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## Evaluator® report

Measuring & Assessing Soft Skills

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**Confidential**

25-5-2011



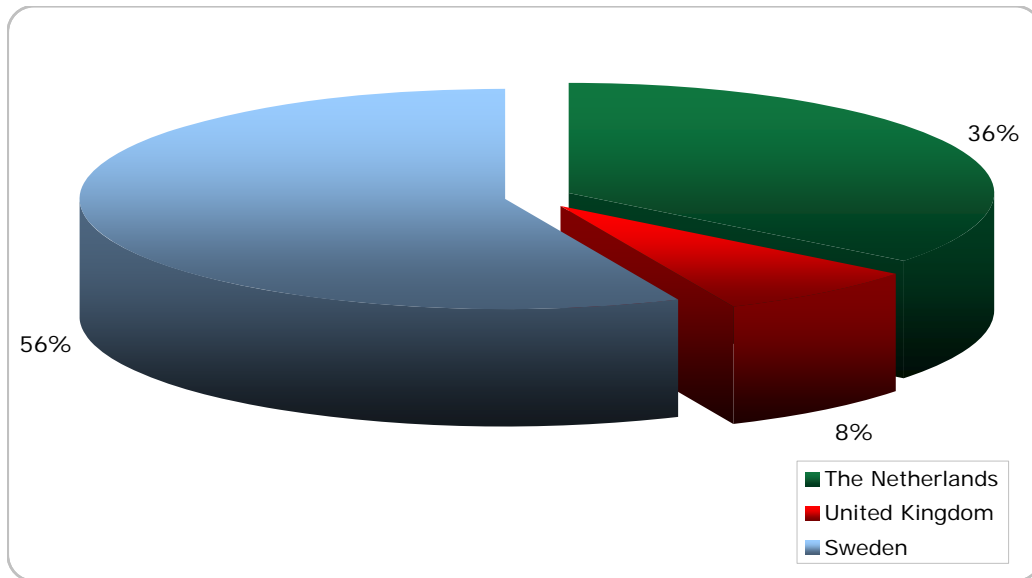
MASS is a Leonardo-project in the framework of the Leonardo da Vinci programme Transfer of Innovation. The project started in September 2009 and is promoted by Angus College (UK). The MASS consortium brings together six organizations from UK, GR, SW, RO & NL. The impetus of MASS is to better understand & address the needs of young people disengaging from employment & education by improving the quality and relevance of VET systems. Logically if we can improve outcomes for them this will improve their employment prospects which is particularly important given that high numbers of young people across Europe not in education or employment. Activity will focus on transferring innovative practices used in the UK with regards to the measurement and assessment of soft skills.

This report is the result of a survey in The Netherlands, Sweden and UK to ask employers how they feel about the social skills of school leavers that just started to work for them. The results include the meaning of 76 employers and shows how necessary it is to include social skills in (vocational) training for youngsters. Other activities in the project with employers include interviews, information exchange of work placements and providing information on EQF. For more information on MASS please refer to [www.mass-project.org](http://www.mass-project.org).

## Respos

### Response per country

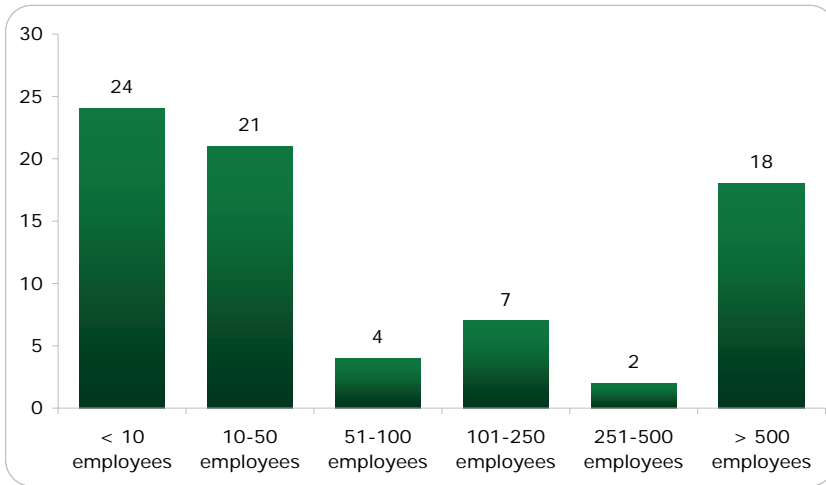
	participants	invitations sent	response
The Netherlands	27	141	19,1%
United Kingdom	6	46	13,0%
Sweden	43	53	81,1%
	76	240	31,7%



