



April 2007

What Young People Are Thinking

Job No: 061026

Prepared for

DUSSELDORP SKILLS FORUM
60 Leicester St
CARLTON VIC 3053

Level 5
Newspoll House
407 Elizabeth Street
Surry Hills NSW 2010
Tel(02) 9921 1000
Fax(02) 9212 5880
newspoll@newspoll.com.au

Level 3
126 Wellington Parade
East Melbourne VIC 3002
Tel(03) 9416 4100
Fax(03) 9417 1800
newspoll.melb@newspoll.com.au



Table of contents

1.	Executive Summary	3
2.	Background and objectives	8
3.	Methodology	8
4.	Research findings	
	4.1 Contrasting fully engaged vs not fully engaged	
	4.1.1 What young people are doing	10
	4.1.2 Levels of engagement among demographic groups	12
	4.1.3 Reflections on school	13
	4.1.4 Study pathways after leaving school	14
	4.1.5 Barriers to post school studies	16
	4.1.6 Overall feelings about life at the moment	17
	4.1.7 Feelings about the future	19
	4.1.8 Career planning	21
	4.1.9 Outside the full time workforce	23
	4.1.10 Barriers to full time work	24
	4.1.11 Barriers to the workforce	25
	4.1.12 The full time job search experience	26
	4.2 Life in the workforce	
	4.2.1 Overall impressions to date	29
	4.2.2 Why disappointing?	30
	4.2.3 My current job	31
	4.2.4 “Workchoices” and me	34
	4.3 Life as a student	
	4.3.1 Overall impressions to date	35
	4.3.2 Why disappointing?	36
	4.3.3 My current study	37
	4.3.4 Perceived value of future qualification	38
	4.4 Managing the combination of work and study	39
	4.5 What could the Government be doing to help you...?	40
5.	Appendices A: Sampling Error Tolerances	41
	B: Questionnaire	

1. Executive summary

About “What Young People are Thinking”

- *What Young People are Thinking* is based on a national telephone survey of 803 Australians aged 18 to 24. The broad objective of the survey was to provide some insights into the attitudes, opinions and experiences of Australia’s young adults, as far as work and study are concerned – with a key emphasis on contrasting young people who are “fully engaged” (those who either work or study *full time*) vs those who are *not* fully engaged. *What Young People are Thinking* acts as a complement to The Dusseldorp Skills Forum’s comprehensive annual report, *How Young People are Faring*.

What young people are doing – and links with education

- Based on 2001 Census data, 63 percent of 18 to 24 year olds are fully engaged¹ (including 38 percent who work full time, and 26 percent who study full time). The key segments among the remaining 37 percent who are *not* fully engaged, are those who are not working *or* studying (20 percent), and those who work part time but are not studying (13 percent).
- Results from *What Young People are Thinking* reveal clear correlations between levels of engagement and levels of personal and parental education:
 - Significantly more young people who have completed Year 12 (69 percent) are fully engaged than those who have not (42 percent). In fact a *majority* of early school leavers are *not* fully engaged, with 37 percent not working or studying at all. [*The level of full engagement is also higher among those who attended a non-government school for their final year (73 percent) than among those who attended a government school (58 percent)*].
 - Levels of full engagement are also higher than average among those with at least one *parent* having completed a post secondary qualification.

- Completion of Year 12, higher levels of parental education and attendance at a non-government school are also correlated with a greater tendency for young people to engage in at least *some* type of *post* school education – either through a university, TAFE, or other type of institution.
- Interestingly when young people reflect on the school they attended in their last year, most feel their school did an excellent, very good or good job at providing them with a good education. However, about 30 percent are more critical and this is higher among males, those not fully engaged, early school leavers and those who attended a government school.

Whether or not these assessments by young people reflect any objective reality about the quality of education provided by their schools is unknown. It is also unknown if those with a critical view lay blame with their school for any shortcomings in their personal outcomes - either at school or later. Nonetheless, the fact remains that there is an undeniable correlation between young people’s level of engagement and the type of school they attended, and whether they completed Year 12 or left school earlier.

- A majority of those who did not continue with any type of studies directly after school, say it was their *preferred choice not to*. However about one-in-ten 18 to 24 year olds did not enter post school study and say that, given a choice, they would have preferred to *continue with studies*. The barriers they cite are broad ranging and include financial reasons - both general financial difficulties, with some mentioning the cost of study specifically; not qualifying to get into courses; lack of transport or issues of distance (more prevalent in country areas), as well as family reasons. Other barriers included not knowing what they wanted to do, as well as admissions of laziness or lack of motivation.

1. Differences between Census and Labor Force Survey estimates on levels of engagement are outlined in Section 4.1.1

1. Executive summary (cont'd)

Overall feelings about life at the moment – and the future

- *What Young People are Thinking* reveals quite a positive picture concerning young people's current general life satisfaction, and also in relation to their optimism about their personal future. The vast majority, including both fully engaged and not fully engaged:
 - say they are satisfied with their life overall (half feel very satisfied);
 - are confident that everything will “work out OK” for them in their working life and career in the years ahead;
 - are confident they will be financially secure in the future – and believe they will achieve a standard of living as good as, or better than their parents’.
- Still on the future, most 18 to 24's say they have either thought a “great deal”, or “quite a bit” about the type of occupation or career they want. Equally most also say they have decided on one specific occupation or career, or have a clear choice of two or three in mind. Only about one-in-ten say they have not thought much about it and haven't much idea of what they want to do – with this situation being more prevalent among early school leavers (16 percent) than Year 12 graduates (7 percent).

Attitudes concerning financial situation and employment

- Although the fully engaged and not fully engaged share similar levels of overall life satisfaction, there is a more pronounced difference when it comes to their current *financial situation* (in which about four-in-ten of those not fully engaged are dissatisfied) or *employment situation* (half those not in a paid job are dissatisfied).
- Interestingly, as far as their financial situation is concerned, the level of *dissatisfaction* among *part time and casual workers* (36 percent) reflects more closely the views of those not in paid employment at all, rather than full time workers (the vast majority of whom are satisfied with their financial situation).

In keeping with this, satisfaction levels among full time *students*, who predominately either work part time/ casual jobs or have no job at all, are also comparatively low. This is one of a few contrasts highlighted by *What Young People are Thinking* between 18 to 24's who work part time or casual jobs versus those who work full time.

- Given the choice:
 - four-in-ten part time/ casual workers say they would prefer to have a full time job (50 percent among part time/ casual workers who are *not* doing any studies, 27 percent among students);
 - eight-in-ten of those not in a paid job at all say they would prefer to be in paid employment (83 percent of those not currently doing any studies, and 74 percent among students who are not working).
- The barriers they cite that prevent them from achieving their preferences are:
 - Not surprisingly for students, study commitments are the key, obvious issue. So for some, their stated preferences for employment are no more than wishful thinking – particularly those saying they would like to have a *full time* job. Nonetheless, some say they would like to have casual or part time employment and consequently, other barriers such as lack of supply of suitable jobs, or lack of time or motivation to find a job, also come through.
 - For those who are not studying, the issues are more broad ranging. The primary factors for those not in a paid job at all are (i) childcare demands, mainly engagement in child rearing themselves rather than the cost or availability of other childcare options (ii) lack of supply of suitable jobs (iii) lack of experience or qualifications, and (iv) transport difficulties.

1. Executive summary (cont'd)

- At a lower level are disability, medical or health reasons, or lack of time or motivation to find a suitable job. For those working part time or casual jobs who would prefer a full time job, lack of supply of suitable jobs is the main issue raised, with far fewer mentioning transport/ distance issues, and even fewer lack of qualifications or experience.

The full time job search experience

- *What Young People are Thinking* also explored the broader experiences of *all* those 18 to 24 year olds who had looked for a full time job at least *some* time since leaving school – including those who currently work full time.
- The self-assessment of the vast majority is that they are very, or quite good at the overall process involved, such as searching for and identifying jobs, writing resumes, applications and attending job interviews. Those not fully engaged are equally confident about their overall ability in this area as those fully engaged. However, breaking this down into specific elements, and some of the potential barriers to successfully getting a job, shows that the process is not without its problems for young people - and highlights some key differences by level of engagement.
- The *last* time they looked for a full time job, about half say that lack of specific relevant job skills or relevant work experience were either major or minor problems. Four-in-ten also felt to some degree that lack of confidence and not performing well in jobs interviews was a problem. Poor academic results are cited by far fewer (about a quarter).
- In a number of areas, those not fully engaged experienced a higher level of difficulty than those fully engaged, particularly in relation to having relevant experience, relevant skills, lack of self confidence, and the ability to perform well in job interviews. Poor academic results were also more of a problem for this group.

Life in the workforce

- With around two thirds of 18-24 year olds currently doing some type of full time, part time or casual job, *What Young People are Thinking* also explored their impressions and experience of the workforce generally, as well as their feelings about their current job.
- A large majority of young workers say their experience of the workforce so far has either met (58 percent) or exceeded (33 percent) their expectations. General opinion about their workforce experience is similar for full time *versus* part time or casual workers, however full time workers are a little more positive, with more saying it has been *a lot better* than they thought it would be.
- Among the few 18 to 24 workers who have found the workforce disappointing (9 percent), the most common source relates to “conditions”. These include concerns about levels of pay, inconsistent or unpredictable shifts and working conditions - aspects generally cited as disappointing by more *casual* workers than *full time* workers. Other broad areas of dissatisfaction include staff management and treatment of staff, and the level of interest, difficulty or pressure associated with the work itself.
- Reflecting on their current job and how it relates to the type of occupation or career they want, a majority of full time workers regard their position as either directly in line with their chosen career (43 percent) or as at least providing some relevant experience (34 percent). A sizeable group however, are in a job they consider to be just a “filler” to make money (22 percent).

1. Executive summary (cont'd)

- A large proportion of 18-24 year olds in part time or casual work regard their job just as a “filler” (50 percent) however, importantly, this proportion is high regardless of whether they are a studying full time (60 percent) or not (42 percent). Among part time and casual workers, only one in five (21 percent) regard their job as directly in line with their chosen occupation or career and, among casuals only, it is even lower (14 percent).
- A large majority of young workers say they are satisfied with their *current* job (82 percent), with four in ten being *very* satisfied (41 percent). Specific areas showing the highest level of satisfaction are the overall duties and tasks young people are doing in their jobs, their supervisors, opportunities for training and learning, sense of achievement, and terms and conditions (such as hours, leave and sick pay but *excluding* pay). Areas with higher levels of *dissatisfaction* are opportunities for promotion and level of pay (relative to their skills and experience).
- Similar to overall impressions and experience of the workforce, there is variation in opinion by level of engagement in paid employment. Part time and casual workers have a lower level, or strength, of satisfaction in relation to both their job *overall*, as well various *specific aspects*, most particularly opportunities for promotion, opportunities for training/ learning, the level of challenge in jobs and conditions of employment such as hours, leave and sick pay. However as far as pay is concerned, the levels of satisfaction and dissatisfaction are much the same among full time and part time/ casual workers. Part time and casual workers who also study full time, have a lower level, or strength of satisfaction than other workers on some very fundamental areas such as the overall duties and tasks that make up their job; the sense of achievement they derive from it, and their supervisors.

Life as a student

- Among the one in three 18-24 year olds currently doing university, TAFE, apprenticeship or some other type of studies, *What Young People are Thinking* looked at their impressions and experience of being a student, as well as their feelings about their current course.
- A large majority say their experience of being a student so far has either met (40 percent) or exceeded (43 percent) their expectations. Among the few who have found it disappointing (16 percent), negative sentiment is expressed in relation to quality of teaching and level of student-teacher interaction and support; the nature of - and unmet expectations about - course content; and, broader lifestyle concerns about time management, life balance and increased stress.
- Full time students are much more positive about their study experience than part time students, with half saying it has exceeded expectations, including one in four who say it is *a lot better* than expected. In contrast, a majority of part time students have found it to be *about what they expected*. However, level of disappointment, and reasons for disappointment with being a student, do not differ by level of attendance or the type of institution (that is, university versus other institutions).
- Reflecting on their *current* course, students have very high levels of satisfaction of above 85 percent with their *study overall* (including 48 percent *very* satisfied), and with the *quality of their course content* and their *lecturers and tutors*. Most believe in the value of the qualification they are working towards, with more than nine in ten saying it will be *valuable* to their future working life and career (including 75 percent who have a *strong* belief in its value to them).

1. Executive summary (cont'd)

- Similar to their overall impressions and experience of being a student, full time students have a higher level, or strength, of positive opinion in relation to: satisfaction with their study overall and quality of course content; and the perceived future value of their qualification. Interestingly, students at universities and other institutions differ in their degree of strong satisfaction with *lecturers and tutors*, with non-university students being more positive, however, the overall satisfaction level does not differ and there are no other trends in opinion by institution type.

Managing work and study

- Among the one in five 18-24 year olds currently attempting to balance work and study commitments, about half find it very or fairly *difficult* to manage, while the remaining half say they find it very or fairly *easy*. They are much more likely to feel their studies are negatively impacted by their work (61 percent), than vice versa (25 percent).
- Opinions vary depending upon the level of work versus study with *full time students/ part time or casual workers* more likely to feel they experience difficulty balancing both domains and that their studies suffer as a consequence, compared with *full time workers/ part time students (and apprentices)*. While an equal, large majority of both groups do *not* feel their work suffers as a consequence of their studies, the number who do is also higher among full time students. Not unexpectedly, those combining work and study with living away from home also find it more difficult to manage, than those living at home.

What can the Government do for young people?

- At the completion of the survey, young people were asked an open ended question concerning the types of things they feel the government could be doing to help them obtain the skills, knowledge or experience they'd like to have.

- A little over half provided a comment, with the *cost of education* emerging as the key area (mentioned by 30 percent of 18-24 year olds), including reducing the end-cost to students through means such as free education or lower tuition fees/ HECS fees, increased financial assistance through subsidies for work-related studies, student allowances or loans, or more education funding generally. Interestingly, within this broad area of education costs, apprenticeships and traineeships were singled out specifically by some young people as needing more Government attention (8 percent).

A note about the “unemployed”

- The survey results contain only a very small sample of young people (n= 56) who were not studying or working who had been *actively looking* for work in the past four weeks. Nonetheless their opinions are as would be expected, with about 80 percent dissatisfied with their employment situation and over half dissatisfied with their financial situation.
- Perhaps a little more so than others not fully engaged, they cite poor academic results, lack of relevant experience, and lack of specific relevant skills being a problem for them in looking for full time work. Despite this, only 15 percent say they are dissatisfied with life overall, and like other young people, most remain optimistic about their longer term future, including their financial security.

2. Background & objectives

- The Dusseldorp Skills Forum's (DSF) annual report, "How Young People are Faring", provides a comprehensive review on the status of young peoples' level of engagement in work and study.
- As a complement to the "How Young People are Faring" series, DSF commissioned Newspoll to conduct quantitative research into "What Young People are *Thinking*". This follows previous qualitative research conducted by Saulwick and Muller on the same subject.
- What Young People are Thinking is aimed at providing some insight into the attitudes, opinions and experiences of Australia's 18 to 24 year olds, as far as work and study are concerned – with a key emphasis on contrasting young people who are "fully engaged" (those who either work or study *full time*) vs those who are *not* fully engaged.
- Specifically, the research explored:
 - young peoples' reflections on school, the pathways they followed after school, and barriers to post school education;
 - levels of satisfaction with life in general, employment, work and study;
 - the level of optimism among young people in relation to their future working life and financial security;
 - how much young people have thought about the type of occupation or career they want;
 - how many of those who are not in a paid job, or who work part time or casual jobs, would like to be working *more* – and if so, what barriers do they encounter?
 - the full time job search experience;
 - the extent to which those studying *and* working find it easy or difficult to manage the dual demands;
 - young peoples' views on how the government may be able to help them obtain any skills, knowledge or experience they would like to have.

3. Methodology

- The survey was conducted nationally, by telephone, among 803 people aged 18-24 years who were no longer at secondary school.
- Interviewing was conducted over the period of 16 October – November 1, 2006 by fully trained and personally briefed interviewers.
- To ensure the sample included those people who tend to spend a lot of time away from home, a system of call backs and appointments was used.
- To reflect the population distribution, results were post-weighted to Australian Bureau of Statistics 2001 Census data on age, sex, labour force participation, study participation, and area.
- Notes on statistical significance
 - At the 95 percent level of confidence, the maximum margin of error for results based on the total sample of 803 respondents, is +/- 3 percent. However this maximum is greater for results among sub-segments which are based on smaller samples.
 - Appendix A provides more information about error margins, including those involved when *comparing* segments.
 - All differences highlighted in the text of this report based on *comparisons between segments* are statistically significant at the 95 percent level of confidence.

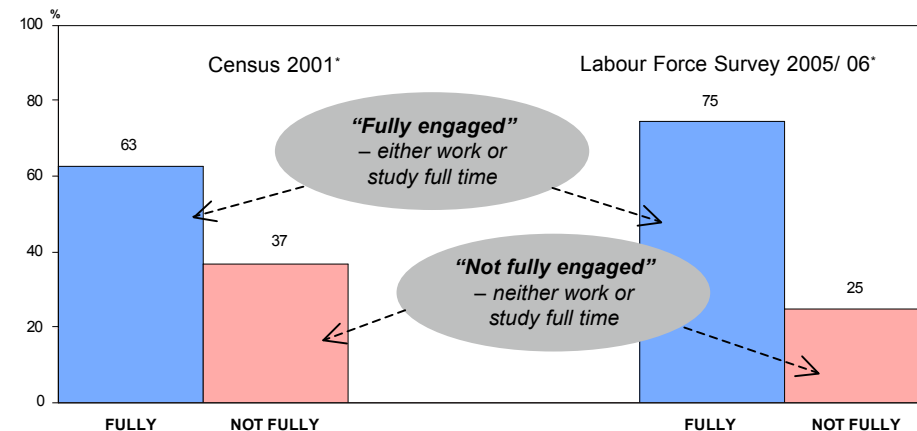
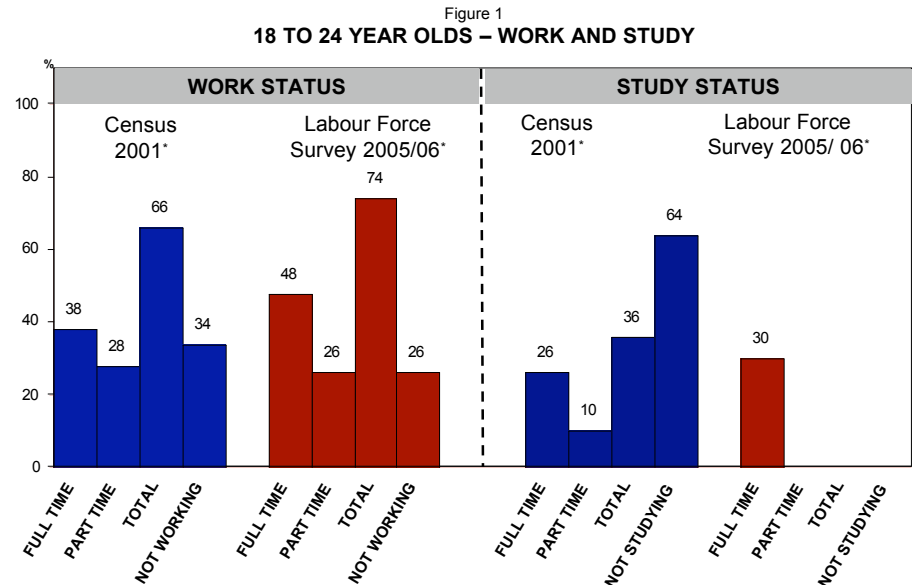


4. Research findings

4.1 Contrasting the fully engaged vs not fully engaged

4.1.1 What young people are doing

- As a backdrop to the *opinions and attitudes* of young people in relation to work and study, it is important to consider what young people are *doing* in work and study.
- The Australian Bureau of Statistics (ABS) provides at least two sources of information on this: the **Census**, and the on-going series of **Labour Force** surveys.
- A comparison of the 2001 Census with Labour Force results for the 12 months ending October 2006, shows that in some respects the two data sources provide a different picture of young peoples' level of engagement.
 - Although both indicate a high proportion of 18 to 24 year olds are in paid employment, the Census shows 38 percent are in *full time* employment but the Labour Force 48 percent.
 - For study, the Census shows 26 percent to be studying full time, but the Labour Force survey, 30 percent.
 - Consequently the proportion of young people who are “fully engaged” (that is, *either* work full time *or* study full time), is somewhat lower based on the Census (63 percent) than the Labour Force survey (75 percent)
 - Conversely the group *not* fully engaged is larger based on Census data (37 percent) than Labour Force data (25 percent).
- A minor difference between the two sources is that the Census data shown in Figure 1 *exclude* 18 to 24's who are still at school, while the Labour Force statistics do not. However if those still at school are included, the number who are not fully engaged based on the Census decreases by only 1 percent to 36 percent.



