the service
- Opinion about the service
- Assessment of user satisfaction
- Opportunities and weaknesses

GOAL: Introduce improvements in the service



Service management

- **Quantitative methodology**
- **Measurement instrument:** Closed and standardised questionnaire
 - A) Common questions to all the services
 - B) Specific questions to each service depending on its activities.
- **Means of questionnaire administration:**
 - Phone call
 - On-line
 - Auto-acomplished



Sample design

- **Groups that use each service:**
 - Administration and Services Personnel
 - Teacher and research personnel
 - Students
 - External firms
- **Type of random sampling:** Stratified random by type of users.



Questionnaire: Common questions

- **Type of questions:** Likert Scale
- **Valuation** of 1(minimal satisfaction) to 7 (maximum satisfaction)
- **Example of items**
 - Public opening hours
 - Accessibility where the service is located
 - Treatment received
 - General valuation of the service



Summary

- **Instrument:** Basically the use of the close questionnaires (Few open questions)
- **Statistical treatment** of the data
- **Final goal:** Collect information to introduce improvements in the qualifications and in the administrative organisation of the UA



Thank you very much for your
attention