

“Patterns of company recruitment and induction processes in selected European countries”



Motor vehicle service questionnaire

Bundesinstitut
für Berufsbildung **BiBB** ▶

- ▶ Forschen
- ▶ Beraten
- ▶ Zukunft gestalten

ikei research & consultancy

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Information on the study and the questionnaire

Please read out

The aim of the study is to obtain information on the recruitment, induction and continuing training of new employees. We would like to know how satisfied employers are with the education and training system and in which form they cooperate and/or exert an influence. The questionnaire is directed at managers or staff from the field of human resources or recruitment. The person completing the questionnaire should have knowledge of everyday motor vehicle service work (especially including the workshop). He or she should also be able to provide general data such as the number of employees and information on recruitment and/or continuing training strategies. It should take about **20 minutes** to complete the interview.

Information on confidentiality and further use of the data

Please read out

The data collected in this survey will be processed in accordance with the **Data Protection Act (IES registration number: Z574924)** and anonymised for further use within the scope of the study. No information will be published which permits the identification of any particular person, company or location.

Please notify us after the survey if you wish to receive information about the **results of this study**. We will then send you a copy of the report.

Questions which are not highlighted are part of section 1 of the data set. Questions which are highlighted in blue are part of section 2 of the data set that contains country specific adaptations.

I. General information

A. About the interviewee

Read out the possible answers. Tick the appropriate box.

What is your position within the company? Please state what most closely reflects your role.

- Owner
- Board Member/Managing Director
- Middle management
- Recruitment manager/Head of Recruitment
- Member of the Recruitment Department
- Human resources administrator
- Head of Initial and Continuing Training
- Line manager
- Other (please state): _____

B. About the location/company

1. Since which year has the company you work for existed?

N/A

Read out the possible answers. Tick the appropriate box.

2. Which description best reflects your location?

- Independent service and repairs provider
- Independent service and repairs provider for a certain make/certain makes
- A service and repairs provider which is part of a major chain or similar (e.g. franchising)
- A service and sales outlet for a certain make
- An authorised partner for a certain make (sales and/or service)
- An authorised partner for more than one certain makes (sales and/or service)
- Other (please state): _____

Read out the possible answers. Indicate all relevant responses.

3. Do you specialise in a certain area?

- No, we offer a complete range of service and repairs.
- We offer a complete range but have specialised in the following area/areas
(Please place a cross in the relevant boxes below)
- We offer service and repairs in the following area(s) only
(Please place a cross in the relevant boxes below)
 - Wheels/tyres
 - Electrics/electronics
 - Bodywork
 - Glass/windows
 - Air conditioning systems/heating
 - Brakes/brake systems
 - Breakdown assistance
 - Used cars
 - Other (please state): _____

Only one response possible.

4. How would you describe the development of your company or your company's sales over the last ten years?

- Dynamic expansion
- Stable consolidation
- Shrinking
- N/A

Please state the number of employees in full-time equivalents (FTE).

① An employee who only works for half of the weekly working hours counts as 0.5. The same applies to members of staff who work full-time for only six months. Please apply the same conversion in the case of other part-time working models.

5. How many FTE staff do you currently employ?

_____ number of staff N/A

Please state the number of staff regardless of whether employed on a full-time or part-time basis (not FTE).

6. What is the total number of staff currently employed at your company?

_____ number of staff N/A

Please state either the number of employees or a percentage.

7. How many of your total staff perform tasks in the workshop (e.g. assistants, mechatronics technicians, master craftsmen etc.)? Administration and sales occupations do not count.

_____ number of staff _____% N/A

Please enter the number of staff or a percentage for each age cohort. Please check that the total number of staff stated for question 6 adds up to 100%.

8. What is the age distribution at your location referring to the total number of employees stated in question 6?

Under 25: _____ number of staff _____%

25-35: _____ number of staff _____%

36-45: _____ number of staff _____%

46 and above: _____ number of staff _____% N/A

II. Organisational framework/job profiles at the medium qualifications level

Please state the number of staff and the minimum and maximum average wage for the job profiles named. Supplement the stipulated job profiles by adding your own where necessary.

① This question does not refer to the employees' qualification, but to the tasks they fulfill and the position they have.