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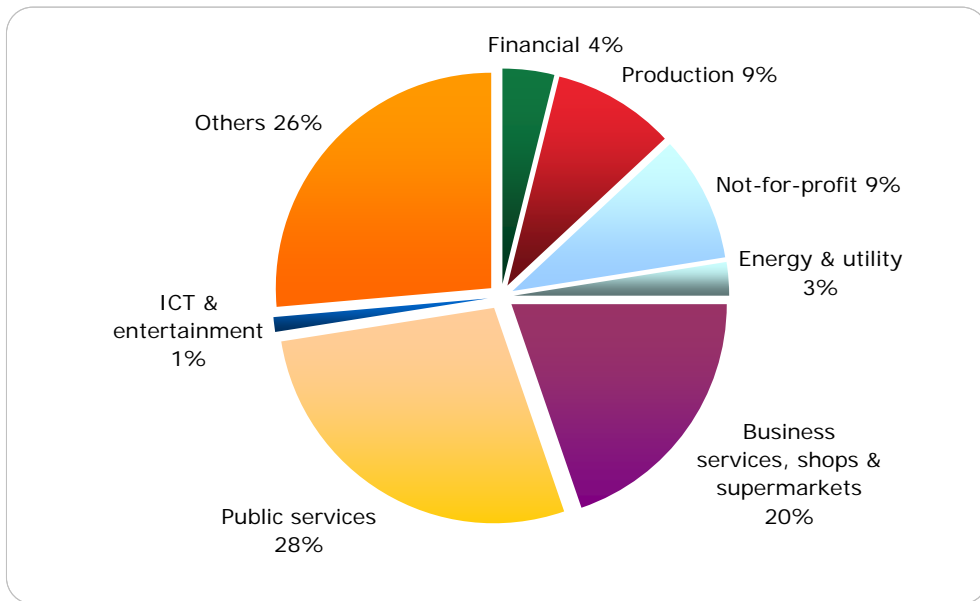
Questions on the company

Question 1.1: What is the size of your company?



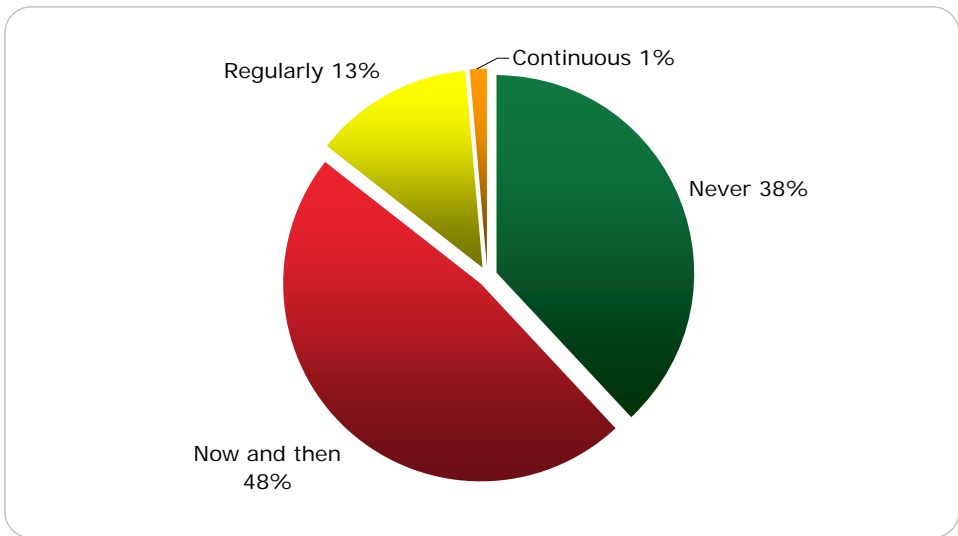
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Question 1.2: In what sector/branch is your company operating?



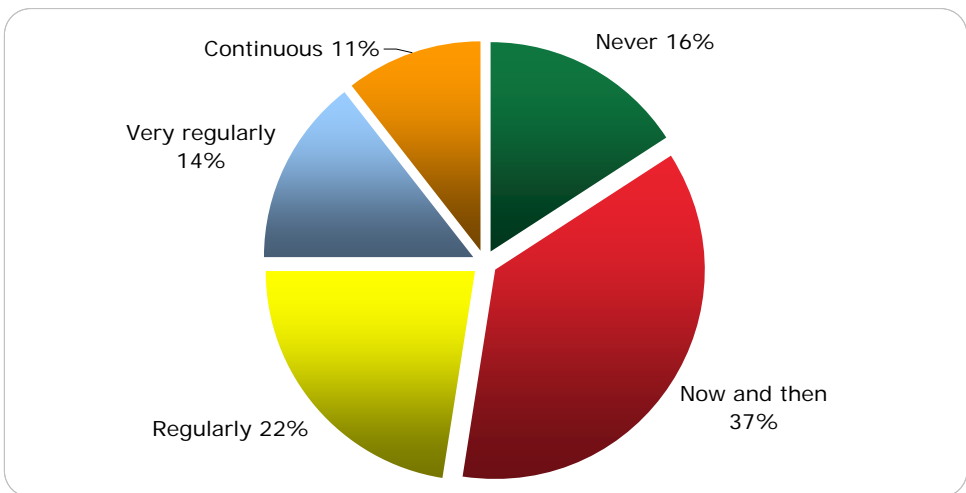
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**Question 1.3: How often do you employ school-leavers?**