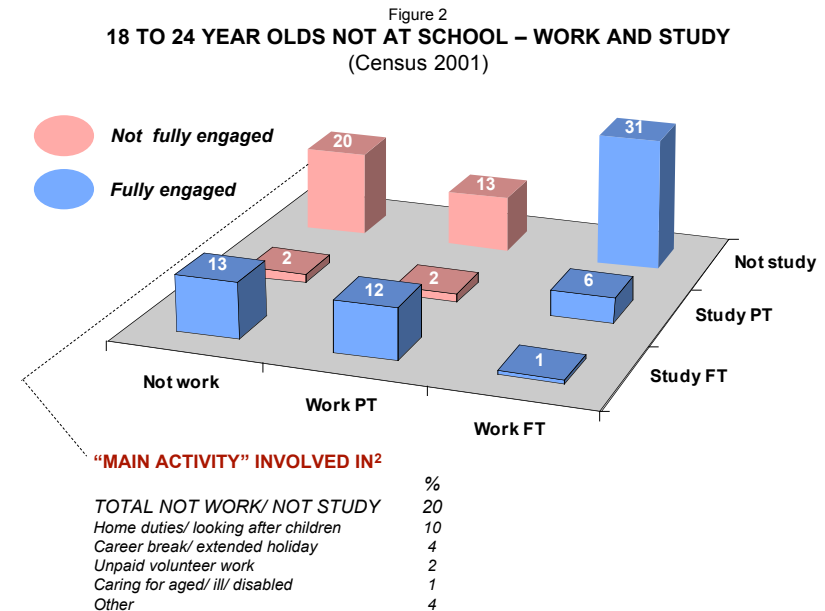
* Census data excludes those still at school, while Labour Force includes those still at school

4.1 Contrasting the fully engaged vs the not fully engaged (cont'd)

- Of course the two data sets were collected roughly four to five years apart. However at no time since 2001 has Labour Force data shown the number of young people not fully engaged to be anywhere approaching the 37 percent shown in the Census¹. Consequently the differences lay somewhere in methods of data collection rather than differences in time. Perhaps the important observation though is that **both sources show a significant portion of 18 to 24's are not fully engaged either in work or study**.
- Figure 2 provides a segment map based on Census data, revealing that:
 - The largest single group are those working full time but not studying at all (31 percent).
 - Well over half those who are studying are also in some type of paid employment (predominantly part time employment) – and are therefore are dealing with the dual demands of each domain.
 - Breaking down the 37 percent not fully engaged, the largest single group are those not working or studying at all (20 percent), followed by those who are in part time employment, but not studying (13 percent). The remaining two segments (having part time engagement in either work or study but not both) each account for only 2 percent of 18 to 24 year olds.
- Because The Census can provide such a complete picture of young peoples' level of engagement, the results of the Newpoll survey were post weighted by Census data on age, sex, area, labour force participation and current participation in study.

18 to 24 year olds not working or studying

- Results of the Newpoll survey indicate that the 20 percent who are neither working nor studying, break down further into the following main activities:
 - 10 percent are doing “home duties” or caring for children (these activities accounting for the bulk of females in this segment);
 - 4 percent are having “a career break” or extended holiday (more common among males);
 - 2 percent are involved in unpaid volunteer work and 1 percent are caring for an aged, ill or disabled person.

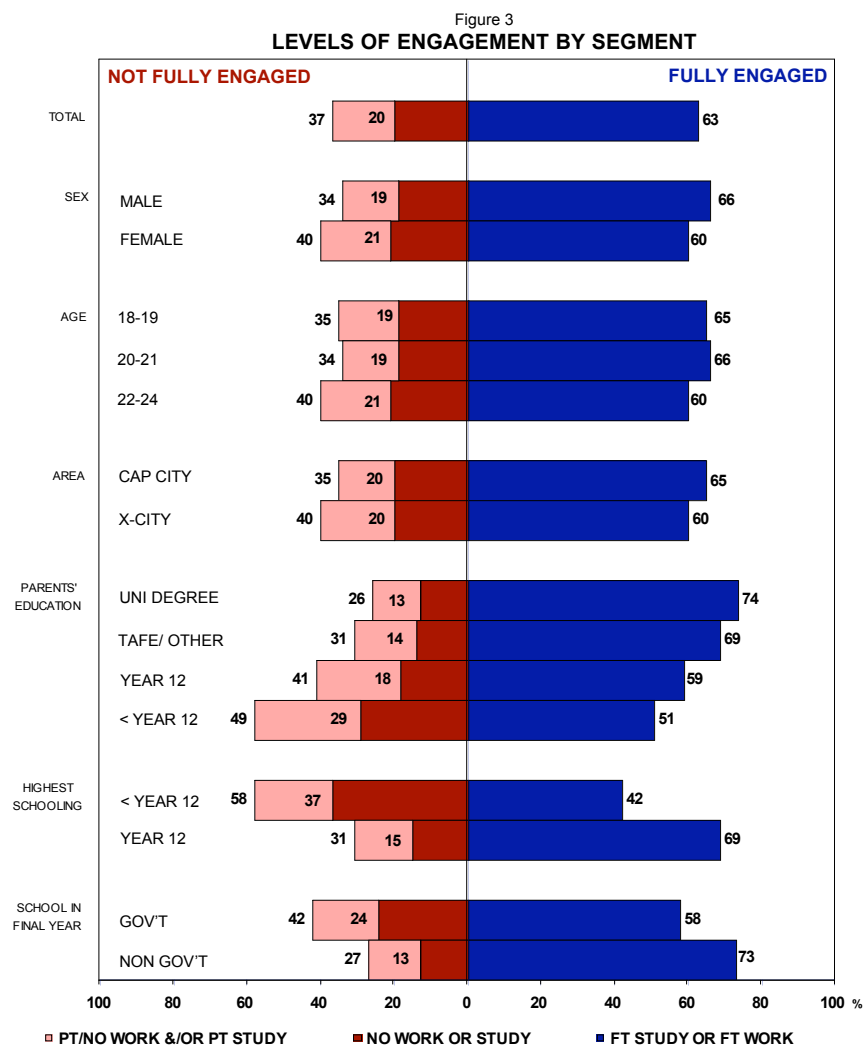


1. Trend analysis by the Dusseldorp Forum
2. Newpoll, *What young people are thinking* survey

4.1 Contrasting the fully engaged vs the not fully engaged (cont'd)

4.1.2 Levels of engagement among demographic groups

- The division of fully engaged vs not fully engaged among 18-24 year olds does not differ greatly by sex, age, or residence in the five mainland capitals vs other areas. Across each of these segments, a majority are fully engaged and, among those not fully engaged, the largest group are those who *do not work or study at all*.
- There is however a strong positive relationship between education background and current level of engagement, with increased levels of engagement where there are higher levels of personal and parental education.
 - Significantly more young people who have completed Year 12 (69 percent) are fully engaged than those who have not (42 percent). In fact a *majority* of early school leavers are *not* fully engaged, with 37 percent not working or studying at all.
 - Levels of full engagement are also higher than average among those with at least one parent having completed a post secondary qualification (74 percent among those with a University educated parent, and 69 percent among those having a parent with TAFE or other post school qualification).
- Still on education background, the level of full engagement is higher among those who attended a non-government school for their final year (73 percent) than among those who attended a government school (58 percent).



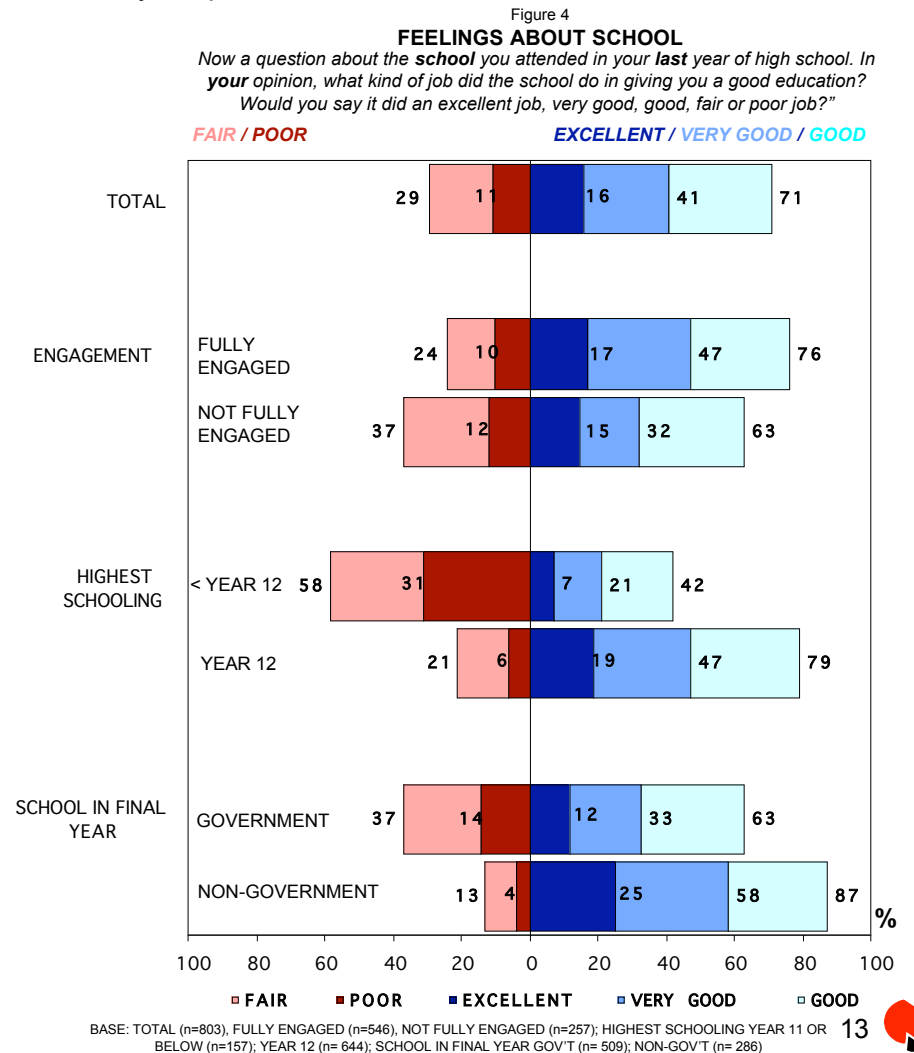
BASE: TOTAL (N= 803); MALE (n= 409); FEMALE (n= 394); 18-19 (n= 206); 20-21 (n= 233); 22-24 (n= 364); CAP CITY (n= 536); X-CITY (n= 267); PARENT EDUCATION UNI DEGREE (n= 332); TAFE OR OTHER (n= 158); YEAR 12 (n= 121); YEAR 11 OR BELOW (n= 163); HIGHEST SCHOOLING YEAR 11 OR BELOW (n=157); YEAR 12 (n= 644); SCHOOL IN FINAL YEAR GOV'T (n= 509); NON-GOV'T (n= 286)

4.1 Contrasting the fully engaged vs the not fully engaged (cont'd)

4.1.3 Reflections on school

- Looking back at school, a majority of 18-24 year olds believe the school they attended in their final year did a “good job” in giving them a good education, though around 30 percent are critical, describing the performance of their school as only *fair*, or *poor*.
- Opinion differs by education background and current level of engagement. Those now fully engaged are more favourably disposed, almost half rating it as having done an excellent or very good job (47 percent), compared with about one in three not fully engaged (32 percent). Among this latter group, a higher proportion rate their school as having done only a fair or poor job (37 percent).
- A more marked difference is apparent by type of school attended and last school year completed.
 - Almost six in ten non-government school graduates say their school did a very good or excellent job, compared with only one third of government school graduates (58 percent vs 33 percent). Among this latter group, a higher proportion rate their school as having done only a fair or poor job (37 percent).
 - Comparing early school leavers with those who completed Year 12, the contrast is even starker, with a majority of early school leavers saying their school did only a fair or poor job in giving them a good education (58 percent).
- There are also differences by gender, with more females (45 percent) than males (37 percent) rating their school as having done a very good, or excellent job. Among males, almost as many, 34 percent, rate their school as having done only a fair or poor job, significantly more than among females, 24 per cent.
- Whether or not these assessments by young people reflect any objective reality about the quality of education provided by their schools is unknown. It is also unknown if those with a critical view lay blame with their school for any shortcomings in their personal

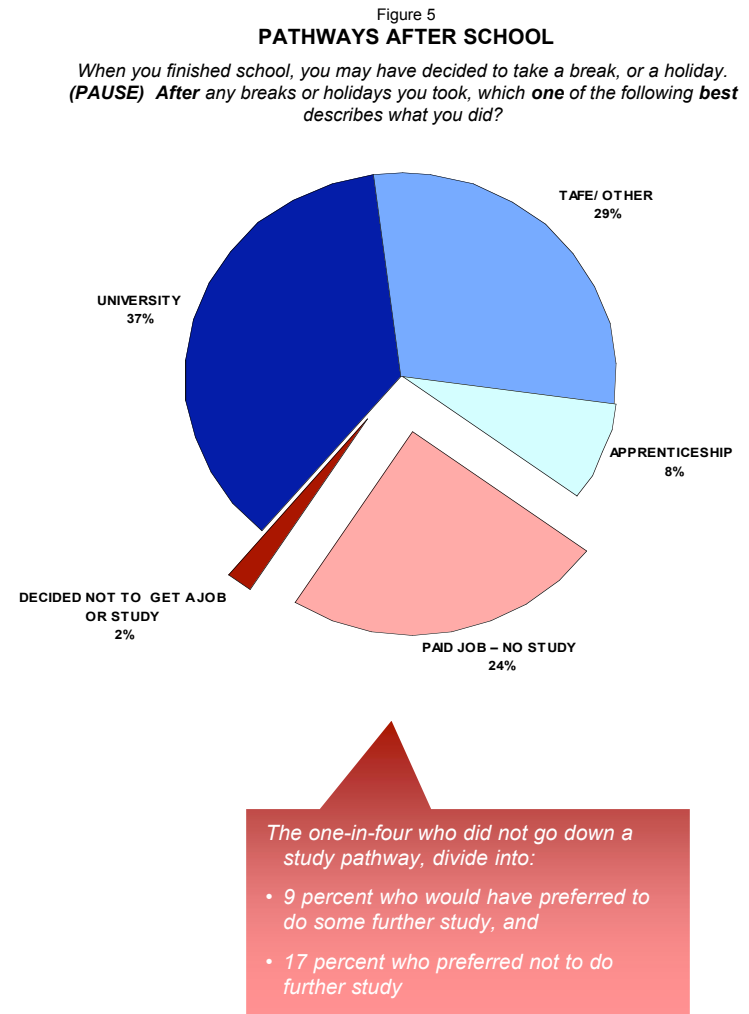
outcomes - either at school or later. Nonetheless the fact remains that there is an undeniable link between young peoples’ level of engagement and the type of school they attended, and whether they completed Year 12, or left school earlier.



4.1 Contrasting the fully engaged vs the not fully engaged (cont'd)

4.1.4 Study pathways after leaving school

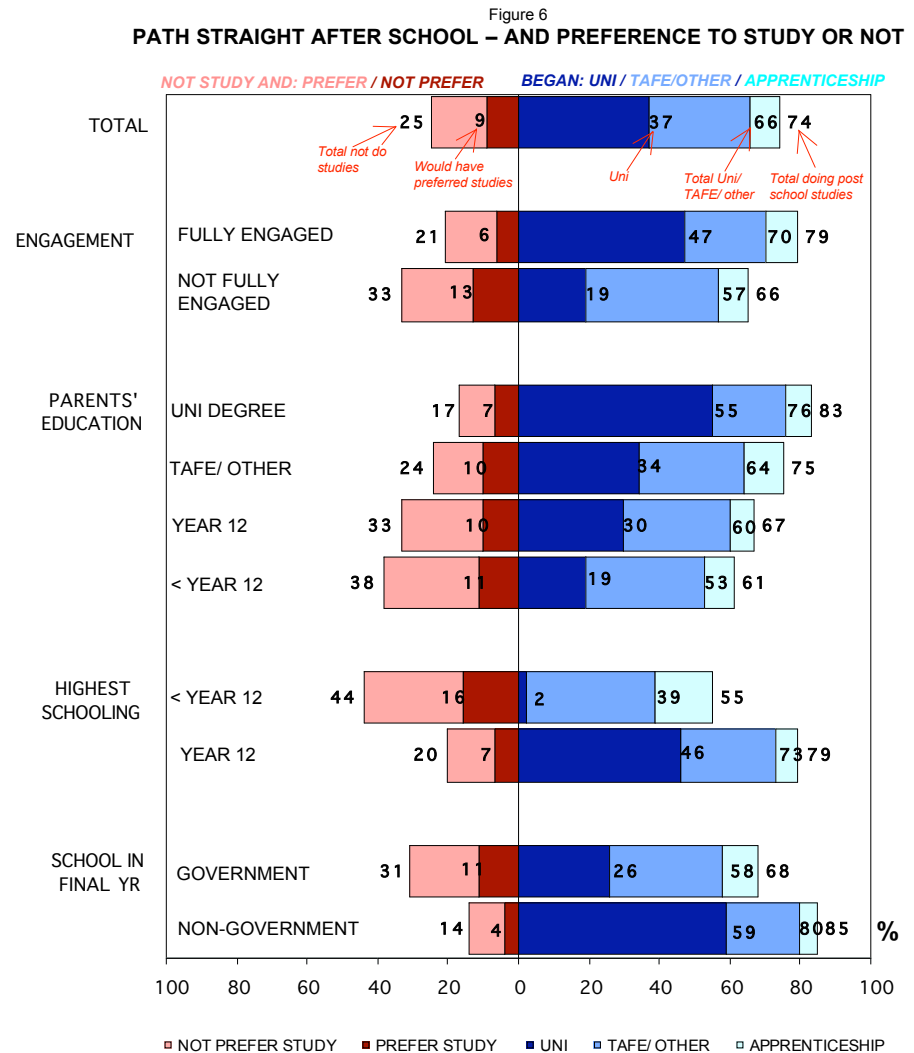
- For the majority of today's 18-24 years olds, school was not the end of studying. After taking any breaks or holidays after finishing school, three quarters (74 percent) say they went on to do *some* type of study, siphoning off equally into university studies (37 percent) or into TAFE, apprenticeship or other studies (37 percent). About one-in-four say they decided to get a job and not do any studies at all, and very small group (2 percent) decided not engage *either* in study *or* paid employment.
- Those who did not go directly into some type of studies, divide into two groups:
 - those who, given the choice would have *preferred* to do some studies (9 percent of all 18 to 24 year olds); and,
 - those who say it was in fact their preferred choice *not* to continue into further studies (17 percent of all 18 to 24 year olds).
- Not surprisingly, there is a strong relationship between post school paths and levels of personal and parental education and the type of school attended. There are also some interesting trends in relation to current level of engagement (Figure 6).
- Among young people who completed Year 12, a large majority went on to study straight from school (79 percent) with university studies being the most common pathway (46 percent). In comparison, fewer early school leavers went straight onto further study and this was either TAFE, apprenticeship studies or studies with some other type of institution (55 percent). Although a higher than average proportion of early school leavers, who did not go on to study, would have preferred to (16 percent), not continuing with study was the preferred choice for most of that sub-group (28 percent).



4.1 Contrasting the fully engaged vs the not fully engaged (cont'd)

4.1.4 Study pathways after leaving school

- Similarly, there is a strong relationship between parental education level and young people's post-school pathway. The proportion of 18-24s who continued straight from school with further study is higher among those whose parents have a post-school qualification. Among those with at least one degree-qualified parent it is 83 percent, with a majority going to university (55 percent). For other young people, the proportion going on to university is substantially lower, with post school study more likely to be TAFE, apprenticeship or other studies. Of note is that among those whose parents have only completed year 11 or below, a majority still went on to some type of post-school study themselves (61 percent), including 19 percent who went to university.
- Still on education background, the proportion who went on to study when they finished school is also higher than average among those who attended a non-government school for their final year of school (85 percent), with most progressing to university (59 percent). In contrast, among those who attended a government school it is significantly lower (68 percent), with TAFE, apprenticeship or other studies being more prevalent than University studies.
- Looking at what 18-24 year olds did when first leaving school, in the context of their current level of engagement, there is a significantly higher level of post-school study among the fully engaged than those not fully engaged (79 percent vs 66 percent) and a much higher proportion having gone straight to university (47 percent vs 19 percent). TAFE, rather than Uni, was the destination for most of those now not fully engaged, who went on to study straight from school.
- In relation to gender, while a similar proportion of males and females went on to *some* type of post school study, their destinations differed. Not surprisingly, more males (11 per cent) than females (5 percent) began apprenticeships, however more females (41 percent) than males (33 percent) entered university.