Please tell us the number of staff for the job descriptions at medium qualifications level stated below who cover tasks in your workshop. Please state up to five additional job profiles if the stipulated job descriptions do not cover the jobs in your workshop area. Please state the average minimum and maximum gross wage of each of these employees.

Job description	Designation according to ISCO 08	Number of staff employed in such a position (in FTE)	Gross minimum wage for full-time employees <input type="radio"/> Hourly wage <input type="radio"/> Monthly wage <input type="radio"/> Annual wage	Gross maximum wage for full-time employees <input type="radio"/> Hourly wage <input type="radio"/> Monthly wage <input type="radio"/> Annual wage

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Workshop Controller (Level 4)				
Vehicle Maintenance and Repair Master/Senior Technician (Level 4)				
Vehicle Maintenance Senior Technician (Level 4)				
Vehicle Maintenance and Repair Diagnostic Technician (Level 3)				
Vehicle Fitters - Supervisors (Level 3)				
Vehicle Body and Paint technicians (Level 3)				
Vehicle Parts technicians (Level 3)				
Vehicle Maintenance and Repair Service Technician (Level 2)				
Vehicle Fitters (Level 2)				
Vehicle Parts technicians (Level 2)				
Vehicle Body and Paint technicians (Level 2)				
Workshop assistant				
Other 1				
Other 2				
Other 3				

III. Distribution of tasks and responsibilities

<i>Only one response possible per line. We are interested in finding out how many job profiles deal with the various activities stated (approximate figures).</i>						
Please study the following list of tasks and work descriptions. Are these tasks relevant for all job profiles stated above, only relevant to certain selected job profiles or not relevant to any job profiles at all?						
Relevant to:	All	Most	Some	Only one	None	N/A
IT-aided error diagnosis	<input type="radio"/>					
Non-IT-aided error diagnosis	<input type="radio"/>					
Servicing	<input type="radio"/>					
Customer advice	<input type="radio"/>					
Assessment of repairs according to cost-effectiveness	<input type="radio"/>					
Electrical repairs	<input type="radio"/>					
Bodywork repairs	<input type="radio"/>					
Repairs to brakes	<input type="radio"/>					
Repairs to wheels	<input type="radio"/>					
Repairs to air conditioning/heating	<input type="radio"/>					
Repairs to windows	<input type="radio"/>					
Repairs to seats and other interior fittings	<input type="radio"/>					
Professional instruction of staff	<input type="radio"/>					
Monitoring of work processes and results	<input type="radio"/>					
Autonomous planning of work processes	<input type="radio"/>					
Autonomous organisation	<input type="radio"/>					

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of work processes						
Participation in continuing training	<input type="radio"/>					
Simple routine tasks such as changing windscreen wiper blades, auxiliary installation, cleaning and clearing up tasks etc.	<input type="radio"/>					

IV. Recruitment

A. Recruitment of new staff

1. Do you provide training in motor vehicle occupations?
 YES

- Vehicle Maintenance (Level 4)
- Vehicle Maintenance and Repair Diagnostic Technician (Level 3)
- Vehicle Fitters (Level 3)
- Vehicle Body and Paint technicians (Level 3)
- Vehicle Parts technicians (Level 3)
- Vehicle Maintenance and Repair Service Technician (Level 2)
- Vehicle Fitters (Level 2)
- Vehicle Parts technicians (Level 2)
- Vehicle Body and Paint technicians (Level 2)
- Other 1: _____
- Other 2: _____
- Other 3: _____
- NO
- N/A

Please continue with question 6 if you answered "NO" or "N/A".

Read out the possible answers. Only one response per training occupation is possible.

2. Which school-leaving qualification do you prefer when you recruit apprentices? Please state your preferred qualification for each of the training occupations just named.