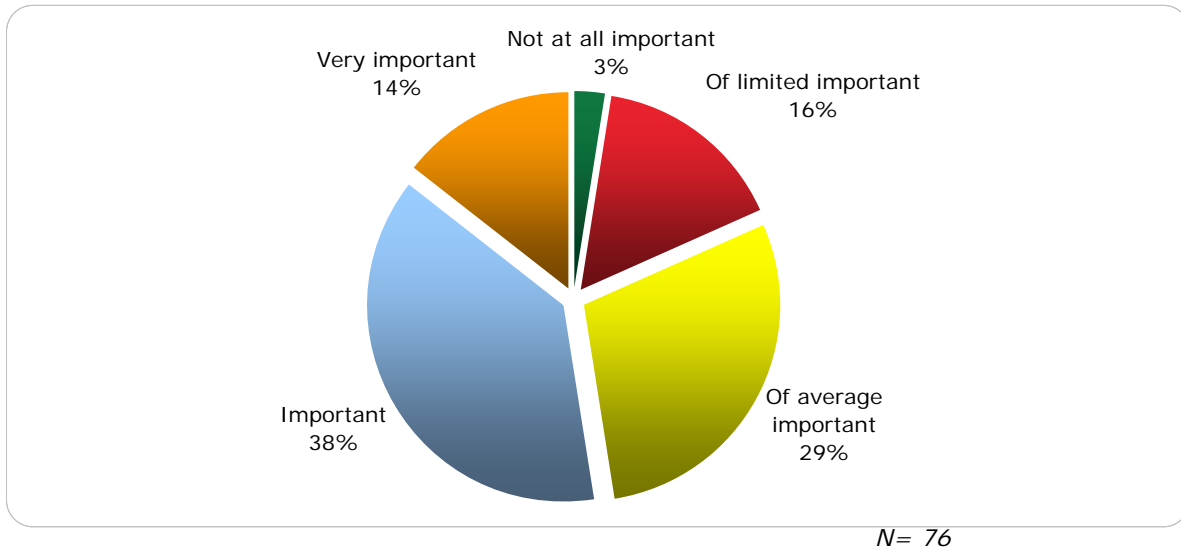
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**Question 1.4: How often do you offer work placements?**