BASE: TOTAL (n=803), FULLY ENGAGED (n=546), NOT FULLY ENGAGED (n=257); PARENT EDUCATION UNI DEGREE (n= 332); TAFE OR OTHER (n= 158); YEAR 12 (n= 121); YEAR 11 OR BELOW (n= 163); HIGHEST SCHOOLING YEAR 11 OR BELOW (n=157); YEAR 12 (n= 644); SCHOOL IN FINAL YEAR GOV'T (n= 509); NON-GOV'T (n= 286)

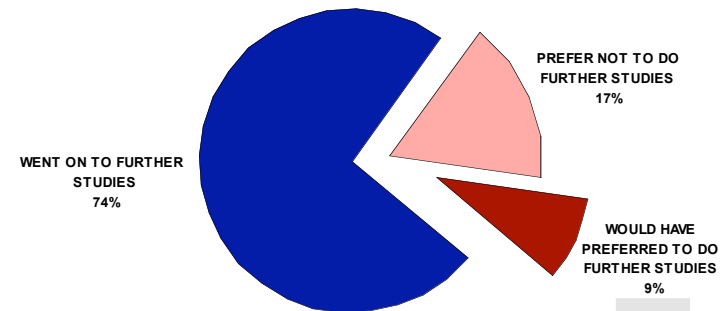
4.1 Contrasting the fully engaged vs the not fully engaged (cont'd)

- There is a fairly consistent proportion of around one-in-ten across each segment who say they would have *preferred* to go on further studies who did not. The tendency for having a specific preference *not* to go on to further studies is more prevalent among males, those not fully engaged, early school leavers, those attending government schools, and those with parents not attending post school education.

4.1.5 Barriers to post school studies

- The reasons cited by young people for not following their preferred option and continuing with study straight after school include both external barriers related to their individual circumstances, as well as more personal issues of motivation and career planning.
- Key external barriers included financial reasons - general financial difficulties and with some mentioning the cost of study; not qualifying to get into courses, lack of transport or issues of distance (more prevalent in country areas), as well as family reasons. Other more individual barriers included not knowing what they wanted to do, as well as laziness or lack of motivation.
- Financial reasons were more of a barrier for those at a government school in their final year, while childcare reasons were more of a barrier for early school leavers than those completing year 12.

Figure 7
WHAT THINGS PREVENTED YOU FROM DOING FURTHER STUDIES?



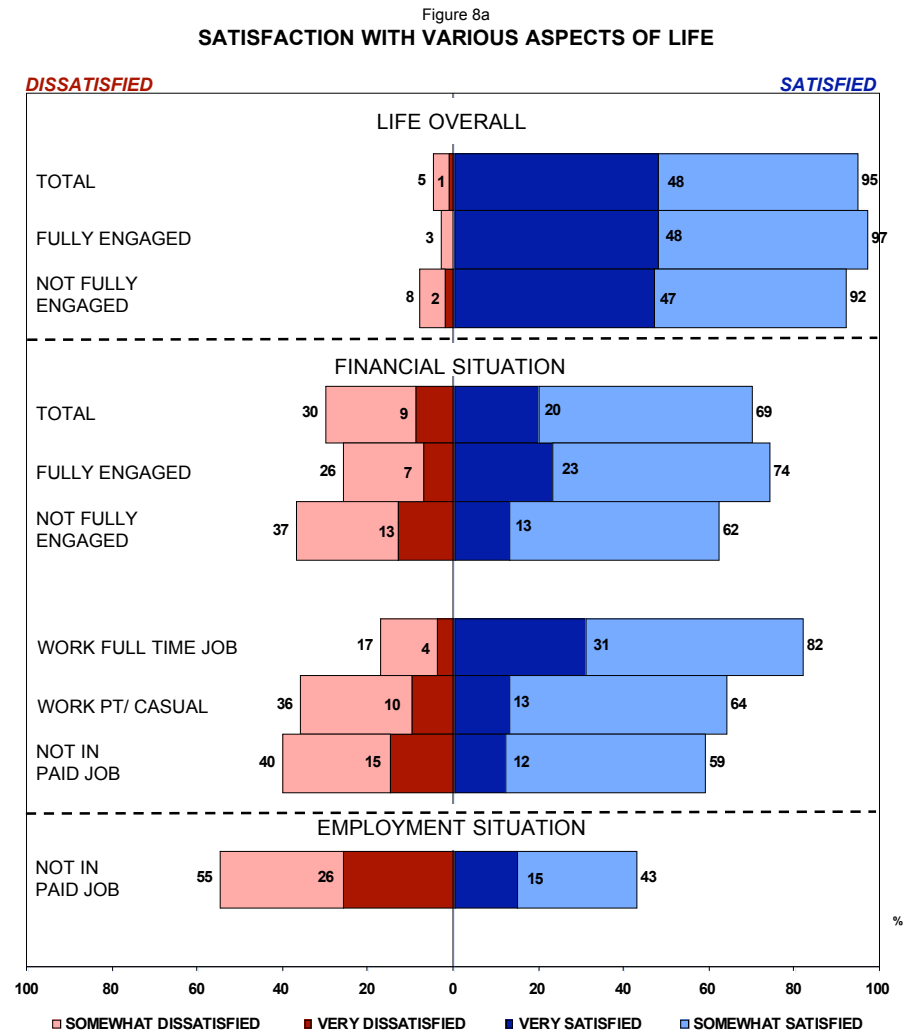
	%
TOTAL WOULD HAVE PREFERRED TO DO FURTHER STUDIES	9
DID NOT GET INTO COURSE	2
TOTAL FINANCIAL REASONS	4
Lack of funds / financial difficulties	1
Cost of going to Uni/ HECS too expensive	*
Wanted to earn money	1
Needed money / to help out family	1
DID NOT KNOW WHAT I WANTED TO DO / COURSES TO DO	1
LAZINESS / COULD NOT BE BOTHERED	1
LACK OF INTEREST / MOTIVATION	1
TOTAL DISTANCE / TRANSPORT ISSUES	1
Distance from home / to uni / TAFE	1
No license / can't get to places / lack of transport	1
CHILDREN / PREGNANT / LACK OF CHILD CARE FACILITIES	1
PERSONAL REASONS / FAMILY MATTERS	1
OTHER	1

BASE: TOTAL 18-24 (n=803)

4.1 Contrasting the fully engaged vs the not fully engaged (cont'd)

4.1.6 Overall feelings about life at the moment

- Almost universally (95 percent), 18-24 year olds say they are satisfied with their *life overall* at the moment, with almost half saying they are *very* satisfied. There is only a slight difference on general life satisfaction between those who are fully engaged and those who are not.
- A much smaller majority of young people are satisfied with their *current financial situation* (69 percent), and although there is a significant difference in opinion by level of engagement, the contrasts are even more stark, not surprisingly, by employment status.
 - A very high proportion of *full time* workers are satisfied with their financial position - 82 percent, including 31 percent *very* satisfied.
 - However among those who work in *part time or casual* jobs, levels of satisfaction are much lower (64 percent satisfied; 13 percent very satisfied), and levels of dissatisfaction higher (36 percent vs 17 percent for full time workers). Indeed opinions among part time and casual workers reflect more closely the views of those not in paid employment at all rather than full time workers.
 - In keeping with this, satisfaction levels among full time students, who predominantly either work part time/ casual jobs or have no job at all, are comparatively low (62 percent satisfied; 39 percent dissatisfied).
 - Among those not in a paid job, the proportion who are dissatisfied with their employment situation (55 percent) is even higher than the number dissatisfied with their financial situation. This is particularly the case among those who are *not* working or studying. As shown in Section 4.1.9, given



BASE: TOTAL (n=803), FULLY ENGAGED (n=546), NOT FULLY ENGAGED (n=257); WORK FULL TIME (n= 344); PT/ CASUAL (n= 279); NOT IN PAID JOB (n= 180)

4.1 Contrasting the fully engaged vs the not fully engaged (cont'd)

4.1.6 Overall feelings about life at the moment

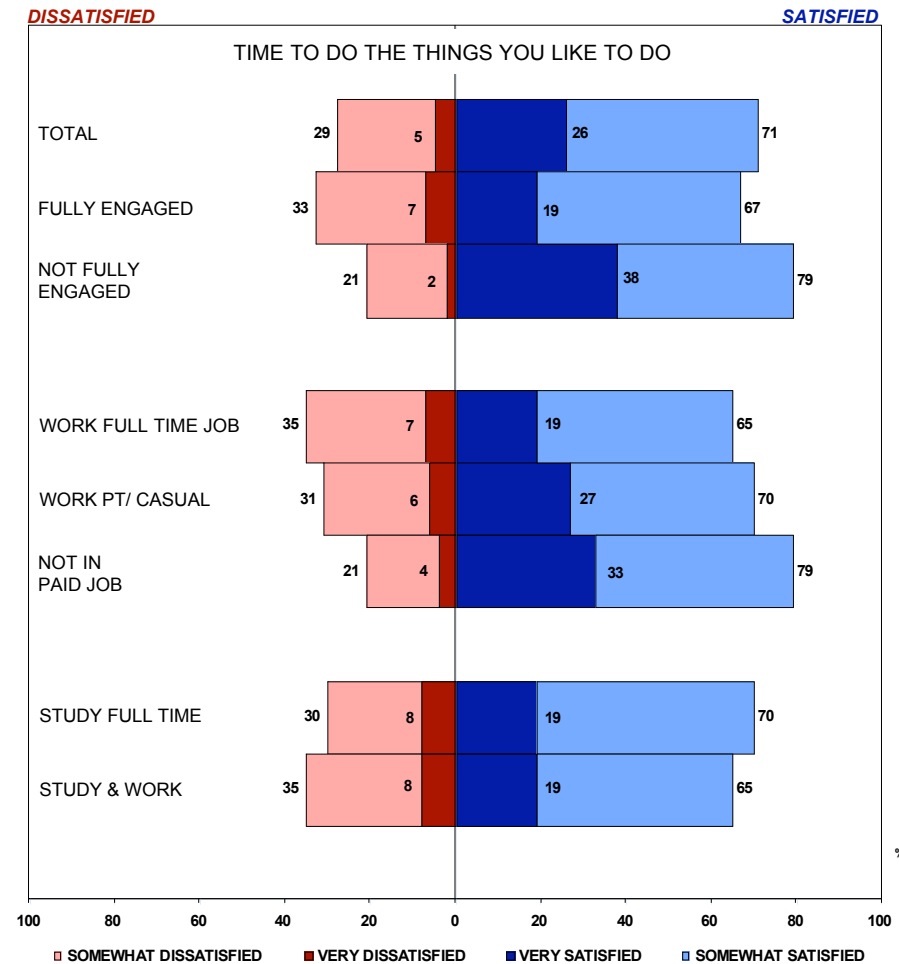
the choice, about 80 percent of those not working would prefer to be in a paid job. Among those not in a paid job, a majority of males (63 percent) are dissatisfied with their employment situation, higher than for females, among whom opinion is more evenly split, with 48 percent dissatisfied and 51 percent satisfied.

- On their current availability of leisure time, the overall level of satisfaction among 18-24 year olds (71 percent) is similar to the level of satisfaction found for their financial situation. Not surprisingly though, this aspect of life is less satisfactory for those fully engaged (both full time workers and full time students) than those not fully engaged (67 percent vs 79 percent). Similarly, groups generally more likely to be “time poor” express lower levels of satisfaction, e.g. those in a combination of work and study (65 percent) or living away from home (64 percent). Interestingly, females are less satisfied with this aspect of their life than males (66 percent vs 77 percent), with more than one third of females saying they are dissatisfied (35 percent). Contributing to this may be the higher proportion of females than males who live away from home.

A note about the unemployed

- The survey results contain only a very small sample of young people (n= 56) who were not studying or working who had been actively looking for work in the past four weeks. Nonetheless their opinions are as would be expected, with about 80 percent dissatisfied with their employment situation and over half dissatisfied with their financial situation. Despite this, only 15 percent say they are dissatisfied with life overall, and as will be seen later, most remain optimistic about their longer term future.

Figure 8b
SATISFACTION WITH VARIOUS ASPECTS OF LIFE

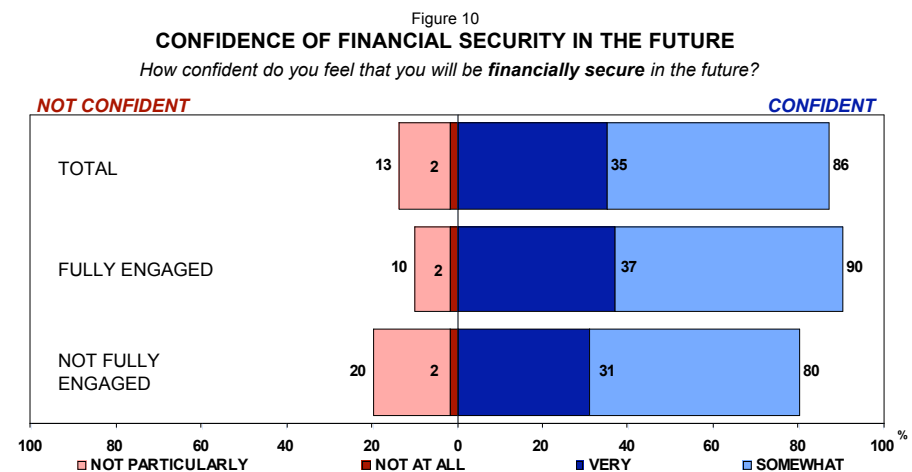
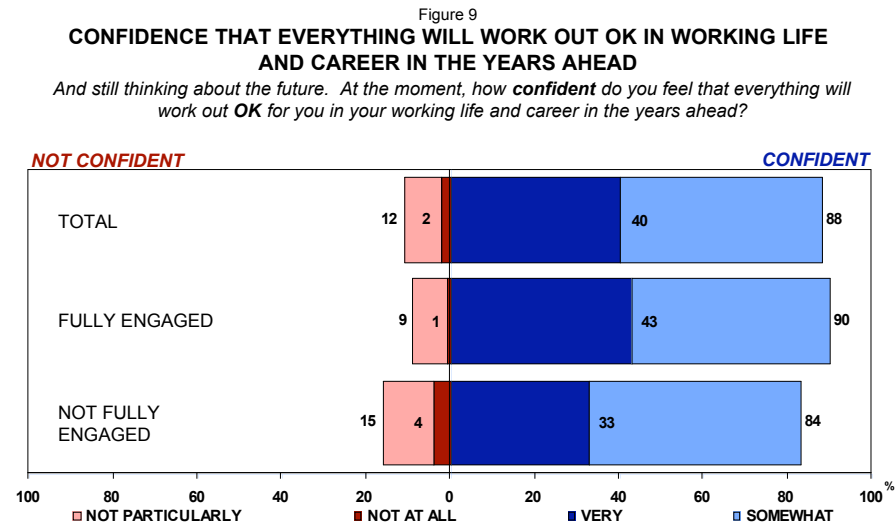


BASE: TOTAL (n=803), FULLY ENGAGED (n=546), NOT FULLY ENGAGED (n=257); WORK FULL TIME (n= 344); PT/ CASUAL (n= 279); NOT IN PAID JOB (n= 180); STUDY FT (n= 205); STUDY & WORK (n= 257)

4.1 Contrasting the fully engaged vs the not fully engaged (cont'd)

4.1.7 Feelings about the future

- Similar to their satisfaction with the present, there is also a high level of optimism about the future among 18 to 24 year olds in relation to their working life and career ahead, and their financial security.
- Confidence that *things will work out okay for their working life and career in the years ahead* is high (88 percent) with four in ten very confident. In trends similar to satisfaction with their current life, levels of confidence are only slightly higher among the fully engaged (90 percent) than those not fully engaged (84 percent). Interestingly, although based on a small sample, a majority of the unemployed also appear confident things will work out okay for them in the future (77 percent), however their level of confidence is still somewhat lower than for other groups.
- Confidence about their future *financial security* is also high among 18-24 year olds (86 percent) with 35 percent *very confident*. Although levels are high for both fully engaged and not fully engaged young people, the gap on this issue is more pronounced.
- Among those fully engaged, although full time students are less happy than full time workers about their *current* financial situation, their confidence about financial security in the *future* is very high (89 percent). Also encouraging is that, while still somewhat lower than other groups, a majority of the unemployed are confident they will be financially secure in the future (74 percent).

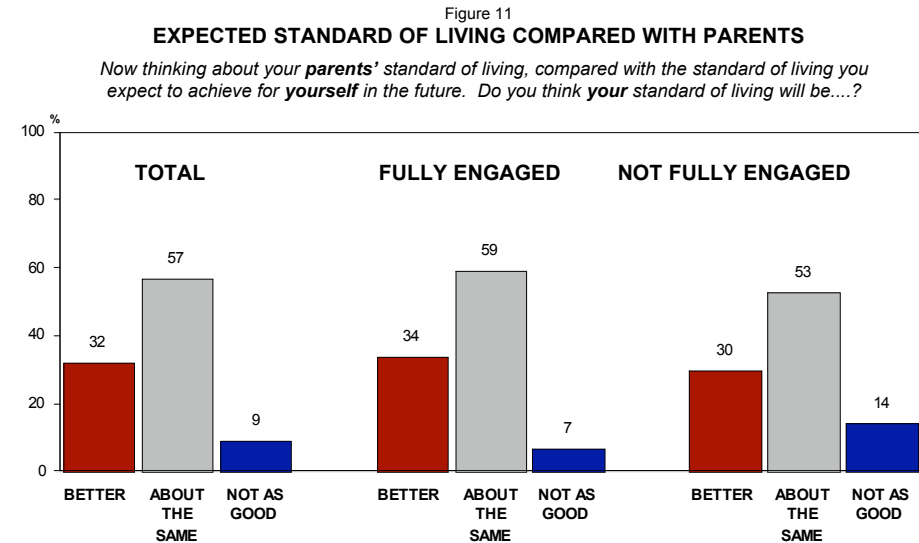


BASE: TOTAL (n=803), FULLY ENGAGED (n=546), NOT FULLY ENGAGED (n=257)

4.1 Contrasting the fully engaged vs the not fully engaged (cont'd)

4.1.7 Feelings about the future

- A large majority of 18-24 year olds expect their own standard of living to be *at least* as good as their parents' (89 percent), with almost one in three saying it will be better (32 percent).
- Regardless of level of engagement, a majority believe their future standard of living will be at least as good as their parents' – including those currently unemployed. Nonetheless, those not fully engaged are a little less optimistic than their fully engaged counterparts, with a slightly higher proportion saying they expect it will be not as good (14 percent vs 7 percent), and the unemployed remain the least optimistic (18 percent).



BASE: TOTAL (n=803), FULLY ENGAGED (n=546), NOT FULLY ENGAGED (n=257)

4.1 Contrasting the fully engaged vs the not fully engaged (cont'd)

4.1.8 Career planning

- On the issue of career planning, a majority of 18-24 year olds believe it is important for people of their age to be thinking carefully about career plans (79 percent). Few believe it is *“too early, with plenty of time to get serious about it later”* (19 percent). Interestingly, there is no significant difference in opinion by level of engagement and, across age groups only slightly more people aged 18-21 (21 percent) feel it is too early than 22-24 year olds (15 percent).
- This general view on the importance of career planning is backed up with most young people saying they *have* in fact thought about it, and most having a good idea of what they want to do.
 - Eighty percent of 18 to 24 year olds say they have thought either a *great deal* (48 percent) or *quite a bit* (32 percent) about the type of occupation or career they want – and this is true among both fully engaged and not fully engaged young people. Very few (3 percent) say they have not thought about it at all, though 17 percent admit to only having thought about it *“only a little bit really”*.
 - Equally, 80 percent say they have already either decided on *one specific occupation or career* (31 percent), or have narrowed it down to *a clear choice of two or three* (49 percent). The remainder either have not really narrowed down their career choice too much at all, (14 percent), or have very little idea, if any, of what they want to do (6 percent). Again, there is no significant difference in the level of decision making among fully engaged vs not full engaged young people.