Training occupation	Preferred school-leaving qualification on recruitment			
	A-level, International Baccalaureate or similar	Secondary School GCSE at grades A*–C or equivalent	GCSE at grades D-G or equivalent	Type of qualification does not matter
Vehicle Maintenance (Level 4)				
Vehicle Maintenance and Repair Diagnostic Technician (Level 3)				
Vehicle Fitters (Level 3)				
Vehicle Body and Paint technicians (Level 3)				
Vehicle Parts technicians (Level 3)				
Vehicle Maintenance and Repair Service Technician (Level 2)				
Vehicle Fitters (Level 2)				
Vehicle Parts technicians (Level 2)				
Vehicle Body and Paint technicians (Level 2)				
Other 1				
Other 2				
Other 3				

<p>3. How many apprentices (level 2/3) do you currently employ in the motor vehicle occupations just stated? _____ number of apprentices <input type="radio"/> N/A</p>
<p>4. How many apprentices (level 2/3) have you employed in the motor vehicle occupations just stated in the past five years? _____ number of apprentices <input type="radio"/> N/A <i>Please continue with question 6 if you answered "0" or "N/A". Otherwise continue with question 5.</i></p>
<p><i>Please state either the number of apprentices or a percentage.</i></p>
<p>5. How many of these apprentices (level 2/3) have been given an employment at your company following achieved qualifications over the past five years? Either the number of apprentices or a percentage may be stated. _____ number of apprentices _____ % <input type="radio"/> N/A</p>
<p>6. How many new employees have you recruited at this location in the past five years? This does not include newly recruited apprentices (level 2/3) and apprentices (level 2/3) who have progressed to regular employment. _____ staff <input type="radio"/> N/A <i>Please continue with question 7 if you answered "0". Please continue with question 10 if you answered "N/A". Otherwise continue with question 8.</i></p>
<p><i>Read out the possible answers. Only one response possible.</i></p>
<p>7. You have stated that you have not recruited any new motor vehicle service staff at your location over the past five years. Please tell us the main reason.</p> <ul style="list-style-type: none"> <input type="radio"/> Economic reasons <input type="radio"/> Applicants too low qualified <input type="radio"/> We do not require any further staff <input type="radio"/> Other (please state): _____ <p><i>Please continue with question 10.</i></p>
<p><i>Please state either the number of employees or a percentage.</i></p>
<p>① We define career entrants as new employees who have completed their vocational education and training and have less than two years' experience in the occupation.</p>
<p>8. How many of the new staff you have recruited in the last five years were career entrants? This does not include newly recruited apprentices and apprentices offered permanent employment on completion of training. _____ % of _____ employees in motor vehicle service (number) _____ persons of _____ employees in motor vehicle service (number) <input type="radio"/> N/A <i>Please continue with question 9 if you answered "0". Otherwise please continue with question 10.</i></p>
<p><i>Read out the possible answers. Only one response possible.</i></p>
<p>9. You have stated that you have not recruited any career entrants in the past five years. Please tell us the main reason.</p> <ul style="list-style-type: none"> <input type="radio"/> No career entrants applied <input type="radio"/> It is too time consuming/expensive to induct career entrants <input type="radio"/> Our jobs are too demanding for career entrants <input type="radio"/> Competences of career entrants were not sufficient <input type="radio"/> Lack of occupational experience <input type="radio"/> We only recruit career entrants internally <input type="radio"/> Other (please state): _____ <input type="radio"/> N/A
<p>10. If you are specifically seeking new staff with occupational experience, how much (minimum) occupational experience should such employees be able to demonstrate (including practical phases during training)? _____ month(s) <input type="radio"/> N/A</p>
<p><i>Read out the possible answers. Indicate all relevant responses by placing a cross in the appropriate box.</i></p>

11. Are there advantages in recruiting apprentices?

YES

- Development of competences and skills can be adapted to company requirements
- Loyalty to the company can be developed
- Subsidies
- Cost benefits
- Other (please state): _____
- NO, none
- N/A

Read out the possible answers. Indicate all relevant responses by placing a cross in the appropriate box.

12. Are there advantages in recruiting career entrants (who have completed VET) as opposed to an experienced skilled worker?

YES

- Development of competences and skills can be adapted to company requirements
- Loyalty to the company can be developed
- Subsidies
- Cost benefits
- Other (please state): _____
- NO, none
- N/A

B. Skills and qualifications of new staff

Please only ask this question if new staff have been recruited over the past five years (IVA6 > 0)!

Otherwise please continue with question 2.