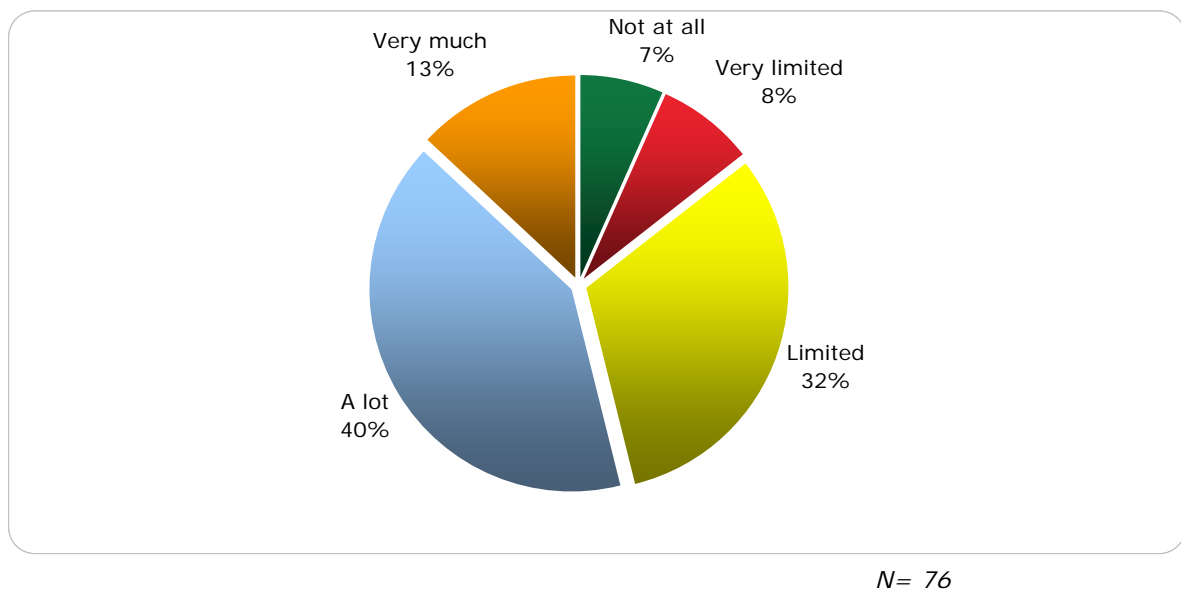


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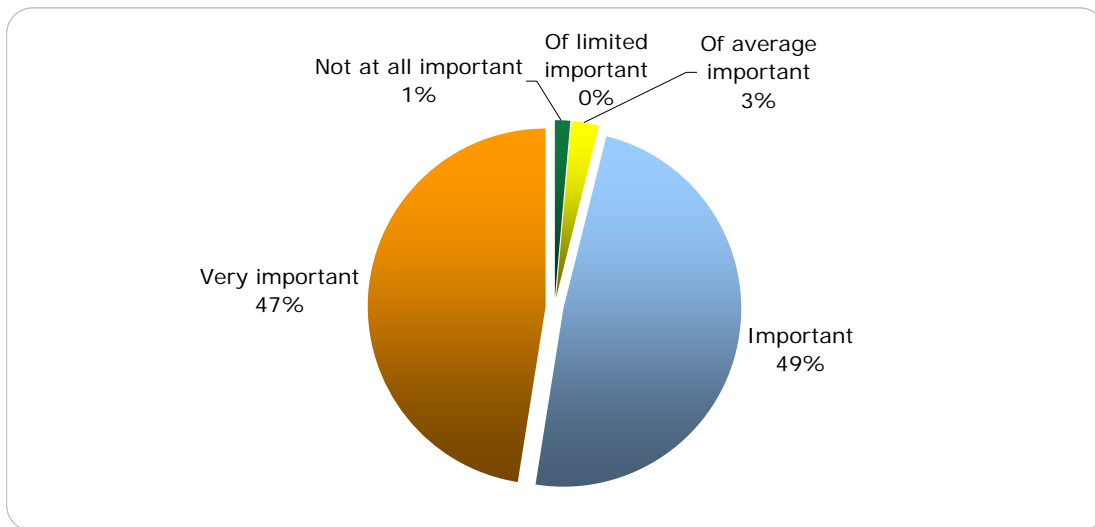
**Question 2.1: How important do you rate technical/practical skills and knowledge for school leavers that starting working for you?**