Figure 12
CAREER PLANNING – NOW OR LATER?
 Still thinking about your **future**. Which **one** of the following comes closest to your view?

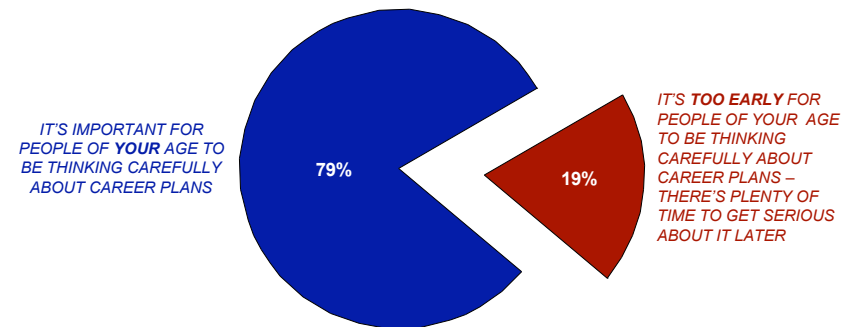
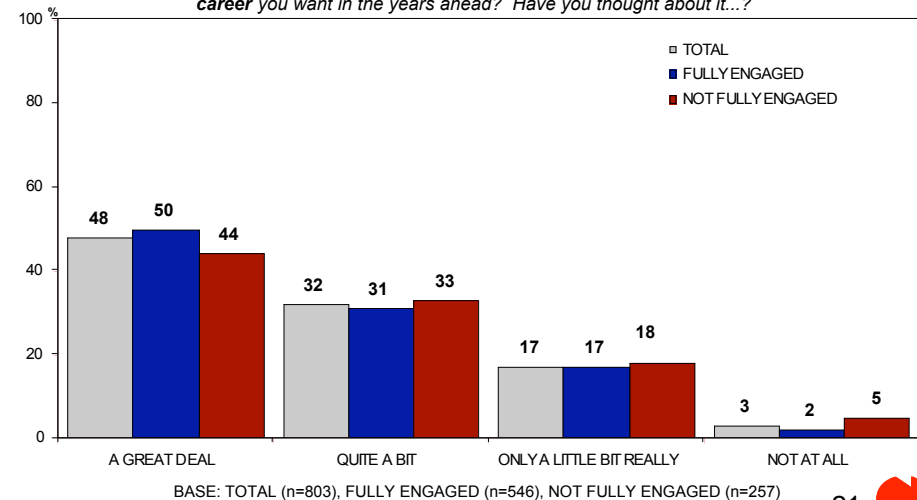


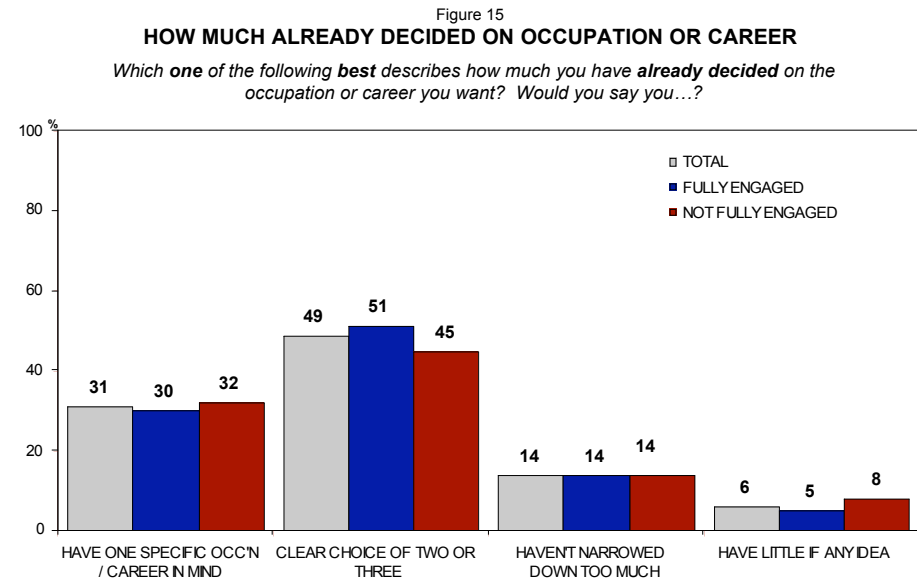
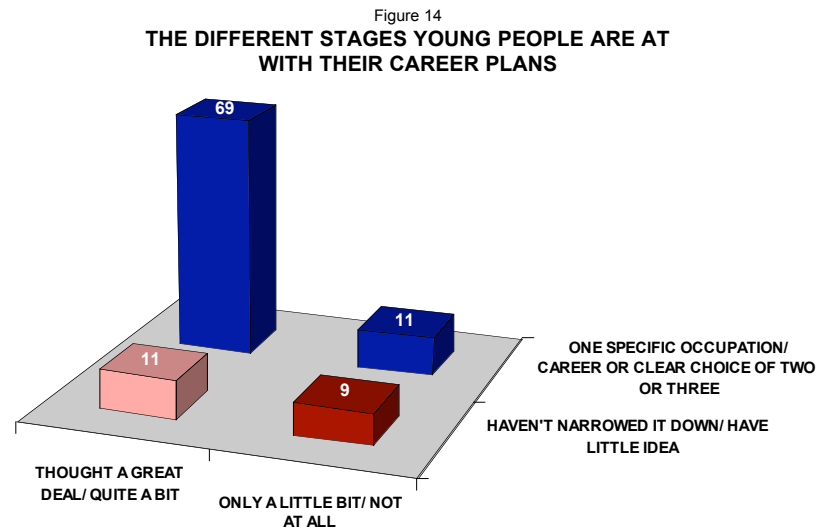
Figure 13
HOW MUCH THOUGHT ABOUT TYPE OF OCCUPATION/ CAREER WANT
 Now thinking about your **future**, and in particular your **working life and career** in the years ahead. **(PAUSE)** How much, if at all, have you thought about the specific type of **occupation**, or **career** you want in the years ahead? Have you thought about it...?



4.1 Contrasting the fully engaged vs the not fully engaged (cont'd)

4.1.8 Career planning

- This means that a large majority of 18-24 year olds (69 percent) have:
 - given their future career at least quite a bit of thought; *and*,
 - have one specific occupation or career, or a clear choice of two or three in mind.
- A further 11 percent, despite having not thought too much about it, also have one specific occupation or career, or a clear choice of two or three in mind
- Very few young people are in a position where they have given it little or no thought and have not narrowed down their choice much at all (9 percent). The remainder (11 percent), despite putting at least quite a bit of thought into it, have had little success in narrowing down their preferred options.



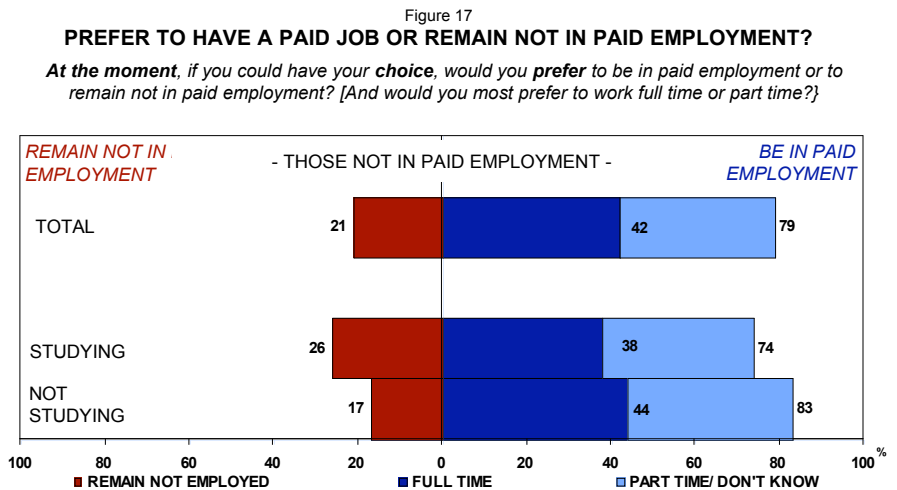
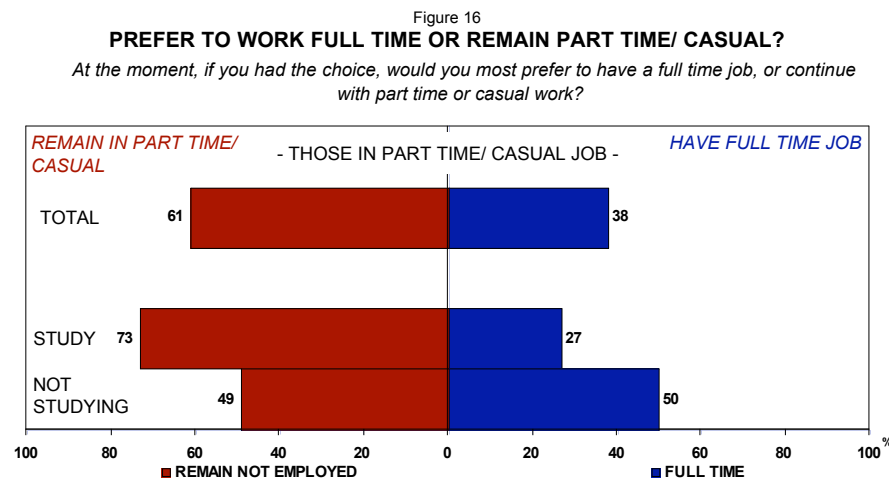
- There is comparatively little variation in the size of these four segments by level of engagement or other demographic factors. However early school leavers are more likely to have only given their career choices a little thought, or none at all (29 percent) than those who have completed year 12 (18 percent).
- Consequently a higher proportion of early school leavers (16 percent) than year 12 completers (7 percent) fall into the small segment of those who have given their career little thought and have not narrowed down their choice much at all.

BASE: TOTAL (n=803), FULLY ENGAGED (n=546), NOT FULLY ENGAGED (n=257)

4.1 Contrasting the fully engaged vs the not fully engaged (cont'd)

4.1.9 Outside the fulltime workforce

- Looking just at those outside the full time workforce, around three in ten 18-24 year olds are in part time or casual employment (28 percent) and a further one in three are *not* in paid employment at all (34 percent).
- Among those working part time or casual jobs, 38 percent say, given a choice, they would prefer to be in a full time job – though a majority (61 percent) are happy to remain in part time or casual work – particularly among students (73 percent). Conversely among those not studying, almost half would prefer be in a full time job.
- Looking at those who are not in paid employment at all, a large majority (79 percent) would prefer to have paid job – including 42 percent who, ideally would like a *full time* job. Again the preference for working more is stronger among those not studying.



- Males are more likely to most want a *full time* job, though the preference among females is weighted more towards having *part time or casual work*.
- As will be seen in the next sections though, to some degree the stated desire for *full time* work is, at least for *full time students*, no more than wishful thinking – because in reality, the commitments of full time study are the obvious, simple barrier to full time work as an option.

BASE: WORK PART TIME/ CASUAL: TOTAL (n= 279), STUDY (n= 155); NOT STUDY (n= 124); NOT IN PAID EMPLOYMENT: TOTAL (n= 180); STUDY (n= 85), NOT STUDY (n= 95)

4.1 Contrasting the fully engaged vs the not fully engaged (cont'd)

4.1.10 Barriers to full time work

- The key barriers to joining the full time work force cited by young people in part time or casual work are:
 - current study commitments (mainly among full time students); or,
 - a perceived lack of employment opportunities, due to competition for a limited number of full time positions generally, as well as in specific fields.

- Comparatively few cite lack of qualifications or skills¹ as a barrier, with as many mentioning transport difficulties.

1. Although this *open-ended* question revealed few mentions concerning lack of qualifications/ skills, *aided* questioning about the full time job search experience found 30 percent of those not fully engaged saying that lack of relevant work experience was a *major* problem for them the last time they looked for full time work; and 21 percent that lack of specific relevant job skills was a major problem – see Section 4.1.12, Figure 22.

Figure 18
WHAT THINGS PREVENT YOU FROM HAVING A FULL TIME JOB?
What things in particular prevent you from having a full time job? What other things?

	WORK PART TIME/ CASUAL		
	TOTAL	STUDY	NOT STUDY
TOTAL PREFER FULL TIME JOB	38	27	50
STUDYING / DOING FULL TIME UNI / YET TO FINISH UNI / TAFE	12	21	2
TOTAL LACK OF EMPLOYMENT OPPORTUNITIES	15	8	23
Can't find anything / not a lot out there / limited positions / lots of competition	8	6	10
Hard to find work in specific field	6	4	8
Did not like jobs available	1	*	2
No full time positions at current work	3	*	5
TOTAL TRAVEL DIFFICULTIES	3	*	5
Do not have vehicle / license	2	*	4
Want a job close to home / not too far	1	-	1
TOTAL LACK OF QUALIFICATIONS / SKILLS / EXPERIENCE	3	3	3
Lack of qualifications / need qualification to commence full time employment	1	2	1
Lack of skills / experience	2	1	3
CURRENT WORK ALMOST FULL TIME HOURS	1	-	3
WAITING TO START FULL TIME JOB	1	-	3
ON CONTRACT WITH EMPLOYER	1	-	2
NOT SURE WHAT I WANT TO DO YET	1	-	2
OTHER	7	4	10

BASE: THOSE WHO WORK PART TIME / CASUAL: TOTAL (n=279);
 STUDY (n= 155); NOT STUDY (n= 124)

4.1 Contrasting the fully engaged vs the not fully engaged (cont'd)

4.1.11 Barriers to the workforce

- Similar to barriers preventing part timers and casuals from gaining fulltime work, key barriers to young people not in paid employment joining the workforce include current study commitments or, among those not studying, a lack of general or field-specific employment opportunities.
- Not unexpectedly, the other major barrier faced by this group is childcare demands, mainly engagement in child rearing themselves rather than the cost or availability of other childcare options.
- Lack of experience/ qualifications² and, interestingly, transport difficulties rate a greater mention as a barrier amongst those outside the workforce than part timers/casuals who would prefer to be full time, while lack of time and motivation is also cited as a barrier to gaining a job. Health issues or disabilities also prevent some of this group from entering the workforce.

2. It is worth noting that *aided* questioning about the full time job search experience found 30 percent of those not fully engaged saying that lack of relevant work experience was a *major* problem for them the last time they looked for full time work; and 21 percent that lack of specific relevant job skills was a major problem – see Section 4.1.12, Figure 22.

Figure 19
WHAT THINGS PREVENT YOU FROM BEING PAID EMPLOYMENT?
What things in particular prevent you from being in paid employment? What other things?

	NOT IN PAID JOB		
	TOTAL	STUDY	NOT STUDY
TOTAL PREFER TO BE IN PAID EMPLOYMENT	79	74	83
TOTAL STUDY COMMITMENTS / OR QUALIFICATION NOT COMPLETED	16	34	3
TOTAL LACK OF JOBS / SUITABLE JOBS	17	16	17
Hardly any jobs around / no jobs in my area	8	9	8
Lack of jobs in specific field	4	4	5
Can't find job with required flexibility for schedule	2	4	1
Can't find job want to do / like	1	2	-
Waiting for response on application / lack of response from applications	3	-	4
TOTAL RAISING CHILDREN / COST OF CHILDCARE	15	2	25
Raising children / having a baby	13	2	21
Childcare / cost of childcare / can't get anyone to watch child	2	-	4
TOTAL LACK OF EXPERIENCE / QUALIFICATIONS	9	4	12
Lack of experience	7	4	9
Lack of qualifications	2	-	3
TOTAL LACK OF TIME / MOTIVATION	9	11	7
Work ethic / motivation to get job / laziness / attitude	4	6	3
Have not had time / no time to look	2	3	2
Have not had time <u>yet</u> to look	3	2	4
TOTAL TRANSPORT DIFFICULTIES / LIMITATIONS	7	2	11
Don't have license / own car	5	1	7
Lack of transport / have to use public transport	3	1	5
DISABILITY/ MEDICAL/ HEALTH REASONS	5	1	8
AGE/ SENIORITY RELATED REASONS	2	2	1
NO SPECIFIC REASON / JUST NOT FOUND ONE YET	1	1	1
WAITING TO START NEW JOB	*	-	1
CONCERNS WITH PREVIOUS BAD EXPERIENCE/ POOR TREATMENT	1	1	1
OTHER	7	13	3

BASE: NOT IN PAID JOB: TOTAL (n= 180); STUDY (n= 85); NOT STUDY (n= 95)

4.1 Contrasting the fully engaged vs the not fully engaged (cont'd)

4.1.12 The full time job search experience

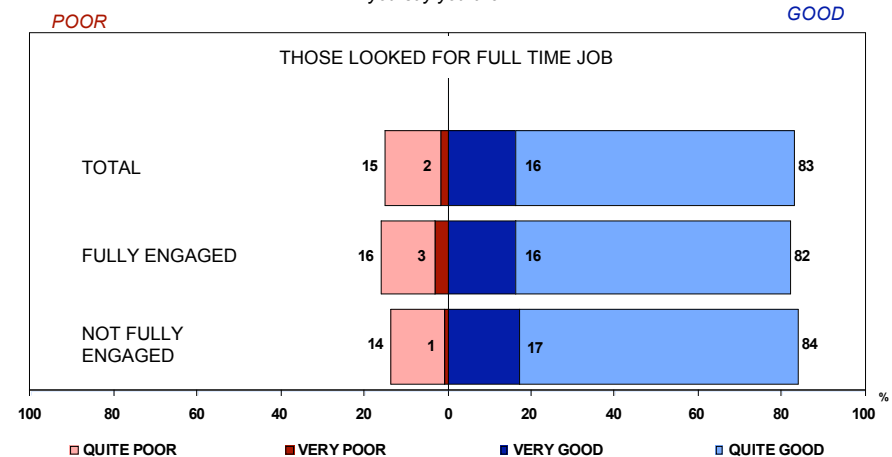
- The research explored the broader experiences of *all* those 18 to 24 year olds who had looked for a full time job at least *some* time since leaving school – including those who currently work full time.
- Most believe they are good at the overall process involved, such as searching for, identifying jobs, writing resumes, applications and attending job interviews (83 percent). One in six believe they are very good at it (16 percent).

Of note is that those not fully engaged are equally confident about their overall ability in this area as those fully engaged, and (based on a small sample) even among the unemployed, a large majority (89 percent) say they are good at the job search process. However, breaking this down into specific elements, and some of the potential barriers to successfully getting a job, shows that the process is not without its problems for young people - and highlights some key differences by level of engagement.

- Interestingly, slightly more females (87 per cent) believe they are good at the overall process involved in looking for full time work than males (79%).

Figure 20
HOW GOOD ARE YOU AT THE FULL TIME JOB SEARCH PROCESS?

Now thinking about the whole process of looking for a full time job - from searching for and identifying jobs, to writing CV's and resumes, applications and attending job interviews (PAUSE). Overall, how good at the process do you feel you are? Would you say you are...?