- 1. How many staff newly recruited in the last five years had which vocational or occupational qualifications? Please also state the general educational qualifications of staff in each occupational group. Please also state if higher education graduates have completed VET in a motor vehicle related occupation.**

Vocational qualification	Number	School qualification (Number)				Type of HE study (Number)			Number including previous VET in a technical occupation (number)
		No school leaving qualifications	Lower secondary school	Intermediate secondary school	Upper /specialist secondary school	Technical subject	Business or economics	Industrial engineering	
Vehicle Maintenance and Repair Diagnostic Technician, Fitters, Body and Paint technicians or Parts technicians (Level 3)						--	--	--	--
Vehicle Maintenance and Repair Service Technician, Fitters, Parts technicians and Body and Paint technicians (Level 2)						--	--	--	--
Vehicle Maintenance Senior Technician (Level 4)						--	--	--	--
Vehicle Maintenance Master (Level 4)						--	--	--	--
Staff with HEI degree qualifications		--	--	--					

Read out the possible answers. State weighting for each response.

- 2. What is the significance of the following factors for you when selecting new staff (not including apprentices)? Please give a weighting for each factor according to the categories stated.**

Factor	High significance	Medium significance	Low significance	No significance
References/previous employers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal recommendation/placement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Occupational skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Age	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School certificates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training qualifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Motivation and attitude	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please state):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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C. Recruitment pathways

Only one response possible per line.			
1. Do you use one or more of the following channels in order to establish contact with potential applicants? The term applicant does not include apprentices in this case.			
Channels	YES	NO	N/A
Local or regional (daily) newspapers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
National (daily) newspapers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Job centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperation with schools and HE institutes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private Employment agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regional networking events (e.g. job fairs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online job exchanges	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Own homepage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet presences of chambers, associations etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making use of unsolicited applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff recommendations or proposals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Word of mouth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Own training/internship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coordination with teachers regarding individual pupils/ apprentices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please state):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Read out the possible answers. Indicate all relevant responses.		
2. How do you select suitable candidates? Please differentiate between the selection of future apprentices and the selection of other employees.		
Selection procedure	Apprentices	Other employees
Job interview	<input type="checkbox"/>	<input type="checkbox"/>
Practical tests/trials	<input type="checkbox"/>	<input type="checkbox"/>
Written tests		
General intelligence/general knowledge	<input type="checkbox"/>	<input type="checkbox"/>
Professional knowledge	<input type="checkbox"/>	<input type="checkbox"/>
Personality/attitude	<input type="checkbox"/>	<input type="checkbox"/>
Internship	<input type="checkbox"/>	<input type="checkbox"/>
Probationary period or fixed-term contract of employment	<input type="checkbox"/>	<input type="checkbox"/>

V. Induction, continuing training, training

Only one response possible per line. Please convert other units of time (e.g. 1 week = 0.25 months).			
<p>① We define career entrants as new employees who have completed their vocational education and training and have less than two years' experience in the occupation. If you have only previously recruited new employees with occupational experience, please attempt to provide estimations in response to the following questions.</p>			
1. How long does it take on average for career entrants ...			
	Information in months	Information in years	N/A
... to perform their work as well as experienced employees?	_____	_____	<input type="radio"/>
... to be viewed as fully competent in the following areas?			
Theoretical professional knowledge	_____	_____	<input type="radio"/>
Occupational skills	_____	_____	<input type="radio"/>
General knowledge (e.g. reading, writing, arithmetic etc.)	_____	_____	<input type="radio"/>
Knowledge of specific company organisation	_____	_____	<input type="radio"/>

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Autonomous work	_____	_____	<input type="radio"/>
Dealing with technical equipment	_____	_____	<input type="radio"/>
Ability to communicate with customers	_____	_____	<input type="radio"/>
Work attitude, motivation, commitment	_____	_____	<input type="radio"/>

Indicate all relevant responses by placing a cross in the appropriate box.

2. Which of the following induction measures do you offer at your location in order to support new employees in developing their knowledge and competences to the extent that they are able to fulfil their tasks?

- Induction into the make-up, structure and organisation of the company and location (e.g. introductory seminars, meetings)
- Company tour
- Job rotation (= working at different workplaces and in different departments)
- Familiarisation with other departments/divisions at the location and/or company (in contrast to job rotation, this does not necessarily involve work in the various departments and divisions)
- Scheduled meetings with selected contact persons (e.g. senior management)
- Training courses
- Job shadowing (= following and assisting an experienced member of staff)
- Mentor system
- Gradual increase in responsibility and complexity of tasks
- Regular feedback from colleagues (including criticism)
- Regular feedback from line managers (including criticism)
- Other (please state): _____

N/A

Please provide one response per group.