**Question 2.2: How do demands on technical/practical skills and knowledge differ per job (in your organization)**

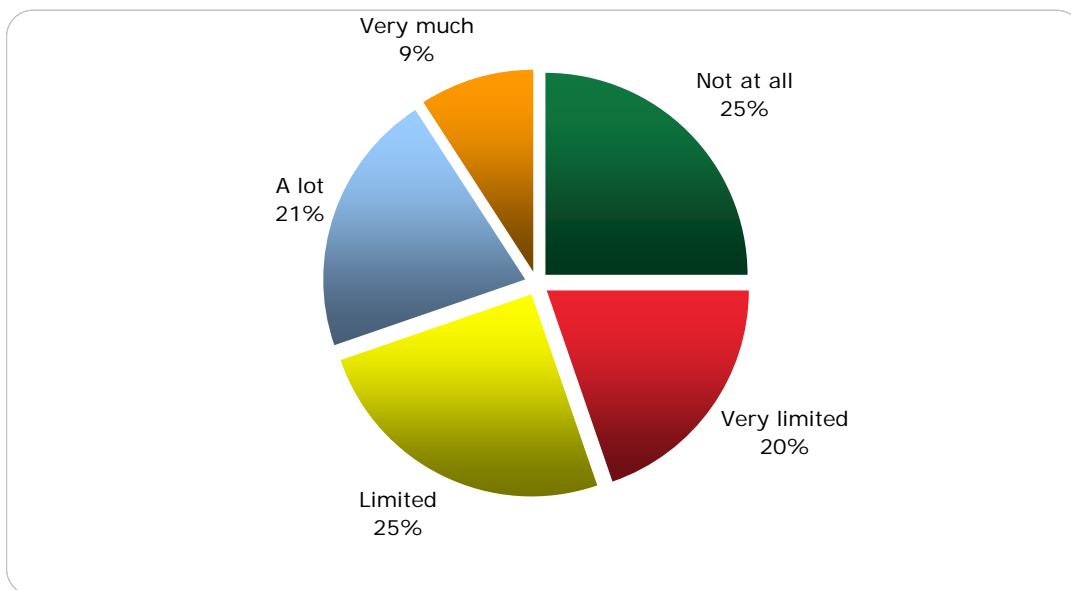


**Question 2.3: How important do you rate social skills for school leavers that starting working for you?