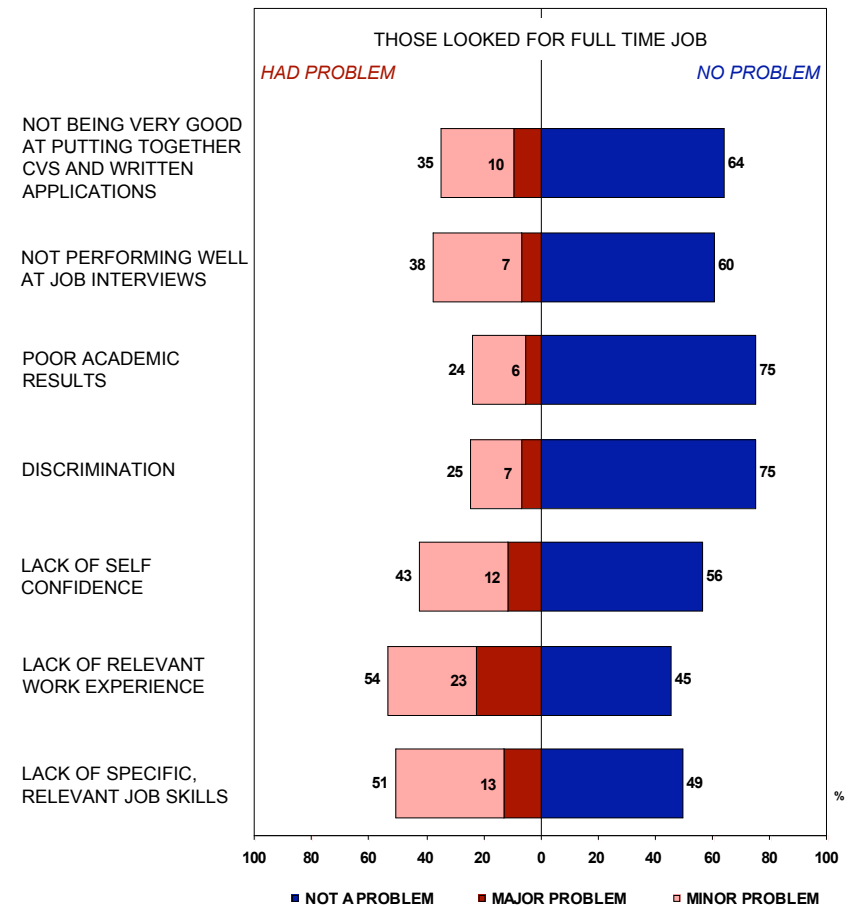
BASE: TOTAL (n=590), FULLY ENGAGED (n=406), NOT FULLY ENGAGED (n=184)

4.1 Contrasting the fully engaged vs the not fully engaged (cont'd)

4.1.12 The full time job search experience

- Areas where about half of 18-24 year old job seekers had a problem last time they looked for full time work centred on the actual skills and experience they had to offer.
- This included lack of relevant work experience (54 percent), in fact one in five had a major problem with this, and lack of specific relevant job skills (51 percent). Poor academic results (24 percent) were much less of a problem. Many had problems with *personal* skills important to marketing themselves to potential employers, such as lack of self confidence (43 percent), not being able to perform well at job interviews (38 percent) and preparing CVs and applications (35 percent). Around one in four believe they encountered some form of discrimination (25 percent).

Figure 21
PROBLEMS ENCOUNTERED LAST TIME LOOKED FOR JOB
*Thinking about the **last** time you looked for full time work, please tell me if you **personally** found each of the following things to be a **major** problem for you, a **minor** problem, or **not** a problem for you at all.*



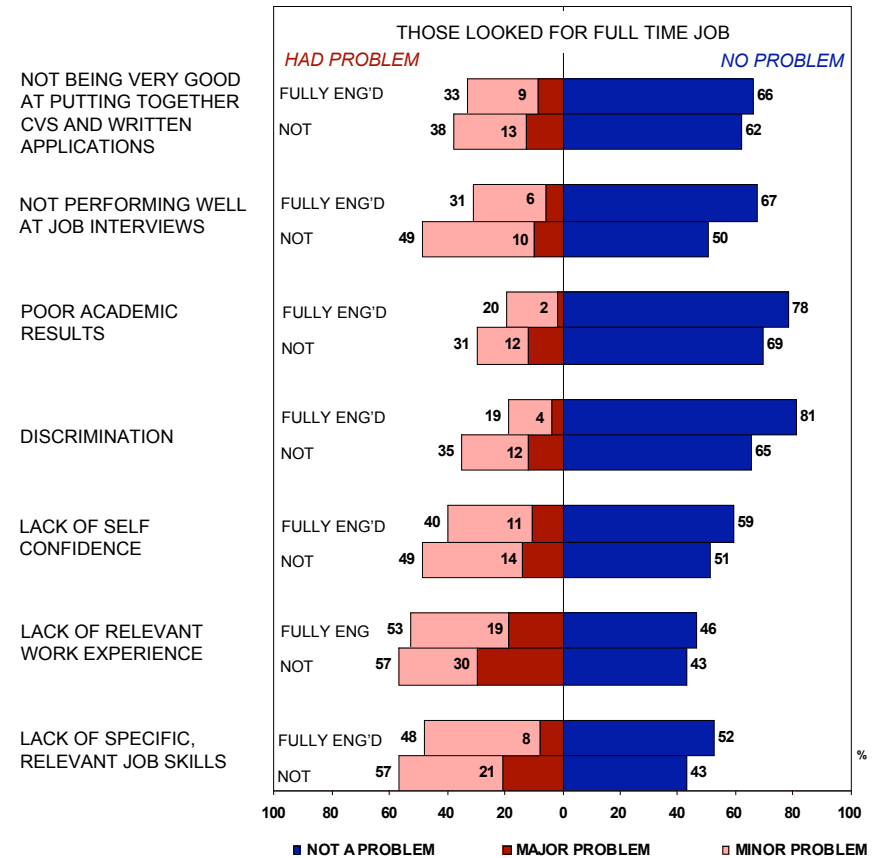
BASE: THOSE LOOKED FOR FULL TIME JOB SINCE LEAVING SCHOOL: TOTAL (n=590)

4.1 Contrasting the fully engaged vs the not fully engaged (cont'd)

4.1.12 The full time job search experience

- In a number of these problem areas, those *not* fully engaged experienced a higher level of difficulty last time they looked for fulltime work, than did their fully engaged counterparts, experiencing *major* problems with lack of relevant work experience (30 percent) and lack of specific job skills (21 percent). About half of those *not* fully engaged had a problem with lack of confidence, and their interview performance, and around one in three with discrimination and poor academic results, significantly higher than among the fully engaged. Further to this, among the unemployed (*based on a small sample*), the proportions experiencing problems in these areas were generally higher still.
- There are also some interesting gender differences with almost half of females (48 percent) saying lack of confidence was a problem for them, significantly higher than among males (39 percent), while more males than females cited poor academic results as a problem (29 percent vs 18 percent).

Figure 22
PROBLEMS ENCOUNTERED LAST TIME LOOKED FOR JOB
*Thinking about the **last** time you looked for full time work, please tell me if you **personally** found each of the following things to be a **major** problem for you, a **minor** problem, or **not** a problem for you at all.*

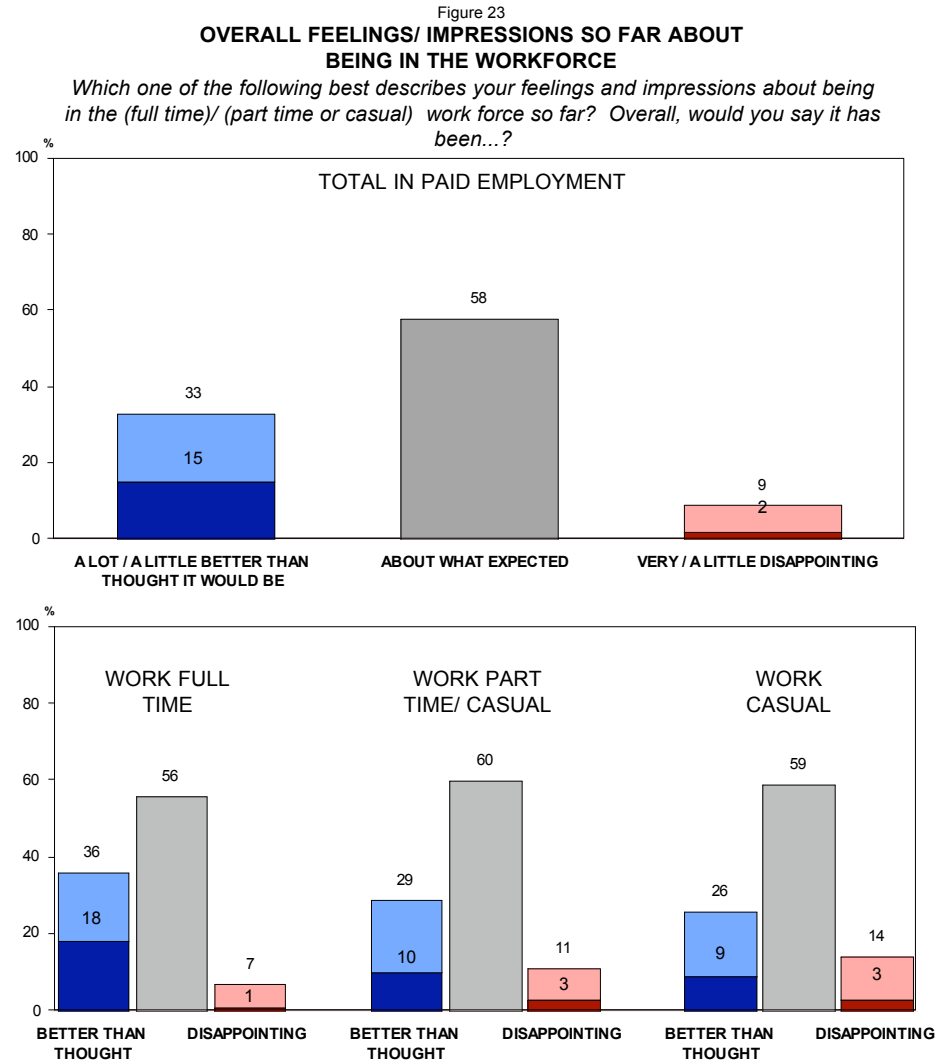


BASE: THOSE LOOKED FOR FULL TIME JOB SINCE LEAVING SCHOOL:
 FULLY ENGAGED (n=406); NOT FULLY ENGAGED (n= 184)

4.2 Life in the workforce

4.2.1 Overall impressions to date

- Around two thirds of 18-24 year olds are currently doing some type of full time, part time or casual paid employment, and a large majority of these workers say their experience so far has either met (58 percent) or exceeded their expectations (33 percent). Less than one in ten have found the workplace *disappointing* overall.
- General opinion is similar for full time versus part time or casual workers, however full time workers are slightly more positive with more saying the full time workforce has been a lot better than they thought it would be (18 percent) compared with other workers' feelings about the part time and casual workforce (10 percent). A general, overall sense of disappointment among both groups is very *low*.
- Among part time and casual workers, those who also study full time are a little less positive than others, with only 23 percent having found the workforce to be better than they expected, compared with 33 per cent among those studying part time or not at all. A majority of *both* groups say it has met their expectations (66 and 54 per cent, respectively), with the remaining one in ten being disappointed.
- Interestingly, disappointment with the workforce experience so far was a little higher among females (12 percent) than males (six percent).



BASE: THOSE IN PAID EMPLOYMENT: TOTAL (n=623); FULL TIME (n= 344); PART TIME/ CASUAL (n= 279); CASUAL (n= 185)

4.2 Life in the workforce

4.2.2 Why disappointing?

- For those who have been disappointed by the workforce so far, the most common source relates to “conditions”. These include concerns about levels of pay, inconsistent or unpredictable shifts and working conditions - aspects generally cited as disappointing by more *casual* workers than *full time* workers.
- Other areas of dissatisfaction for young workers include:
 - unpleasant or poor staff management, or general concerns about poor treatment of staff;
 - disappointment with the work itself, either being boring and tedious, or difficult and high pressured.

Figure 24
REASONS FOR WORKFORCE BEING DISAPPOINTING SO FAR

	TOTAL	WORK FULL TIME/ TIME	WORK PART TIME/ CASUAL	WORK CASUAL
CASUAL				
TOTAL DISAPPOINTED WITH WORKFORCE SO FAR	9	7	11	14
TOTAL DISSATISFACTION WITH MONEY/ HOURS/ SHIFTS/ CONDITIONS	6	4	8	11
Poor money/ need to work many hours to make decent money	2	1	3	5
Not enough shifts/ inconsistent/ unpredictable hours	2	1	3	4
Longer working hours/ 9-5 hours/ lack of flexibility in hours	2	3	1	*
Dissatisfaction with "conditions" / other specific conditions	1	*	2	3
Dissatisfaction with worker "rights"/ "entitlements"	*	*	*	*
TOTAL DISSATISFACTION WITH MANAGEMENT/ TREATMENT	3	3	3	4
Unpleasant management/ supervisor/ poor/ lack of management	2	2	2	3
"Poor treatment" / don't care/ look after people	1	1	1	1
JOB NOT INTERESTING/ BORING/ MUNDANE	1	1	2	2
HARD/ DIFFICULT WORK/ HARDER/ MORE PRESSURE	1	1	1	2
OTHER	1	1	1	1

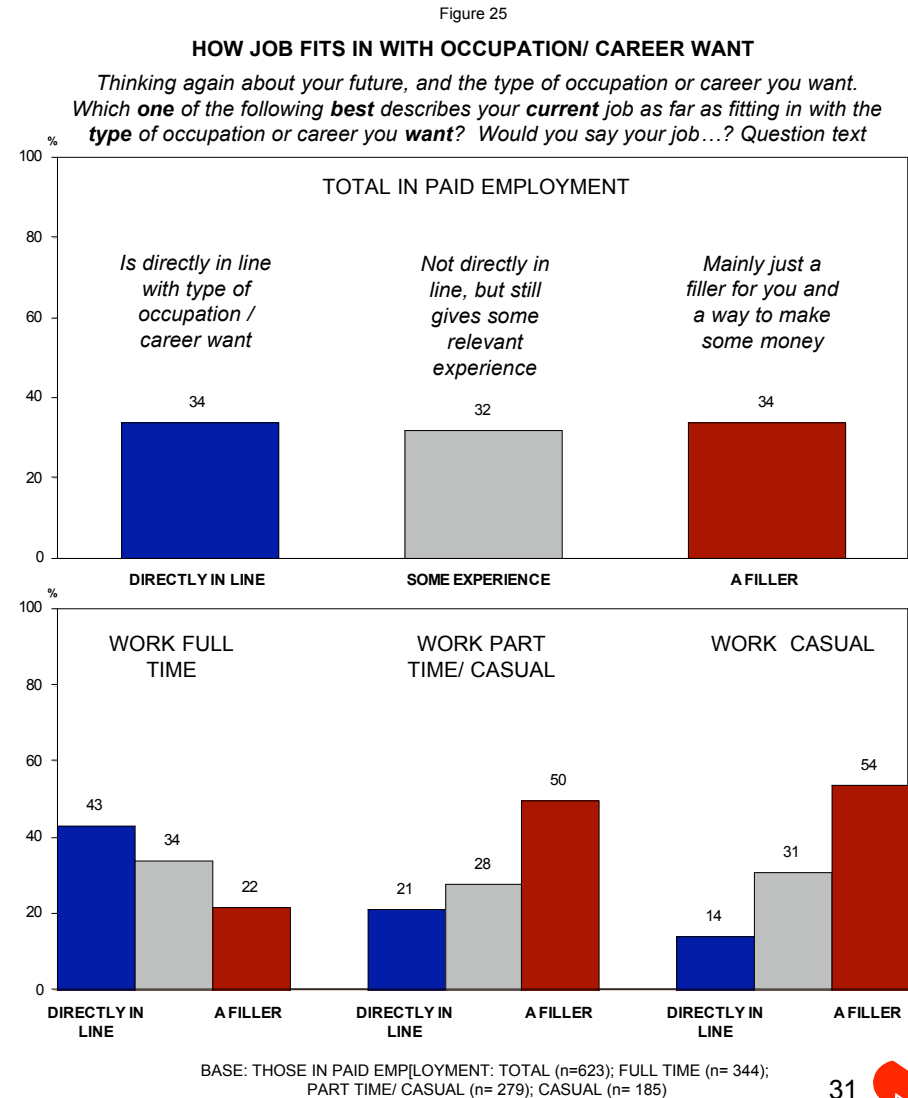
BASE: THOSE IN PAID EMPLOYMENT: TOTAL (n=623); FULL TIME (n= 344); PART TIME/ CASUAL (n= 279); CASUAL (n= 185)



4.2 Life in the workforce

4.2.3 My current job

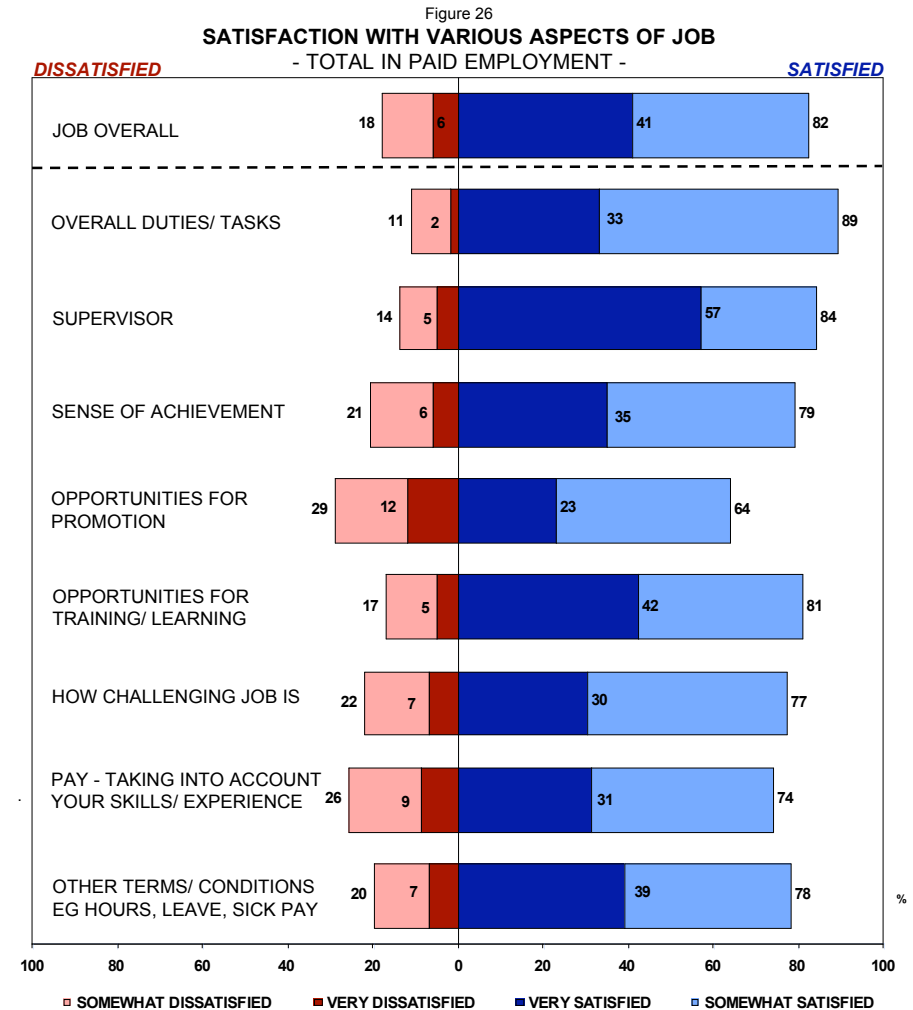
- A majority of full time workers are currently in a position which they feel is either directly in line with their chosen career (43 percent) or at least providing some relevant experience (34 percent), however, a sizeable group are in a job they consider to be a “filler” only (22 percent).
- In contrast, for those working in part time or casual work, about half regard their job as filler work to make money. The proportion who regard their job as directly in line with their chosen occupation or career is low (21 percent), and even lower among those in casual jobs (14 percent).
- Further segmentation of part time/ casual workers reveals that a higher proportion of those who also study full time (60 percent) regard their job as “a filler” than those who do not (42 percent). Conversely, fewer full time students view their job as directly in line with their chosen career (15 per cent), compared with those studying part time or not at all (26 per cent).



4.2 Life in the workforce

4.2.3 My current job

- Most of today's 18-24 year old workers say they are satisfied with their current job (82 percent), with four in ten being very satisfied (41 percent).
- Aside from their overall duties and tasks, areas providing the highest level of job satisfaction are supervision, opportunities for training and learning, sense of achievement, and terms and conditions (excluding pay), with around 80 percent satisfaction on these aspects, and more than one in three very satisfied.
- Satisfaction is lowest in relation to opportunities for promotion (64 percent) with around three in ten workers dissatisfied with this aspect of their job (29 percent), including 12 percent very dissatisfied. Dissatisfaction with their level of pay (relative to their skills and experience) is also quite high compared with other areas - at around one in four (26 percent).