3. How much time you allow on average for these measures in the first two years following the recruitment of a new member of staff? Please differentiate between career entrants and experienced employees.

ⓘ We define career entrants as new employees who have completed their vocational education and training and have less than two years' experience in the occupation.

Career entrants			Experienced employees		
_____ hours	_____ days	_____ weeks	_____ hours	_____ days	_____ weeks
<input type="radio"/> none			<input type="radio"/> none		
<input type="radio"/> N/A			<input type="radio"/> N/A		

Only one response possible.

4. Are collective wage agreements or company agreements regarding initial and/or continuing training in place in your company?

YES

NO

N/A

VI. Human resources development

Only one response possible.

1. How long does it take on average for a career entrant in motor vehicle service to earn exactly as much as an experienced employee? Please state the period in months or years.

_____ months

_____ years

N/A

More than one response possible

2. Which forms of structured HR development and continuing training are there in your company? Answer "yes" if the respective form of HR development or continuing training is available at your company and "no" if this is not the case.

Form of structured HR development and continuing training	Yes	No
Stipulated continuing training strategy	<input type="radio"/>	<input type="radio"/>
HR development programme	<input type="radio"/>	<input type="radio"/>
Regularly updated continuing training plan	<input type="radio"/>	<input type="radio"/>
Continuing training courses stipulated by the manufacturer	<input type="radio"/>	<input type="radio"/>
Target setting meetings	<input type="radio"/>	<input type="radio"/>
Meetings with employees to identify continuing training needs	<input type="radio"/>	<input type="radio"/>
Meetings with employees to provide feedback on performance (feedback meeting)	<input type="radio"/>	<input type="radio"/>

N/A

Please provide one response per group.

3. What is the average time per year spent on continuing training by career entrants, newly recruited experienced employees respectively experienced employees within the company? Please give your response in hours or days (one day is 8 hours).

Career entrants		Newly recruited workers with experience		Experienced employees that have been in the company for a longer period of time	
_____ hours	_____ days	_____ hours	_____ days	_____ hours	_____ days
<input type="radio"/> none	<input type="radio"/> none	<input type="radio"/> none	<input type="radio"/> none	<input type="radio"/> none	<input type="radio"/> none
<input type="radio"/> N/A	<input type="radio"/> N/A	<input type="radio"/> N/A	<input type="radio"/> N/A	<input type="radio"/> N/A	<input type="radio"/> N/A

If „none“ or „N/A“ please continue with part VII.

Please state a percentage value.

4. What are the proportions of stipulated or voluntary continuing training measures? Stipulated continuing training measures include measures which are obligatory under law or prescribed by manufacturers.

_____ % of continuing training measures stipulated by law
 _____ % of continuing training measures stipulated by manufacturers
 _____ % of voluntary continuing training measures

Read out continuing training areas. State as a percentage only.

5. How much of the time stated is taken up by the following areas of continuing training (average value)? Please state as a percentage of general continuing training volume for both career entrants and experienced members of staff.

Area of continuing training	Time proportion for career entrants	Time proportion for newly recruited workers with experience	Time proportion for experienced employees that have been in the company for a longer period of time
Technical knowledge relating to vehicles, tools etc.	_____ %	_____ %	_____ %
General skills (e.g. reading, writing, arithmetic, languages)	_____ %	_____ %	_____ %
Communication skills	_____ %	_____ %	_____ %
Business skills/entrepreneurship	_____ %	_____ %	_____ %

VII. Satisfaction with the (initial) training system

Only one response possible per line.

1. How satisfied are you with ...?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A
... general knowledge and basic competences of those completing the VET system (arithmetic, writing etc.)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... theoretical professional knowledge of those completing the VET system?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... practical professional skills of those completing the VET system?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... willingness to learn of those completing the VET system?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... communication skills of those completing the VET system?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... work attitudes (punctuality, motivation) of those completing the VET system?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... the professional competences of teachers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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... the equipment and facilities of training centres/schools?	<input type="radio"/>					
... cooperation with initial and continuing training institutions?	<input type="radio"/>					

QUESTIONNAIRE ENDS HERE!!!
Please thank the respondent for participating in the survey.