**



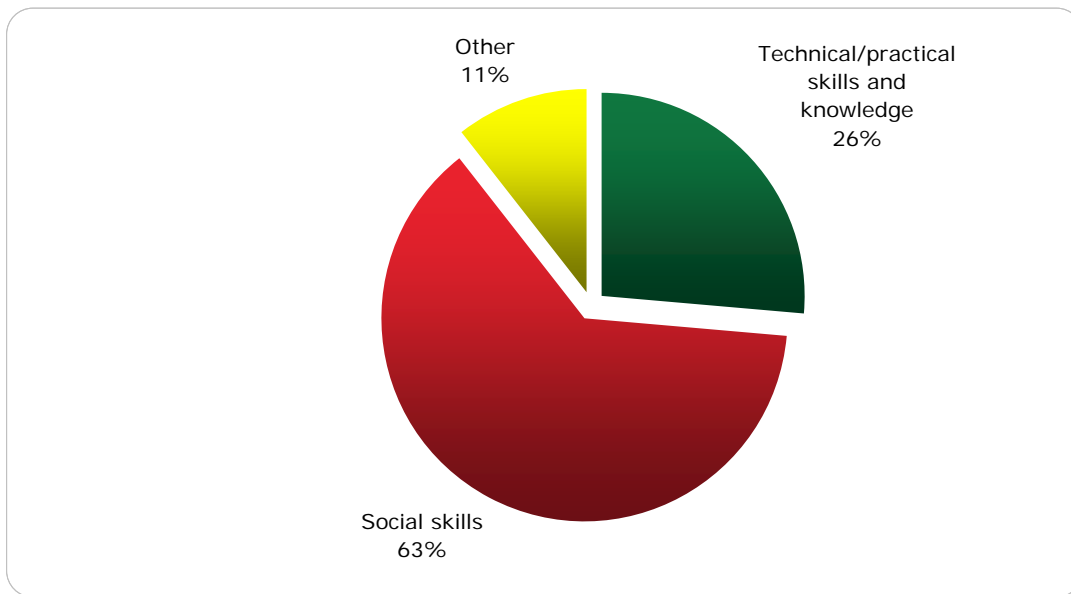
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**Question 2.4: How do demands on social skills differ per job (in your organisation)?**

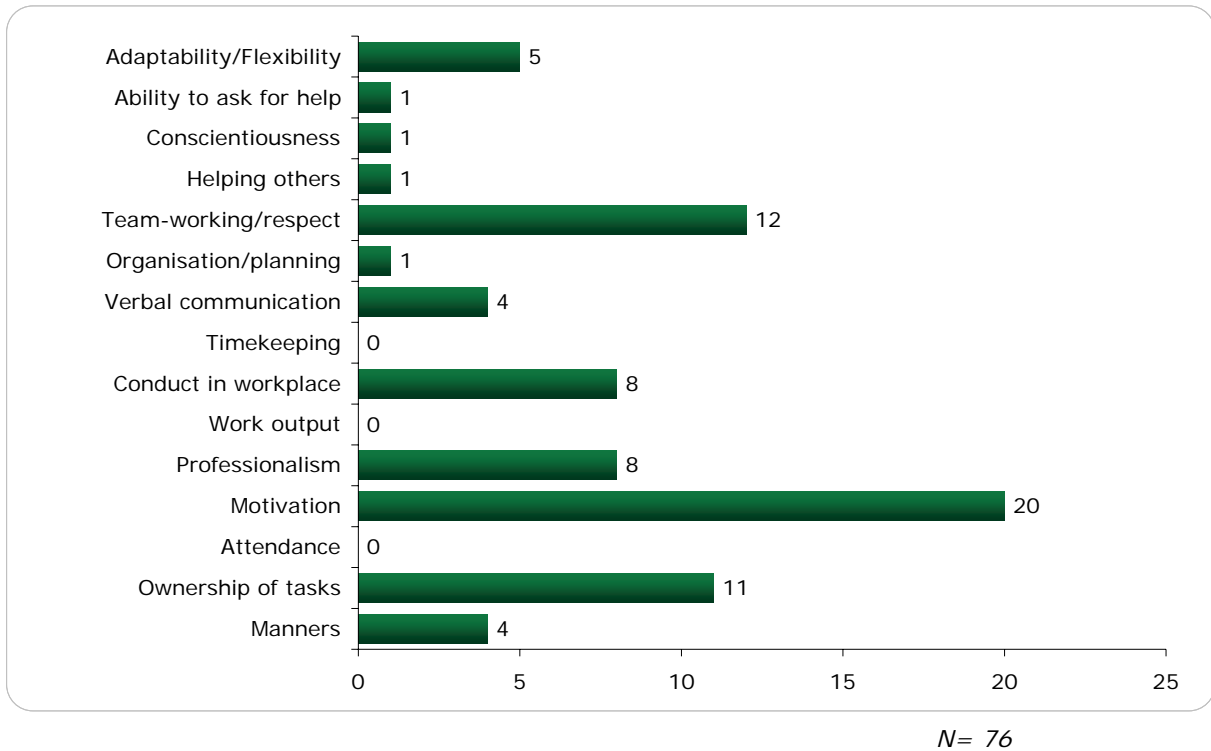
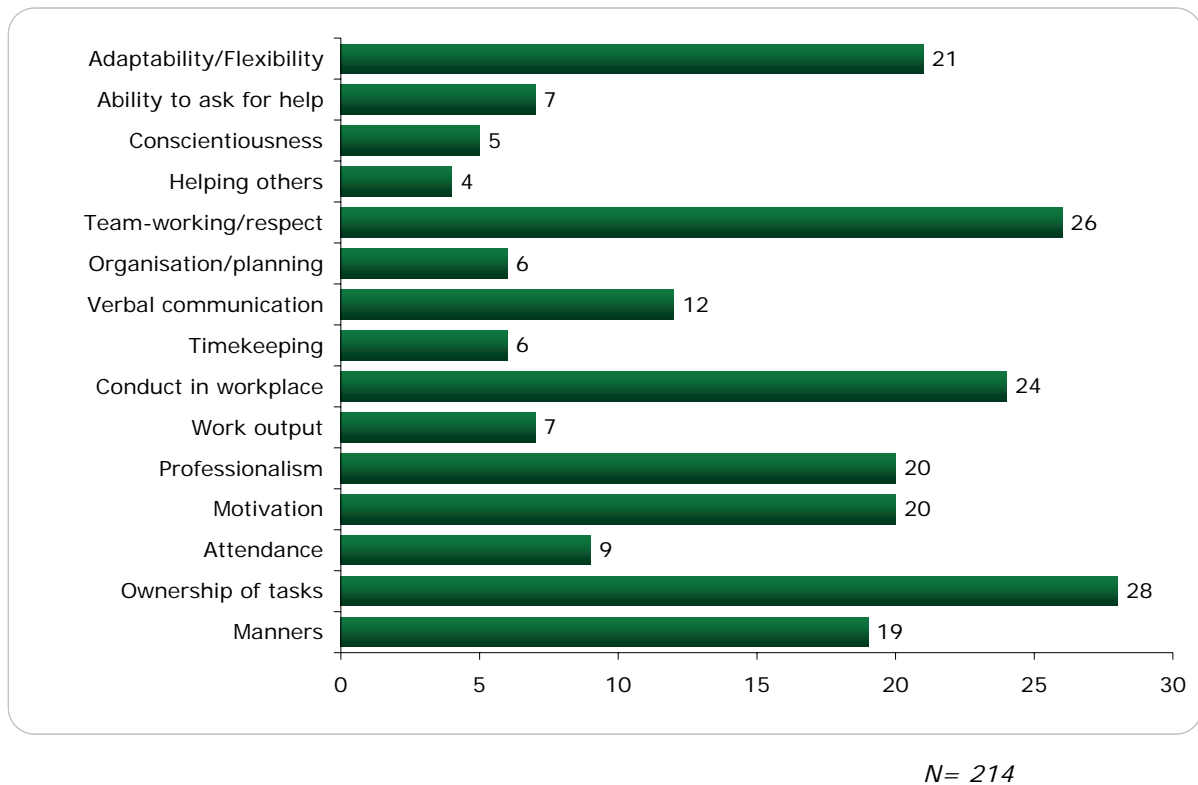