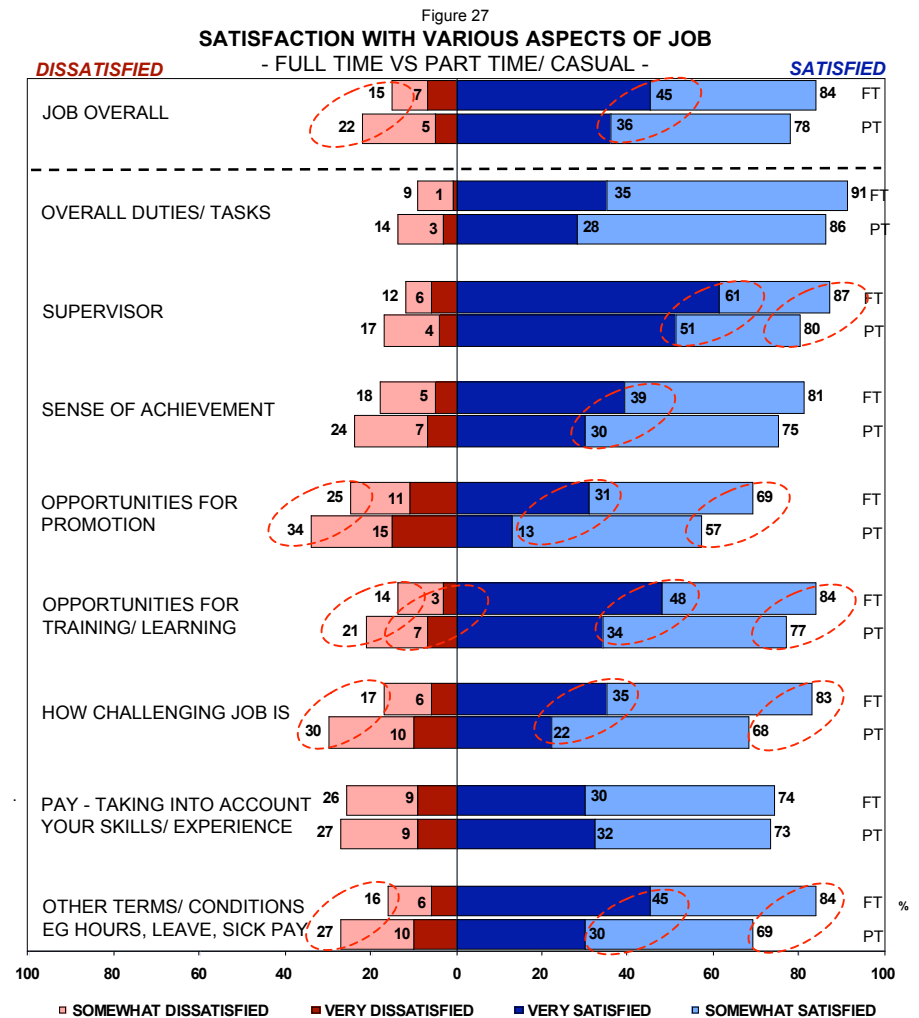


BASE: THOSE IN PAID EMPLOYMENT: TOTAL (n=623)

4.2 Life in the workforce

4.2.3 My current job

- Similar to their overall impressions and experience of the workforce to date, full time workers are more positive than part time/casual workers about their *current* job, with significantly more saying they are *very* satisfied (45 percent vs 36 percent). Dissatisfaction is higher among part time/casuals (22 percent vs 15 percent).
- Most of this difference between the two groups can be accounted for by part time/ casual workers who also study full time, among whom only 28 percent are very satisfied with their job. Nonetheless it's also true that even among this group, overall the vast majority are "satisfied".
- Full time workers have a higher level, or strength of satisfaction, than part time and casual workers across most aspects of their job (Figure 27) with the areas of greatest difference being:
 - opportunities for promotion;
 - opportunities for training/ learning;
 - level of challenge in jobs;
 - terms and conditions of employment such as hours, leave and sick pay (but excluding levels of pay, relative to their skills and experience).
- Part time and casual workers who also study full time, have a lower level, or strength of satisfaction, than other workers with some key fundamentals such as the overall duties and tasks that make up their job; the sense of achievement they derive from it, and their supervisors, along with opportunities for promotion.



BASE: THOSE IN PAID EMPLOYMENT: TOTAL (n=623); FULL TIME (n= 344); PART TIME/ CASUAL (n= 279)

4.2 Life in the workforce

4.2.4 “Workchoices” and me

- Although opinions concerning the Federal Government's Workchoices legislation were not measured as part of the survey, an April 2006 Newspan, published in *The Australian* newspaper, provides some relevant information.
- About half of 18 to 34 year old workers felt Workchoices would have *some* impact on them – including 16 percent who felt they would be better off, and 36 percent who felt they would be worse off. The remainder either did not think it would affect them personally, or did not know if it would.
- The views of 18 to 34 year olds were broadly representative of all workers aged 18+. However 18 to 34 year olds were more likely than those aged 50+ to think Workchoices *would* affect them in *some* way – either positive or negative.

Figure 27a
WORKCHOICES AND ME
 - THOSE IN PAID EMPLOYMENT -

*The Federal Government's changes to Australia's industrial relations system, which it has called WorkChoices, were recently introduced. How do you think the changes to industrial relations will affect you personally? Do you think you will be **better**, or **worse off**?*

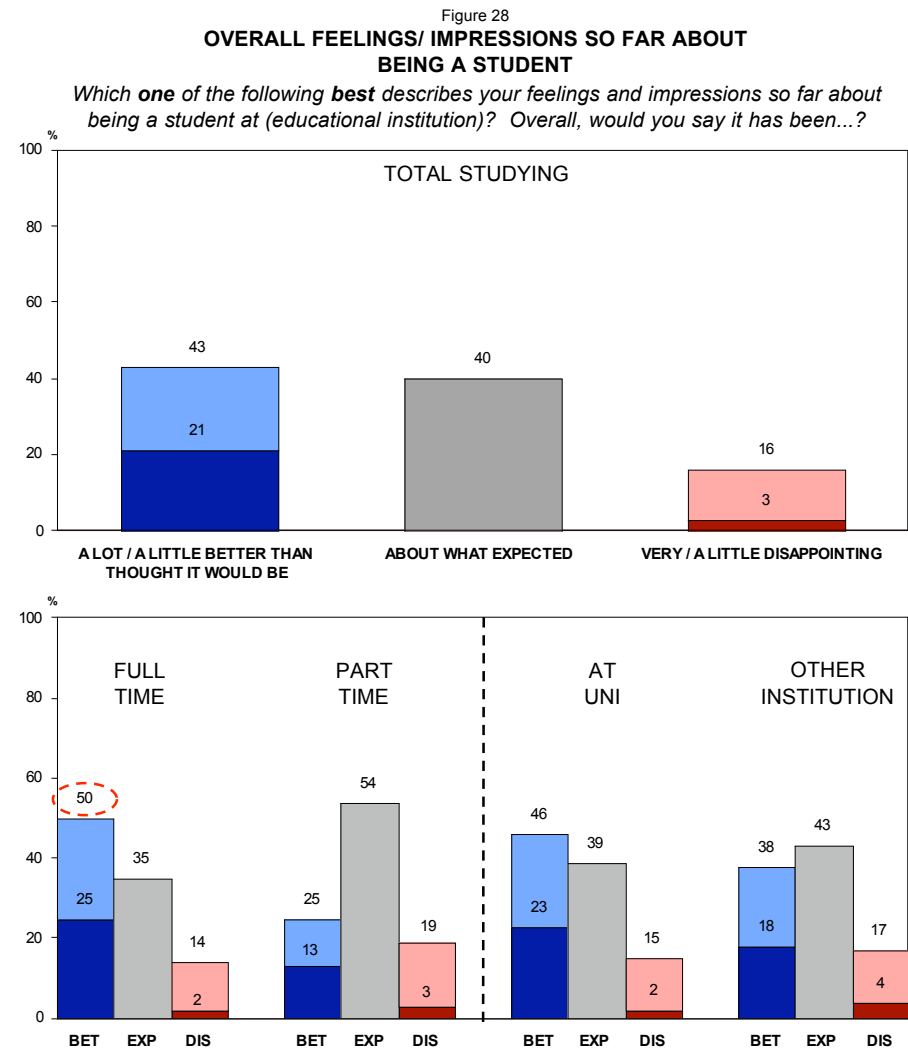
	TOTAL %	18-34 %	35-49 %	50+ %
LOT BETTER OFF	4	3	5	2
LITTLE BETTER OFF	10	13	10	7
TOTAL BETTER OFF	14	16	15	9
LITTLE WORSE OFF	14	18	13	13
LOT WORSE OFF	16	18	16	13
TOTAL WORSE OFF	30	36	29	26
NEITHER / UNCOMMITTED	56	48	56	65

BASE: THOSE IN PAID EMPLOYMENT: TOTAL (n=724); 18-34 (n= 199); 35-49 (n= 281); 50+ (n= 244)

4.3 Life as a student

4.3.1 Overall impressions to date

- A little over one in three 18-24 year olds are currently doing university, TAFE, apprenticeship or some other type of study (36 percent), and a large majority of these students say their experience so far has either met (40 percent) or exceeded their expectations (43 percent). Only about one in six say they have found being a student *disappointing*.
- While opinion does not differ significantly by type of institution attending, full time students are much more positive about their experience than part time students, with half saying it has been *better* than expected, including one in four who think it is *a lot better*. In contrast, a majority of part timers say that being a student is about what they expected, with only one in four saying it is better.
- However, the proportion who have found the experience of being a student disappointing is the *same*, regardless of level of attendance.



BASE: THOSE STUDYING: TOTAL (n=342); FULL TIME (n= 205); PART TIME (n= 137); AT UNI (n= 212); OTHER INSTITUTION (n= 130)

4.3 Life as a student

4.3.2 Why disappointing

- For those who do feel disappointment, the key areas are:
 - the quality of teaching and level of student-teacher interaction and support;
 - the nature of - and unmet expectations about - course content; and,
 - broader lifestyle concerns about time management, life balance and increased stress.

- There are no significant differences by level of attendance or institution attending. And again, these negative sentiments are expressed by comparatively few students.

Figure 29
REASONS BEING A STUDENT HAS BEEN DISAPPOINTING

OTHER	TOTAL	FULL TIME	PART TIME	UNI	
TOTAL STUDY HAS BEEN DISAPPOINTING	16	15	19	15	17
TOTAL COURSE MATERIAL RELATED	5	4	6	6	4
Too easy / basic / not challenging / not stimulating / boring / disappointing	3	2	4	3	2
Irrelevance of course / outdated syllabus	1	1	2	1	1
Not as many practical aspects about the course as expected	1	1	-	1	-
Don't have enough time / hours in studio	1	1	-	1	-
TOTAL TEACHING / TEACHERS	7	6	7	5	9
Quality of teaching / lack of experience / knowledge	2	2	2	2	3
Lack of student / teacher / interaction / communication	2	2	1	1	3
Lack of support / help / willingness to help / hard to get help	3	3	5	2	6
Teacher is never there / not in room / late	1	1	1	-	3
Too much self directed learning / left to work on your own	1	1	-	1	-

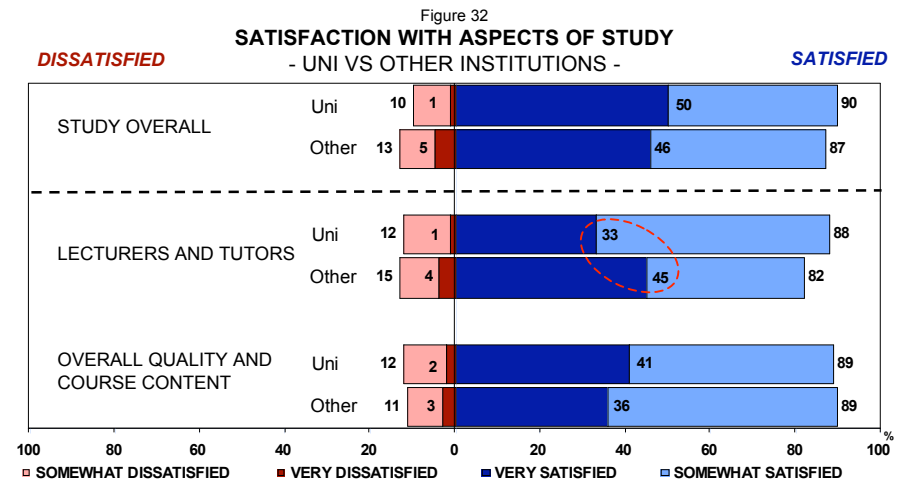
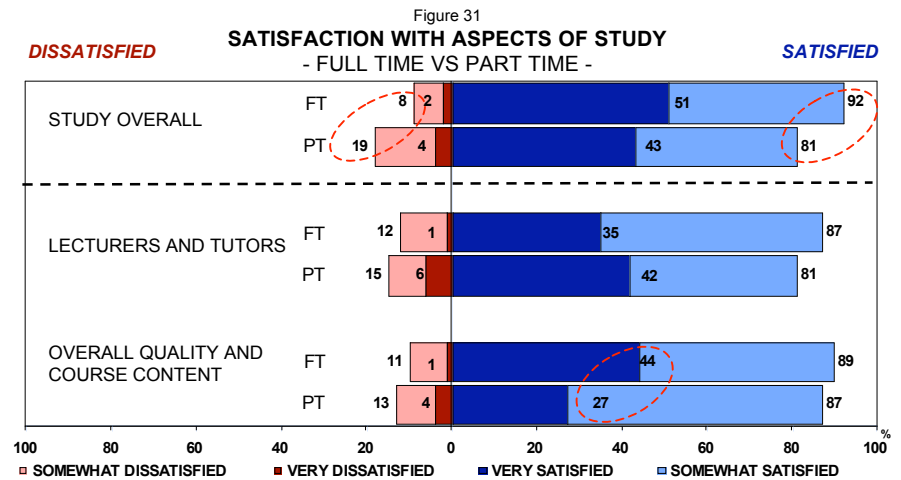
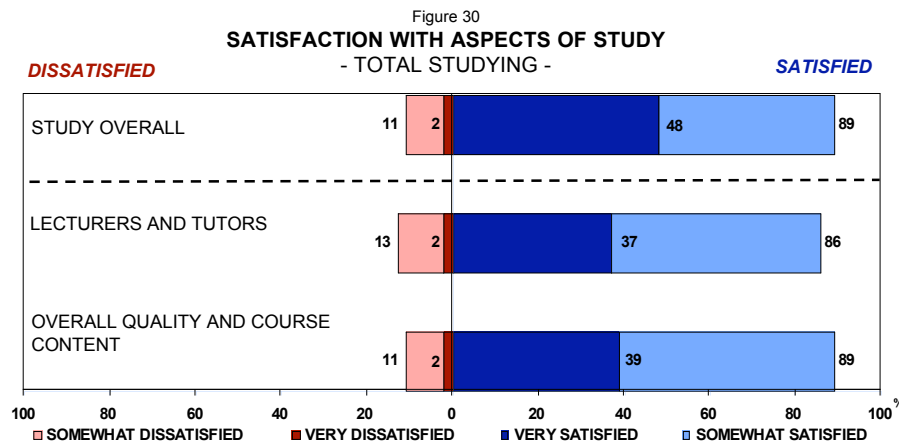
OTHER	TOTAL	FULL TIME	PART TIME	UNI	
INADEQUATE FACILITIES / LACK OF RESOURCES	2	3	1	2	3
NOT STRUCTURED WELL / NOT PROPERLY ORGANISED	1	2	1	2	1
TOTAL LIFESTYLE RELATED	5	5	5	5	3
TOTAL DEMANDING ON TIME / PRESSURE	3	2	5	2	3
Hard to balance work / study / social lifestyle at the same time	1	1	2	2	-
Demanding / on time / hard to cope with / stress / overwhelming	2	1	3	*	3
Academic pressure / assignment deadlines / lots of assignments	1	*	1	1	-
Don't see friends often / not enough social scene / not met many people	2	3	-	3	-
Have not enjoyed new lifestyle	1	1	-	1	-
UNION FEES / UNI FEES EXPENSIVE / UNREASONABLE COST EXPECTATIONS	1	2	-	2	-
LIKED SCHOOL BETTER / LOVED SCHOOL	2	3	-	3	-
IMPERSONAL / NOT AS WELCOMING	1	1	-	1	-

BASE: THOSE STUDYING: TOTAL (n=342); FULL TIME (n= 205); PART TIME (n= 137); AT UNI (n= 212); OTHER INSTITUTION (n= 130)

4.3 Life as a student

4.3.3 My current study

- Today's 18-24 year old students have very high levels of satisfaction with their course overall (89 percent, including 48 percent very satisfied), as well as with the quality of course content (89 percent) and their lecturers and tutors (86 percent).
- Similar to their overall impressions and experience of being a student to date, part time students are somewhat less positive than their full time counterparts, though a majority are still satisfied. Overall opinions do *not* differ by institution type (that is, university vs other institutions).
- There is no difference in overall satisfaction levels with *course content* or with *lecturers and tutors* among full and part timers, which are each above 80 percent. However the number of full time students who are *very satisfied* with course content is significantly greater. Students at universities and other institutions differ in their degree of strong satisfaction with *lecturers and tutors*, with non-university students being more positive.



BASE: THOSE STUDYING: TOTAL (n=342); FULL TIME (n=205); PART TIME (n=137); AT UNI (n=212), OTHER (n=130)

4.3 Life as a student

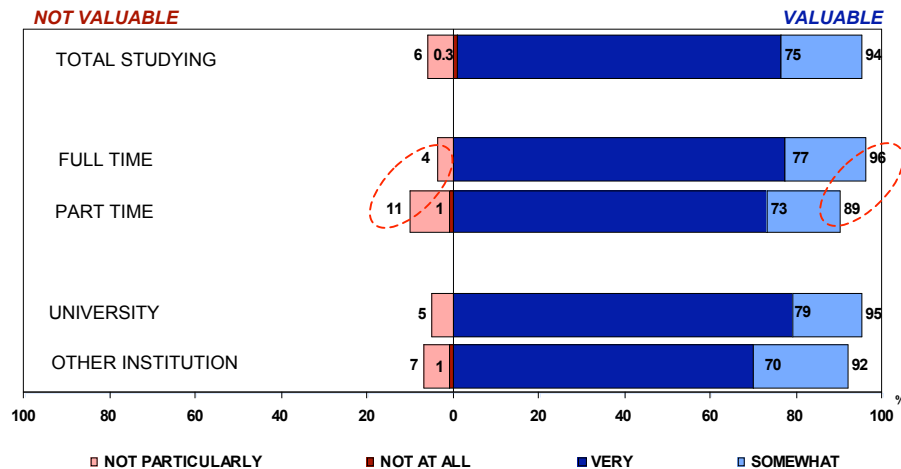
4.3.4 Perceived value of future qualification

- As well as viewing their study experience very favourably, there is also a strong belief among 18-24 year old students in the *value* of the qualification they are working towards, with full time students, again, somewhat more positive than part timers but no significant trend by type of institution attending.
- More than nine in ten students believe that having this qualification will be valuable to their future working life and career (94 percent), with three quarters saying it will be *very* valuable.

Figure 33

PERCEIVED VALUE OF FUTURE QUALIFICATION

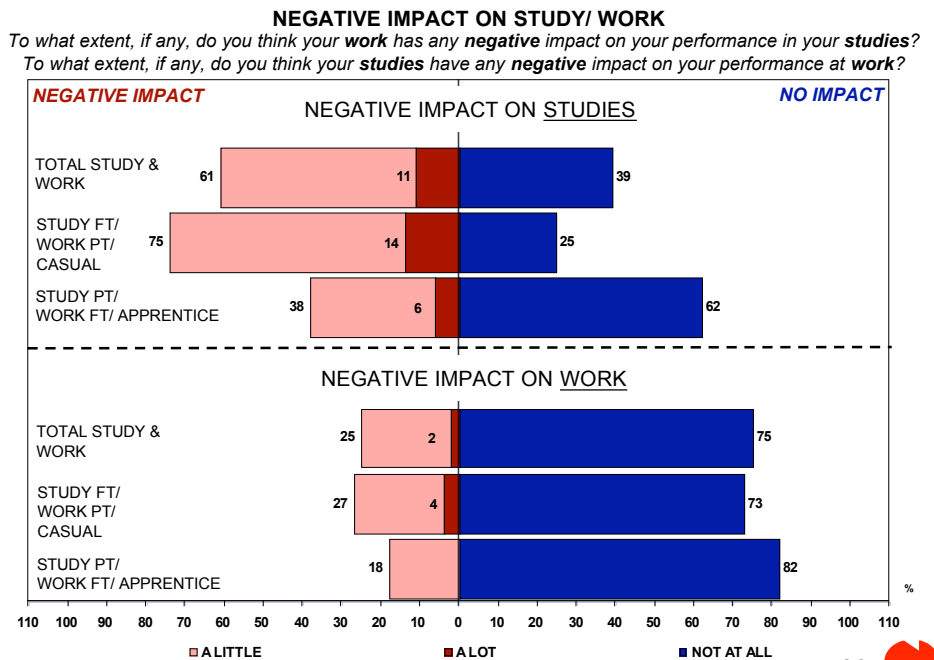
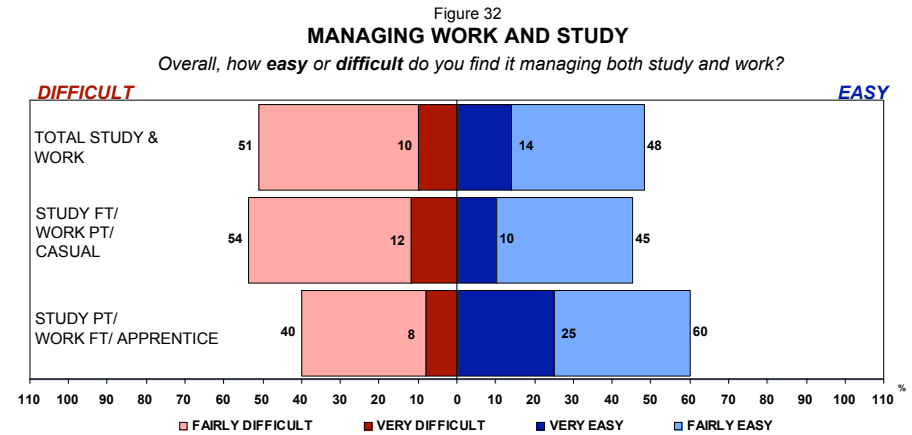
And thinking about when you **finish** your course and obtain the qualification you are studying for (**PAUSE**). How **valuable** do you think **having** that qualification will be, as far as your working life and career in the future are concerned? Do you think the qualification will be...?