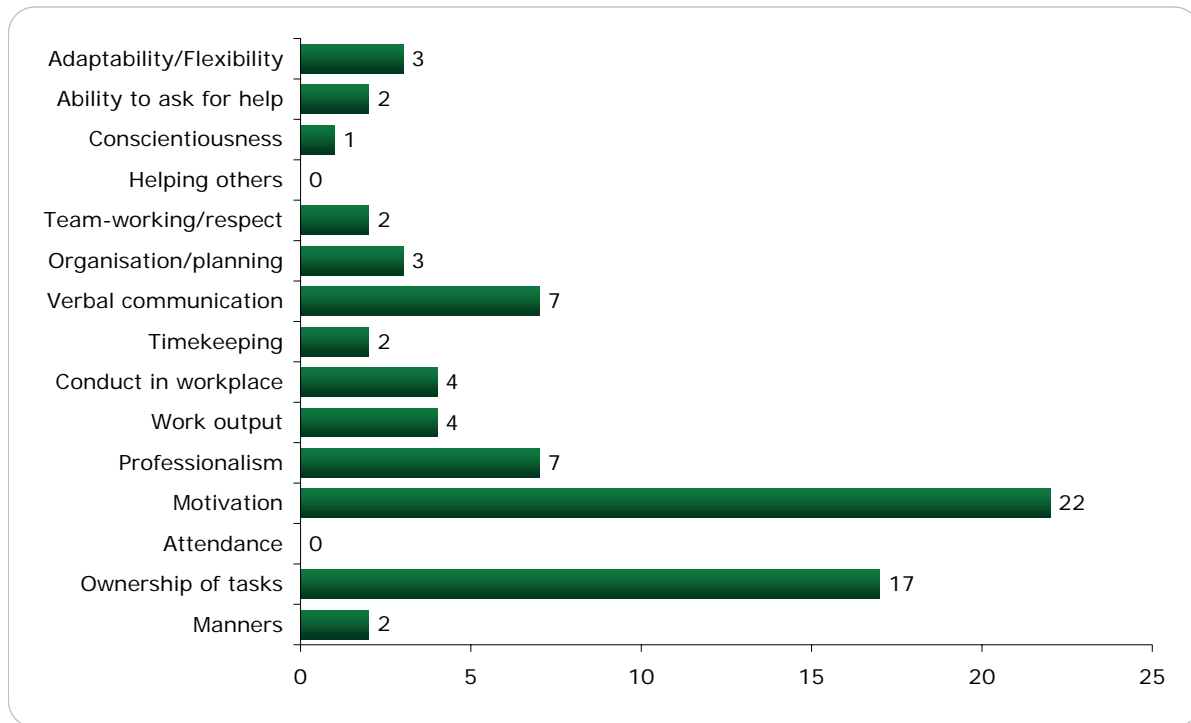
N= 76

**Question 2.5: What is more important for you when you hire young people?**



*N= 76*

**Question 3.1: What social skill is the most important for your employees?****Question 3.2: Which social skills are also important? (please select 3 from the list)**

**Question 4.1: What is the most important missing social skill for school leavers**

N= 76

**Question 4.2: What kind of problems do occur because of these missing social skills?****Bad teamwork**

- Can lead to mis understanding between colleagues and departments, which can effect efficiency
- In all aspects that can give problems among other things collaborating, treating others, etc. See all points mentioned before
- Low teamwork skills
- Work/work environment problems: Relationship between co-workers
- Communication problems
- Not wanting to encourage any other person
- Relation problems
- Lack of communication and understanding of other people. Hard to be employed when working in a team.
- Problems in work team
- Lack of social skills may cause cooperation difficulties, difficulties in taking responsibility and for people to see their role and function of the group and the task.
- Others will suffer when they do not keep time. If you don't take responsibility of your job, someone else must do it. The group will not work together.
- Problems to work in team (understanding of each other).
- Team spirit
- Customer Relations. Teamwork
- Difficulty to take part of and understand the communication in groups

**Bad performance**

- Lack of Verbal communication shows a Lack of confidence and can lead to the inability to ask for help and possibly a lack of understanding of tasks
- Misunderstnadings in understanding instruction as they do not have the commant of language
- Inability to communicate with others on a professional basis
- Employee is not fully 100% usable
- Incomprehension at the participants

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- Does not record data correctly, which causes confusion in the process
- 

### **Slow performance**

- 
- Tasks that you give are not being done
  - Working slow
  - Work continues to stay behind; tasks are being postponed
  - Losing time
  - Time keeping!
  - Have no own direct experience of it but I can imagine that there can be problems with the group and to keep up with everything that happens in a workplace, both in theme days and more "after work"activities.
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### **Guidance takes to much time**

- 
- Constantly needs to be headed
  - Too little independence and also limited growth in the function
  - Frequently giving explanation several times
  - Always have to notice whether a task that is transferred is being done or not
  - It then causes too much time to accompany
  - 'pulling' the student takes too much time
  - Learning too little
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### **Irritation/frustration from others**

- 
- Poor work ethic and lack of respect for their colleagues
  - Outburst, bad performances, irritation to colleagues that are motivated. Colleagues do want to invest in someone who really want, but not in unmotivated colleagues, negligent work
  - Negative effect on other employees
  - Many types of problems arise. Both to clients and workmates.
  - Have difficulties understanding the importance of good relations with customers and workmates.
  - Conflicts with other employees. Lack of skills development and lack of work performance because of problems to work with others. Lack of understanding of their own roles in the organization
  - Bad communication, misunderstanding, irritation.
  - Bad communication with the customer, leading to confusion and irritation
- 

### **Bad work ethics**

- 
- Inappropriate behaviour
  - Adaption problems, values and standards on the workplace. Does not always applies
  - Does not comply with appointments
  - Because of this they are not reliable as employee. Not coming on time, used to too much spare time, which causes a pressure of 36 hours of work being to big
  - The working life requires the ability to follow certain rules. If someone becomes too different, it is difficult to cope with the daily work.
  - Doing their own thing/Doing things in his own way
  - What we usually see is the difficulty to meet others, difficult to be punctual
  - Feeble, will not be on time and do not care.
  - Misunderstandings, attitude problems,
  - Can not work with people, misunderstanding, disrespect.
  - Difficulty to enter the labor market.
  - Problems knowing how to behave in different situations and environments.
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### **Costs damage to the organisation**