BASE: THOSE STUDYING: TOTAL (n=342); FULL TIME (n=205); PART TIME (n=137); AT UNI (n=212), OTHER (n=130)

4.4 Managing the combination of work and study

- Around one in five 18-24 year olds are currently in some combination of work and study and, about half this group say they find it very, or fairly difficult to manage doing both - while the remaining half say they find it very or fairly easy.
- In attempting to balance both work and study, students are more likely to feel it is their *studies* that are negatively impacted by their work, rather than their work suffering because of their studies. While 61 percent feel their studies are negatively impacted, even if only a little, only 25 percent feel their work performance suffers because of their dual commitments.
- Opinions vary depending upon the level of work versus study and, not unexpectedly, by residence at home with a parent or guardian versus away from home.
 - If anything, it is those *studying full time and working part time/ casual* jobs rather than *full time workers/ part time studiers (or apprentices)* who are more likely to feel they experience difficulty balancing both domains, and that their studies suffer as a consequence. An equal, large majority of both groups do *not* feel their work suffers as a consequence of their studies.
 - Although based on a very small sample (n=69), a large majority of those combining work and study with living away from home find it difficult to manage (69 percent), significantly higher than among those living at home (45 percent). Related to this is the higher level of difficulty combining work and study among females (58 percent) compared with males (44 percent). These trends are similar to gender differences identified earlier in relation to satisfaction with the amount of leisure time available.



BASE: TOTAL STUDY & WORK (n= 257); STUDY FT/ WORK PT (n= 131); WORK FT/ STUDY PT/ APPREN (n= 97)

4.5 What could the Government be doing to help you...?

- At the completion of the survey, young people were asked an open ended question concerning the types of things they feel the government could be doing to help them obtain the skills, knowledge or experience they'd like to have.
- A little over half provided a comment, with the *cost of education* emerging as the key area (mentioned by 30 percent), including reducing the end-cost to students through lower tuition fees / HECS fees, or subsidies for work-related studies. Related to this are general calls to improve financial assistance for students through increasing the accessibility and amounts available via social security payments and student loans.
- Interestingly, as part of education costs, *apprenticeship and traineeship opportunities* are a specific area highlighted by some young people for more Government attention (8 percent). This includes calls for both greater funding, as well as more assistance at an individual level, such as through subsidies or allowances for work-related tools or equipment. There are also general calls for greater education funding, such as for increased HECS places, as well as increased accessibility to further study and greater variety in the courses offered.
- Some mentioned a need for improved *career guidance* (7 percent) and more opportunities to gain *skills relevant to the workplace* (5 percent) - through the topics covered in school or tertiary coursework, as well as through work experience placements while studying.

Figure 33

WHAT COULD THE GOVERNMENT DO TO HELP?

Thinking now about the **Government**, and your own situation concerning employment or education. What **types** of things could the **Government** be doing to help you obtain any **skills, knowledge or experience** you'd like to have?

TOTAL FREE EDUCATION / LOWER FEES / GREATER SUBSIDISATION	30
TOTAL FREE EDUCATION	3
Pay for all education / free education	1
Free TAFE / TAFE course	1
Free university / university courses	2
TOTAL LOWER FEES / GREATER SUBSIDISATION OF EDUCATION	13
Lower fees / cheaper education	4
Reduce / get rid of HECS /make it easier to pay HECS debt / help with HECS	3
Subsidise / more subsidy for courses / education fees / uni / TAFE fees	2
Pay for / subsidise courses related to job	4
Run inexpensive courses / programs	*
Help with educational costs such as textbooks / transport	1
TOTAL INCREASED OTHER TYPES OF FINANCIAL ASSISTANCE	5
More Youth Allowance for students / Austudy / make benefits more obtainable	5
Increased student loans	*
TOTAL MORE FUNDING FOR APPRENTICESHIPS / APPRENTICES	8
More funding of apprenticeships / offer more traineeships / internships	6
More money for apprentices / tool allowance / increase wages	3
TOTAL INCREASED FUNDING FOR EDUCATION	4
More funding for uni / courses / research	2
More funding for education other (schools, grants, rural students)	3
TOTAL INCREASED ACCESSIBILITY / AVAILABILITY / VARIETY OF COURSES / PLACES	7
More courses that are easier to get into / make it easier to get into uni / TAFE	2
Increase HECS places/ Commonwealth supported places	1
More variety of courses in uni / TAFE	4
MORE OPPORTUNITIES FOR WORK PLACEMENTS / WORK EXPERIENCE	5
Specifically at school	3
Other	2
MORE INFORMATION / ADVICE ON COURSES / CAREERS / TRAINEESHIPS	7
CONCERNS ABOUT WORKPLACE REFORMS / WORKPLACE AGREEMENTS	1
GOVERNMENT DOESN'T HAVE TO DO ANYTHING / DOING A GOOD JOB / SATISFIED WITH WHAT THEY DO ALREADY	5



5. Appendices

Appendix A: Sampling Error Tolerances

1. Sample error margins around a sample proportion

The table below shows the 95 percent confidence interval surrounding sample proportions based on various sample sizes.

For example, based on a sample of 500 people, if 50% agree with a statement, then we can say there is a 95 percent probability that the true proportion of the population agreeing is 50% +/- 4% (ie the true proportion is between 46% and 54%).

Sample size	Percentage																		
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	55%	60%	65%	70%	75%	80%	85%	90%	95%
50	6	8	10	11	12	13	13	14	14	14	14	14	13	13	12	11	10	8	6
100	4	6	7	8	8	9	9	10	10	10	10	10	9	9	8	8	7	6	4
150	3	5	6	6	7	7	8	8	8	8	8	8	8	7	7	6	6	5	3
200	3	4	5	6	6	6	7	7	7	7	7	7	7	6	6	6	5	4	3
250	3	4	4	5	5	6	6	6	6	6	6	6	6	6	5	5	4	4	3
300	2	3	4	5	5	5	5	6	6	6	6	6	5	5	5	5	4	3	2
350	2	3	4	4	5	5	5	5	5	5	5	5	5	5	5	4	4	3	2
400	2	3	3	4	4	4	5	5	5	5	5	5	5	4	4	4	3	3	2
450	2	3	3	4	4	4	4	5	5	5	5	5	4	4	4	4	3	3	2
500	2	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	2
700	2	2	3	3	3	3	4	4	4	4	4	4	4	3	3	3	3	2	2
1000	1	2	2	2	3	3	3	3	3	3	3	3	3	3	3	2	2	2	1

2. Comparing proportions from two mutually exclusive groups

The table below shows the approximate *difference* required when comparing results between two sample segments before the difference could be said to be statistically significant at the 95 percent level of confidence.

For example, in the current survey, comparing results between males and females (each with a sample of approximately 400 people): if 60 percent of females are satisfied, the level of satisfaction among males would need to be *greater than* 67 percent (i.e. 60 + 7 percent) or *less than* 53 percent (i.e. 60 - 7 percent) before we could say that the levels were significantly different at the 95 percent level of confidence.

Sample size	Percentage																		
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	55%	60%	65%	70%	75%	80%	85%	90%	95%
50	9	12	14	16	17	18	19	20	20	20	20	20	19	18	17	16	14	12	9
100	6	8	10	11	12	13	13	14	14	14	14	14	13	13	12	11	10	8	6
150	5	7	8	9	10	11	11	11	11	12	11	11	11	11	10	9	8	7	5
200	4	6	7	8	9	9	10	10	10	10	10	10	10	9	9	8	7	6	4
250	4	5	6	7	8	8	9	9	9	9	9	9	9	8	8	7	6	5	4
300	4	5	6	7	7	7	8	8	8	8	8	8	8	7	7	7	6	5	4
350	3	5	5	6	7	7	7	7	8	8	8	7	7	7	7	6	5	5	3
400	3	4	5	6	6	6	7	7	7	7	7	7	7	6	6	6	5	4	3
450	3	4	5	5	6	6	6	7	7	7	7	7	6	6	6	5	5	4	3
500	3	4	5	5	5	6	6	6	6	6	6	6	6	6	5	5	5	4	3
700	2	3	4	4	5	5	5	5	5	5	5	5	5	5	5	4	4	3	2
1000	2	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	2

Edited: _____
Validated: _____



NEWSPOLL

WHAT YOUNG PEOPLE ARE THINKING



NEWSPOLL JOB NO. 061020
To be fielded no later than
Sunday, 29 October 2006

INTERVIEWER START WITH INTRODUCTION

QUESTIONNAIRE NO: _____

Interview Start Time: ____ / ____

INTERVIEWER NAME: _____

CIRCLE AREA	BRISBANE01	MELBOURNE.....05	PERTH09
	REST QLD.....02	REST VIC.....06	REST WA10
	SYDNEY03	ADELAIDE.....07	TASMANIA11
	REST NSW / ACT04	REST SA08	

Q1 **RECORD SEX** → MALE1
FEMALE2

Q2 To make sure we're speaking to a cross-section of people, could you please tell me your age?

18 YEARS 1	*	*
19 YEARS 2	*	*
20 YEARS 3	*	*
21 YEARS 4	*	Q3
22 YEARS 5	*	*
23 YEARS 6	*	*
24 YEARS 7	*	*
REFUSED 8	#	TERM (NE3)

ASK IF NOT REFUSED AGE IE CODE 1-7 IN Q2. CODE 8 TERMINATE WITH THANKS (NE3)

Q3 Do you mainly live...? **READ OUT 1-2**

AT HOME WITH A PARENT OR GUARDIAN1	SR
OR, AWAY FROM HOME2	
DON'T KNOW3	

Q4 Do you currently have any type of **job** where you get **paid**? YES / DO 1 * Q5
NO / NOT 2 # #
DON'T KNOW 3 # Q8

ASK IF HAVE PAID JOB IE CODE 1 IN Q4. CODE 2-3 GO TO Q8

Q5 Are you currently doing an **apprenticeship**? YES / APPRENTICESHIP 1 # Q7
NO / NOT 2 * *
DON'T KNOW 3 * Q6

ASK IF NOT DOING APPRENTICESHIP IE CODE 2-3 IN Q5. CODE 1 GO TO Q7

Q6 Which **one** of the following **best** describes you? Are you employed...? **READ OUT A-C**

A) IN A FULL TIME JOB 1	SR
B) A PART TIME JOB 2	
C) OR, DO YOU DO CASUAL WORK 3	
PART TIME OR CASUAL BUT NOT SURE WHICH 4	

INTERVIEWER NOTE: IF MORE THAN ONE JOB, CODE TO HIGHEST LEVEL IN LIST (E.G. IF HAVE FULL TIME AND PART TIME JOB, CODE AS FULL TIME).

ASK ALL HAVE PAID JOB IE CODE 1 IN Q4

Q7 Could I please have your occupation?
IF NECESSARY Could I also have your position or job title?

INTERVIEWER INFORMATION:
If self employed - occupation and no. of employees?
If Engineer - What type of Engineer?
If Public Servant - probe for position / job title
If Supervisor - probe for job description of those supervised

IF DOING APPRENTICESHIP GO TO Q12
IF FULL TIME JOB GO TO Q10
IF PART TIME / CASUAL WORK GO TO Q9

Q9

ASK IF NOT HAVE PAID JOB IE CODE 2-3 IN Q4. CODE 1 IN Q4 GO TO Q9

Q8 Now thinking about **looking** for work.

	-A-	-B-	
	PART TIME OR	A FULL TIME	
	<u>CASUAL WORK</u>	<u>JOB</u>	
At any time in the past four weeks , have you actively looked for... (TYPE)?	YES / HAVE 1	1	# Q10
REPEAT QUESTION FOR A-B	NO / NOT / DON'T KNOW 2	2	* Q9

Q9 **ASK IF (WORK PART TIME / CASUAL) OR (NOT HAVE PAID JOB AND NOT LOOKED FOR FULL TIME WORK IN PAST FOUR WEEKS) IE (CODE 2-4 IN Q6) OR (CODE 2 IN Q8B). OTHERS GO TO Q10**

Since leaving school, have you at any time actively looked for a full time job? YES / HAVE 1 * Q10
NO / DON'T KNOW 2 * *

Q10 **ASK IF (HAVE PAID JOB BUT NOT DOING APPRENTICESHIP) OR (NOT HAVE PAID JOB) IE CODE 2-3 IN Q5 OR Q4. CODE 1 IN Q5 GO TO Q12**

Are you currently doing any studies...? **READ OUT 1-4**

	SR	
AT UNIVERSITY 1	* *
AT TAFE 2	* Q11
AT SOME OTHER TYPE OF EDUCATIONAL INSTITUTION 3	* *
OR, ARE YOU NOT CURRENTLY STUDYING 4	# #
NONE / DON'T KNOW 5	# Q12

INTERVIEWER NOTE: IF STUDYING IN MORE THAN ONE, CODE TO HIGHEST LEVEL IN LIST (E.G. IF STUDYING AT UNI AND TAFE, CODE AS UNI).

ASK IF STUDYING IE CODE 1-3 IN Q10. CODE 4-5 GO TO Q12

Q11 Are you studying...? **READ OUT 1-2**

FULL TIME 1	SR
OR, PART TIME 2	
DON'T KNOW 3	

INTERVIEWER NOTE: IF STUDYING IN MORE THAN ONE INSTITUTION IN Q10, RESPONSE TO Q11 MUST RELATE TO INSTITUTION RECORDED IN Q10

ASK ALL RESPONDENTS

Q12 And **apart** from school, which of the following qualifications, if any, have you already **completed**? Do you **already** have...? **READ OUT 1-3**

A UNIVERSITY DEGREE 1
 A QUALIFICATION FROM A TAFE 2
 A QUALIFICATION FROM SOME OTHER TYPE OF EDUCATIONAL INSTITUTION **APART** FROM SCHOOL 3
 NONE / DON'T KNOW 4

INTERVIEWER NOTE: IF SAME CODE IN Q12 AND Q10, CONFIRM WITH RESPONDENT THAT QUALIFICATION IN Q12 HAS ALREADY BEEN COMPLETED.

ASK IF WORK PART TIME / CASUAL IE CODE 2-4 IN Q6. OTHERS GO TO Q15

Q13 You said you do part time or casual work. **At the moment**, if you had the **choice**, would you **most** prefer...? **READ OUT 1-2**

TO HAVE A **FULL TIME** JOB..... 1 * Q14
 OR, TO CONTINUE WITH PART TIME OR CASUAL WORK... 2 # NEXT
 DON'T KNOW 3 # SECT

ASK IF PREFER FULL TIME JOB IE CODE 1 IN Q13. OTHERS GO TO NEXT SECTION

Q14 What things in particular **prevent** you from having a full time job? What other things? **PROBE FULLY**

_____ NONE / DON'T KNOW..... 99

GO TO NEXT

SECTION

Q15 ASK IF NOT HAVE PAID JOB IE CODE 2-3 IN Q4. OTHERS GO TO NEXT SECTION

At the moment, if you could have your **choice**, would you **prefer**...? **READ OUT A-B**

A) **TO BE IN PAID EMPLOYMENT**

FULL TIME 1 * *
 OR, PART TIME 2 * Q16
 DON'T KNOW 3 * *

B) **OR, TO REMAIN NOT IN PAID EMPLOYMENT** 4
 DON'T KNOW 5

ASK IF PREFER TO BE IN PAID EMPLOYMENT IE CODE 1-3 IN Q15. CODE 4-5 GO TO Q17

Q16 What things in particular **prevent** you from being in paid employment? What other things? **PROBE FULLY**

IF "CAN'T GET A JOB" / "HARD TO GET A JOB" What things would you say are preventing you from getting a job?

_____ NONE / DON'T KNOW..... 99

Q17 **ASK IF (NOT HAVE PAID JOB) AND (NOT STUDYING AT UNI / TAFE / OTHER INSTITUTION) IE (CODE 2-3 IN Q4) AND (CODE 4-5 IN Q10). OTHERS GO TO NEXT SECTION**

HOME DUTIES OR LOOKING AFTER CHILDREN 1
 LOOKING AFTER SOMEONE WHO IS AGED, ILL OR DISABLED..... 2
 DOING UNPAID VOLUNTEER WORK..... 3
 HAVING A CAREER BREAK OR EXTENDED HOLIDAY 4
 OR, SOMETHING ELSE 5
 (SPECIFY) _____

SECTION A - ASK ALL RESPONDENTS

A1 Now we'd like to find out how satisfied you are with various aspects of your life. For each of the following, please tell me if you are... (**READ OUT 1-4**). Firstly... **READ OUT A-C**

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	OR, VERY DISSATISFIED	NEITHER / DON'T KNOW
A) YOUR LIFE OVERALL AT THE MOMENT	1	2	3	4	5
B) YOUR CURRENT FINANCIAL SITUATION	1	2	3	4	5
C) THE AMOUNT OF TIME YOU HAVE TO DO THE THINGS YOU LIKE TO DO	1	2	3	4	5

ASK IF HAVE PAID JOB IE CODE 1 IN Q4. CODE 2-3 IN Q4 GO TO A3

A2 And overall, how satisfied are you with your current job?
PROMPT WITH SCALE IF NECESSARY

VERY SATISFIED 1
 SOMEWHAT SATISFIED 2
 SOMEWHAT DISSATISFIED 3
 VERY DISSATISFIED 4
 NEITHER / DON'T KNOW 5

ASK IF NOT HAVE PAID JOB IE CODE 2-3 IN Q4. CODE 1 IN Q4 GO TO A4(a)

A3 And overall, how satisfied are you with your current employment situation?
PROMPT WITH SCALE IF NECESSARY

VERY SATISFIED 1
 SOMEWHAT SATISFIED 2
 SOMEWHAT DISSATISFIED 3
 VERY DISSATISFIED 4
 NEITHER / DON'T KNOW 5

A4(a) ASK IF (DOING APPRENTICESHIP) OR (STUDYING AT UNI / TAFE / OTHER INSTITUTION) IE (CODE 1 IN Q5) OR (CODE 1-3 IN Q10). OTHERS GO TO A6

Now a question about your studies.

A4(b) **ASK IF STUDYING AT UNI IE CODE 1 IN Q10. OTHERS GO TO A4(c)**

Overall, how satisfied are you with your University course?
PROMPT WITH SCALE IF NECESSARY

VERY SATISFIED 1 * *
 SOMEWHAT SATISFIED 2 *
 SOMEWHAT DISSATISFIED 3 * A5
 VERY DISSATISFIED 4 *
 NEITHER / DON'T KNOW 5 * *

- A4(b)/(c)/(d)/(e) -

A4(c) ASK IF STUDYING AT TAFE IE CODE 2 IN Q10. OTHERS GO TO A4(d)

Overall, how satisfied are you with your TAFE course?
PROMPT WITH SCALE IF NECESSARY

A4(d) ASK IF STUDYING AT OTHER EDUCATIONAL INSTITUTION IE CODE 3 IN Q10. OTHERS GO TO A4(e)

Overall, how satisfied are you with your course at the educational institution you are attending?
PROMPT WITH SCALE IF NECESSARY

A4(e) ASK IF DOING APPRENTICESHIP IE CODE 1 IN Q5. OTHERS GO TO A5

Overall, how satisfied are you with your apprenticeship **studies** course?
PROMPT WITH SCALE IF NECESSARY

ASK ALL (DOING APPRENTICESHIP) OR (STUDYING AT UNI / TAFE / OTHER INSTITUTION) IE (CODE 1 IN Q5) OR (CODE 1-3 IN Q10)

A5 And thinking about when you **finish** your course and obtain the qualification you are studying for (**PAUSE**). How **valuable** do you think **having** that qualification will be, as far as your working life and career in the future are concerned? Do you think the qualification will be...? **READ OUT 1-4**

VERY VALUABLE TO YOU 1
 SOMEWHAT VALUABLE 2
 NOT PARTICULARLY VALUABLE 3
 OR, NOT AT ALL VALUABLE TO YOU ... 4
 NEITHER / DON'T KNOW 5

ASK ALL RESPONDENTS

- A6 Now thinking about your **future**, and in particular your **working life and career** in the years ahead. **(PAUSE)** How much, if at all, have you thought about the specific type of **occupation, or career** you want in the years ahead? Have you thought about it...? **READ OUT 1-4**
- A GREAT DEAL 1
 QUITE A BIT 2
 ONLY A LITTLE BIT REALLY 3
 OR, NOT AT ALL 4
 NONE / DON'T KNOW 5
- A7 Which **one** of the following **best** describes how much you have **already decided** on the occupation or career you want? Would you say you...? **READ OUT 1-4**
- HAVE **ONE, SPECIFIC** OCCUPATION OR CAREER IN MIND 1
 HAVE A PRETTY CLEAR CHOICE OF **TWO OR THREE** IN MIND 2
 HAVEN'T REALLY NARROWED IT DOWN TOO MUCH AT ALL 3
OR, YOU REALLY HAVE VERY LITTLE, IF ANY, IDEA OF WHAT YOU WANT TO DO 4
 NONE / DON'T KNOW 5
- A8 Still thinking about your **future**. Which **one** of the following comes closest to your view? **READ OUT 1-2**
- IT'S IMPORTANT FOR PEOPLE OF **YOUR** AGE TO BE THINKING CAREFULLY ABOUT CAREER PLANS 1
OR, IT'S TOO EARLY FOR PEOPLE OF YOUR AGE TO BE THINKING CAREFULLY ABOUT CAREER PLANS - THERE'S PLENTY OF TIME TO GET SERIOUS ABOUT IT LATER ... 2
 NEITHER / DON'T KNOW 3
- A9 And still thinking about the future. At the moment, how **confident** do you feel that everything will work out **OK** for you in your working life and career in the years ahead? Would you say you feel...? **READ OUT 1-4**
- VERY CONFIDENT ABOUT IT 1
 SOMEWHAT CONFIDENT 2
 NOT PARTICULARLY CONFIDENT 3
 OR, NOT AT ALL CONFIDENT 4
 NEITHER / DON'T KNOW 5
- A10 How confident do you feel that you will be **financially secure** in the future? Would you say you feel...? **READ OUT 1-4**
- VERY CONFIDENT ABOUT IT 1
 SOMEWHAT CONFIDENT 2
 NOT PARTICULARLY CONFIDENT 3
 OR, NOT AT ALL CONFIDENT 4
 NEITHER / DON'T KNOW 5
- A11 Now thinking about your **parents'** standard of living, compared with the standard of living you expect to achieve for **yourself** in the future. Do you think **your** standard of living will be...? **READ OUT 1-3**
- BETTER THAN YOUR PARENTS' 1
 NOT AS GOOD AS YOUR PARENTS' 2
 OR, ABOUT THE SAME 3
 NONE / DON'T KNOW 4

SECTION B - ASK ALL RESPONDENTS

- B1 Now a question about the **school** you attended in your **last** year of high school. In **your** opinion, what kind of job did the school do in giving you a good education? Would you say it did...? **READ OUT 1-5**
- AN EXCELLENT JOB 1
 A VERY GOOD JOB 2
 A GOOD JOB 3
 A FAIR JOB 4
 OR, A POOR JOB 5
 DON'T KNOW 6
- B2 What type of school did you attend in your last year? Was it...? **READ OUT 1-3**
- A GOVERNMENT SCHOOL 1
 A CATHOLIC SCHOOL 2
 OR, SOME OTHER TYPE OF **PRIVATE** SCHOOL 3
 NONE / DON'T KNOW 4

- B3 What was the highest year of schooling that you completed? Was it...? **READ OUT 1-4**
- YEAR 9 1
 YEAR 10 2
 YEAR 11 3
 OR, YEAR 12 4
 DON'T KNOW 5

- B4 When you finished school, you may have decided to take a break, or a holiday. **(PAUSE)** After any breaks or holidays you took, which **one** of the following **best** describes what you did? Did you ...? **READ OUT 1-5**
- GET AN APPRENTICESHIP 1 # NEXT
 GO TO UNIVERSITY 2 # SECT
 GO TO TAFE OR SOME OTHER EDUCATIONAL INSTITUTION, **NOT** AS PART OF AN APPRENTICESHIP 3 # #
 DID YOU DECIDE TO GET A JOB AND **NOT** DO ANY STUDIES AT ALL 4 * B5
OR, DID YOU DECIDE NOT TO GET A JOB OR DO ANY STUDIES 5 * *
 NONE / DON'T KNOW 6 # NEXT SECT

ASK IF DECIDED TO GET JOB AND NOT STUDY OR DECIDED NOT TO GET JOB OR STUDY IE CODE 4-5 IN B4. CODE 1-3, 6 GO TO NEXT SECTION

- B5 **At the time**, given a choice, would you have **preferred** to go on to do studies at University or TAFE, or not?
- YES / WOULD HAVE PREFERRED DOING STUDIES 1 * B6
 NO / NOT / DON'T KNOW 2 # NEXT SECT

ASK IF WOULD HAVE PREFERRED TO DO STUDIES IE CODE 1 IN B5. CODE 2 GO TO NEXT SECTION

- B6 **At the time**, what things **prevented** you from doing further studies? What other things? **PROBE FULLY**
- _____
- _____
- _____
- _____
- NONE / DON'T KNOW 99

SECTION BB - ASK IF (DOING APPRENTICESHIP OR WORK FULL TIME) OR (LOOKED FOR FULL TIME WORK IN PAST FOUR WEEKS OR SINCE LEAVING SCHOOL) IE CODE 1 IN Q5 OR Q6 OR Q8B OR Q9. OTHERS GO TO NEXT SECTION

BB1 Now thinking about the whole process of looking for a **full time job** - from searching for and identifying jobs, to writing CV's and resumes, applications and attending job interviews (**PAUSE**). Overall, how **good** at the process do you feel you are? Would you say you are...? **READ OUT 1-4**

VERY GOOD AT IT.....1
 QUITE GOOD.....2
 QUITE POOR.....3
 OR, VERY POOR AT IT.....4
 NEITHER / DON'T KNOW5

BB2 People have told us about some difficulties they face when trying to get a job. Thinking about the **last** time you looked for full time work, please tell me if you **personally** found each of the following things to be a **major** problem for you, a **minor** problem, or **not** a problem for you at all. Firstly... **READ OUT A-G AND ROTATE A-E**

	MAJOR PROBLEM	MINOR PROBLEM	NOT A PROBLEM	DON'T KNOW
A) NOT BEING VERY GOOD AT PUTTING TOGETHER CV'S AND WRITTEN JOB APPLICATIONS	1	2	3	4
B) NOT BEING ABLE TO PERFORM VERY WELL AT JOB INTERVIEWS	1	2	3	4
C) HAVING POOR ACADEMIC RESULTS.....	1	2	3	4
D) PEOPLE DISCRIMINATING AGAINST YOU FOR SOME REASON SUCH AS YOUR GENDER, AGE, ETHNIC BACKGROUND OR SOME OTHER REASON.....	1	2	3	4
E) LACK OF SELF CONFIDENCE	1	2	3	4
F) LACK OF RELEVANT WORK EXPERIENCE	1	2	3	4
G) LACK OF SPECIFIC, RELEVANT JOB SKILLS	1	2	3	4

SECTION C - ASK IF HAVE PAID JOB IE CODE 1 IN Q4. CODE 2-3 IN Q4 GO TO NEXT SECTION

C1 Thinking again about your future, and the type of occupation or career you want. Which **one** of the following **best** describes your **current** job as far as fitting in with the **type** of occupation or career you **want**? Would you say...? **READ OUT 1-3**

SR

YOUR JOB IS **DIRECTLY** IN LINE WITH THE **TYPE** OF OCCUPATION OR CAREER YOU WANT... 1

IT IS **NOT** DIRECTLY IN LINE, BUT IT STILL GIVES YOU SOME **RELEVANT** EXPERIENCE2

OR, YOUR JOB IS MAINLY JUST A FILLER FOR YOU AND A WAY TO MAKE SOME MONEY.....3

NONE / DON'T KNOW4

ASK IF DOING APPRENTICESHIP OR WORK FULL TIME IE CODE 1 IN Q5 OR Q6. OTHERS GO TO C2(b)

C2(a) Which **one** of the following **best** describes your feelings and impressions about being in the **full time** work force so far? Overall, would you say it has been...? **READ OUT 1-5**

- C2(a)/(b) -
SR

A **LOT** BETTER THAN YOU THOUGHT IT WOULD BE... 1 # #

A **LITTLE** BETTER THAN YOU THOUGHT 2 # C4

ABOUT WHAT YOU EXPECTED..... 3 # #

A **LITTLE DISAPPOINTING** 4 * C3

OR, **VERY DISAPPOINTING** 5 * *

NONE / DON'T KNOW 6 # C4

ASK IF WORK PART TIME / CASUAL IE CODE 2-4 IN Q6. CODE 1-3, 6 IN C2(a) GO TO C4. CODE 4-5 IN C2(a) GO TO C3

C2(b) Which **one** of the following **best** describes your feelings and impressions about being in the **part time** or **casual workforce** so far? Overall would you say it has been...? **READ OUT 1-5**

ASK IF DISAPPOINTING IE CODES 4-5 IN C2(a)/(b). CODE 1-3, 6 IN C2(a)/(b) GO TO C4

C3 For what particular reasons do you say it has been disappointing for you? What else? **PROBE FULLY**

NONE / DON'T KNOW..... 99

ASK ALL HAVE PAID JOB IE CODE 1 IN Q4

C4 Do you work for a government organisation, a private organisation, or are you self-employed?

SR

GOVERNMENT ORGANISATION1 # C6

PRIVATE ORGANISATION.....2 * C5

SELF-EMPLOYED3 # C6

DON'T KNOW4 * C5

ASK IF PRIVATE / DON'T KNOW IE CODE 2,4 IN C4. CODE 1,3 GO TO C6

C5 In total, very roughly, how many people does your organisation employ? Would it be...? **READ OUT 1-4**

LESS THAN 20 PEOPLE..... 1

20 TO 50 2

51 TO 100 3

OR, MORE THAN 100 4

DON'T KNOW 5

ASK ALL HAVE PAID JOB IE CODE 1 IN Q4

C6 Now we'd like your opinion about some specific aspects of your job. For each of the following, please tell me if you are ... (**READ OUT 1-4**). Firstly... **READ OUT AND ROTATE A-H, MAINTAINING ORDER G-H**

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	OR, VERY DISSATISFIED	NONE / DON'T KNOW
A) THE OVERALL DUTIES AND TASKS THAT YOU DO IN YOUR JOB	1	2	3	4	5
B) YOUR SUPERVISOR	1	2	3	4	5
C) THE SENSE OF ACHIEVEMENT YOU GET FROM YOUR JOB.....	1	2	3	4	5
D) YOUR OPPORTUNITIES FOR PROMOTION.....	1	2	3	4	5
E) YOUR OPPORTUNITIES FOR TRAINING AND LEARNING.....	1	2	3	4	5
F) HOW CHALLENGING YOUR JOB IS	1	2	3	4	5
G) HOW MUCH YOU GET PAID, TAKING INTO ACCOUNT YOUR SKILLS AND EXPERIENCE	1	2	3	4	5
H) THE OTHER TERMS AND CONDITIONS OF YOUR JOB, SUCH AS THE NUMBER OF HOURS YOU WORK, LEAVE ENTITLEMENTS, SICK PAY ENTITLEMENTS AND SO ON	1	2	3	4	5

SECTION D - ASK IF (DOING APPRENTICESHIP) OR (STUDYING AT UNI / TAFE / OTHER INSTITUTION) IE (CODE 1 IN Q5) OR (CODE 1-3 IN Q10). OTHERS GO TO SECTION Z

D1 Now some questions about being a student.

D2(a) **ASK IF STUDYING AT UNI IE CODE 1 IN Q10. OTHERS GO TO D2(b)** - D2(a)/(b)/(c)/(d) - SR

Which **one** of the following **best** describes your feelings and impressions so far about being a student at Uni? Overall, would you say it has been...? **READ OUT 1-5**

A LOT BETTER THAN YOU THOUGHT IT WOULD BE 1 # #

A LITTLE BETTER THAN YOU THOUGHT 2 # D4

ABOUT WHAT YOU EXPECTED 3 # #

A LITTLE DISAPPOINTING 4 * D3

OR, VERY DISAPPOINTING 5 * *

NONE / DON'T KNOW 6 # D4

D2(b) **ASK IF STUDYING AT TAFE IE CODE 2 IN Q10. OTHERS GO TO D2(c)**

Which **one** of the following **best** describes your feelings and impressions so far about being a student at TAFE? Overall, would you say it has been...? **READ OUT 1-5**

D2(c) **ASK IF STUDYING AT OTHER EDUCATIONAL INSTITUTION IE CODE 3 IN Q10. OTHERS GO TO D2(d)**

Which **one** of the following **best** describes your feelings and impressions so far about being a student at the educational institution you are attending? Overall, would you say it has been...? **READ OUT 1-5**

D2(d) **ASK IF DOING APPRENTICESHIP IE CODE 1 IN Q5. CODE 1-3, 6 IN D2(a)-(c) GO TO D4. CODE 4-5 IN D2 (a)-(c) GO TO D3**

Which **one** of the following **best** describes your feelings and impressions so far about being a student at the place where you do your apprenticeship studies? Overall, would you say it has been...? **READ OUT 1-5**

ASK IF DISAPPOINTING IE CODE 4-5 IN D2(a)-(d). OTHERS GO TO D4

D3 For what particular reasons do you say it has been disappointing for you? What else? **PROBE FULLY**

_____ NONE / DON'T KNOW 99

ASK ALL (DOING APPRENTICESHIP) OR (STUDYING AT UNI / TAFE / OTHER INSTITUTION) IE (CODE 1 IN Q5) OR (CODE 1-3 IN Q10)

D4 Now about some **specific** aspects of the course you are studying. For each of the following, please tell me if you are... (READ OUT 1-4). Firstly... **READ OUT AND ROTATE A-B**

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	OR, VERY DISSATISFIED	NEITHER / DON'T KNOW
A) THE LECTURERS AND TUTORS	1	2	3	4	5
B) THE OVERALL QUALITY OF THE COURSE CONTENT	1	2	3	4	5

SECTION E - ASK IF (DOING APPRENTICESHIP) OR (HAVE PAID JOB AND STUDYING) IE (CODE 1 IN Q5) OR (CODE 1 IN Q4 AND CODE 1-3 IN Q10). OTHERS GO TO NEXT SECTION

E1 Now thinking about doing studies while **also** having a job. Overall, how **easy** or **difficult** do you find it managing both study and work? Would you say you find it...? **READ OUT 1-4**

VERY EASY	1
FAIRLY EASY	2
FAIRLY DIFFICULT	3
OR, VERY DIFFICULT	4
NEITHER / DON'T KNOW	5

E2 To what extent, if any, do you think your **work** has any **negative** impact on your performance in your **studies**? Would you say your work **negatively** affects your performance in your studies...? **READ OUT 1-3**

A LOT	1
A LITTLE	2
OR, NOT AT ALL	3
DON'T KNOW	4

E3 And to what extent, if any, do you think your **studies** have any **negative** impact on your performance at **work**? Would you say your studies **negatively** affect your performance at work...? **READ OUT 1-3**

A LOT	1
A LITTLE	2
OR, NOT AT ALL	3
DON'T KNOW	4

SECTION Z - ASK ALL RESPONDENTS

Z1 Thinking now about the **Government**, and your own situation concerning employment or education. What **types** of things could the **Government** be doing to help you obtain any **skills, knowledge or experience** you'd like to have? What else? **PROBE FULLY**

_____ NONE / DON'T KNOW 99

Z2 Now a question about your parents.

	- A - FATHER SR	- B - MOTHER SR
What was the highest level of education completed by your... (PARENT)? Was it...? READ OUT 1-5. REPEAT QUESTION FOR A-B		
A UNIVERSITY DEGREE	1	1
A QUALIFICATION FROM A TAFE	2	2
A QUALIFICATION FROM SOME OTHER TYPE OF EDUCATIONAL INSTITUTION	3	3
THE EQUIVALENT OF COMPLETING YEAR 12 AT SCHOOL	4	4
OR, THE EQUIVALENT OF YEAR 11 OR BELOW AT SCHOOL	5	5
NONE / DON'T KNOW	6	6

INTERVIEWER PROCEED TO IDENTIFIER PART B

RECORD FINISH TIME _____	CALCULATE TOTAL LENGTH OF INTERVIEW & RECORD IN MINS _____
RECORD DAY OF INTERVIEW	MONDAY 1 TUESDAY 2 WEDNESDAY 3 THURSDAY 4 FRIDAY 5 SATURDAY 6 SUNDAY 7
RECORD WHETHER FIRST CALL, SECOND CALL, ETC AND WHETHER BASED ON A PREVIOUSLY MADE APPOINTMENT.	1ST CALL 1 2ND CALL 2 3RD CALL 3 4TH CALL 4 CALLBACK / APPOINTMENT 5

INTRODUCTION

Good evening. My name is (NAME) from Newspoll market research. In the past 18 months we spoke to a member of your household who said that Newspoll could re-contact you for further market research. Today we're conducting a survey about issues affecting young adults.

IDENTIFIER PART A

Firstly, could I please check if there are any people aged 18-24 living in your household?

IF NO, TERMINATE WITH THANKS AND RECORD AS (NE1) ON CALL SHEET

May I please speak to that person?

IF PERSON NOT AVAILABLE, MAKE AN APPOINTMENT AND RECORD ON CALL SHEET. WHEN PERSON COMES TO PHONE, REPEAT INTRODUCTION THEN PROCEED

For this particular survey, we're speaking to people who are no longer at high school or doing any high school studies. Can I just check that you are **no longer at high school or doing any high school studies. IF NO LONGER AT SCHOOL, PROCEED. IF STILL AT SCHOOL TERMINATE WITH THANKS (NE2)**

RECORD NAME

DIRECTORY: _____ **PAGE NO:** _____ **ORIGINAL / REPLACE**

The survey should take 10-15 minutes depending on your answers. Please be assured your responses are completely confidential, and the information you provide will **only** be used for research purposes. This call may be monitored for quality control.

INTERVIEWER PROCEED TO Q1 ON FRONT PAGE OF QUESTIONNAIRE

IDENTIFIER PART B

Z3 Can I please check that the number I rang was...?

RECORD TELEPHONE NUMBER (RIGHT JUSTIFY)

AREA CODE _____ NUMBER _____

If my supervisor finds any errors with my work, we may need to call you within the next few days to have this corrected.

Z4 If we need to, may we also contact you for quality control purposes? YES..... 1
NO 2

CLOSE

Just to remind you my name is ... (NAME) from Newspoll. This research was conducted on behalf of the Dusseldorp (PRO: DUSSELL-DORP) Skills Forum and was carried out in compliance with the Market and Social Research Privacy Principles. If you would like details about privacy or to check about Newspoll, I can give you those now. Would you like them?
IF "YES", CLARIFY IF PRIVACY OR PHONE NUMBERS AND READ APPROPRIATE SCRIPT BELOW.

PRIVACY Your personal details will be removed from your responses in about two weeks. Within this time, however, you may request that your personal details be deleted.

PHONE NUMBERS If you have a pen and paper handy, the numbers are:

Newspoll toll free: 1800 646 526
Market Research Society: 1300 364 830
Newspoll website: www.newspoll.com.au

Thank you for your time.

INTERVIEWER RETURN TO SECTION Z - CLASSIFICATION TO COMPLETE CALL DETAILS AND INTERVIEWER CERTIFICATION

INTERVIEWERS' NOTE: - If respondent asks for name of client company, say:

"I can give you that name at the end of the interview. If I tell you now, it may influence your answers to some of the questions. Is it OK at the end?"

If respondent **insists** on company name **at start** of interview, say:

"Yes, I can give you that name now, but we won't be able to proceed with the interview. Is that what you'd like?"