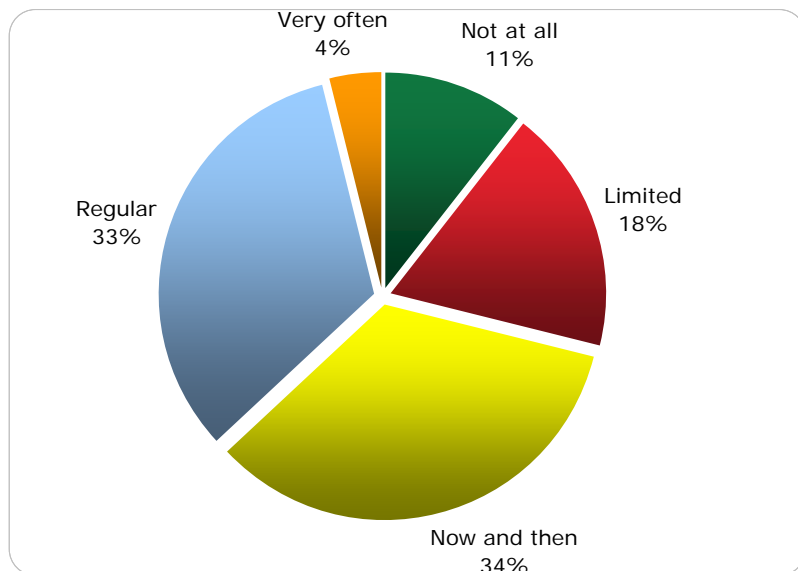
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- Cannot indicate well why one wants to come work at our organisation
  - No contract extending, moaning about the time investment
  - Problems with contacting clients, staff and managers
  - Questionnaire is not meant for me. I accompany someone who hopes to graduate soon. I am an artist and have nobody working for me
  - That the organisation does not make a trustworthy impression on citizens
  - Selling bad. No satisfied customers
  - Communication problems, Customer relationship can suffer, work not be performed, operational and organizational problems may arise.
  - Stress and dissatisfied costumers
  - Bad treatment to our customers becomes a problem
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- Treatment of customers
- Our work is based on contacts with our member organizations and their members and partly to the public. We conduct and organize adult education. It is therefore a lot of contact with people, and it must be managed in a good way. Question 14 is about training in social skills. For us it's about humanity and democracy which for us is a natural approach towards others.
- There will be problems in the retail about a person with no social skills, because you work in a service profession and meet people daily.
- We work with service! We have to be social all day! Otherwise you can not work in a shop.
- Customer relations in general are usually not good

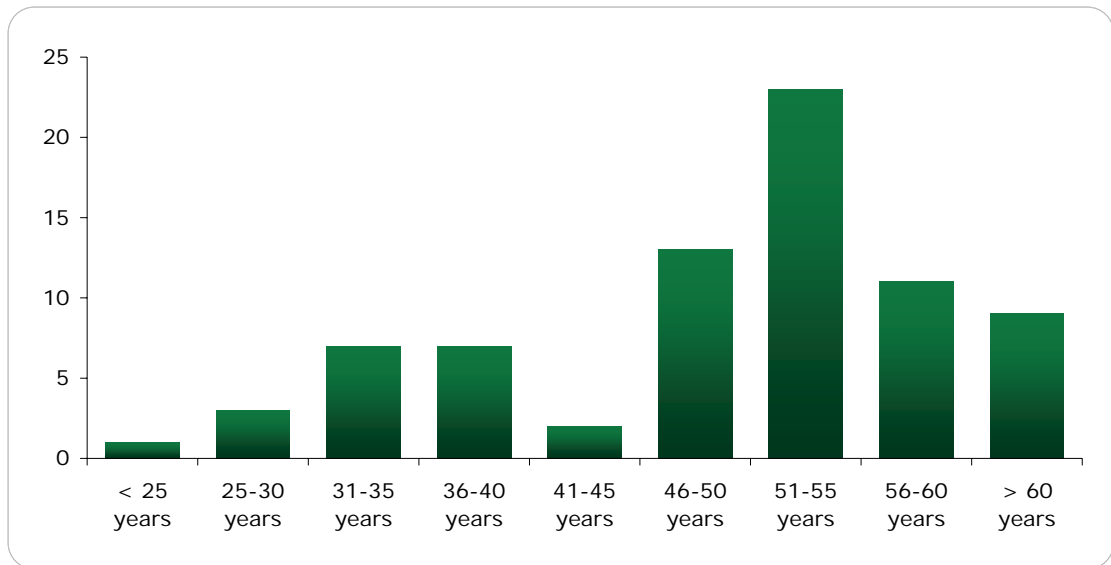
**Other**

- Missing connections to the workplace
- If there is no motivation you frequently see that also other skills are coming up less
- Is bad in making clear what the opinions and wishes are, is limited in persuasion. Courtesy.
- I feel that among those who lack social skills, it is about the knowledge of the job and what a job means.
- Do not understand how to work in the group. Do not understand what may be appropriate to occupy himself with, dare not to ask for help, takes no place. Hard to be punctual. Being five minutes late does not work in working life as it does in school. It is unfair and bad feelings if someone misbehave during their breaks. Does not take any own responsibility, others must use their time to set him in work.
- Internal conflicts and dissatisfied customers
- Do not know
- People avoid unwanted situations, rather than expose themselves to these ones.
- That they become paralyzed because of low self-esteem
- Do not know
- Withdrawn, make contact, ahead spirit

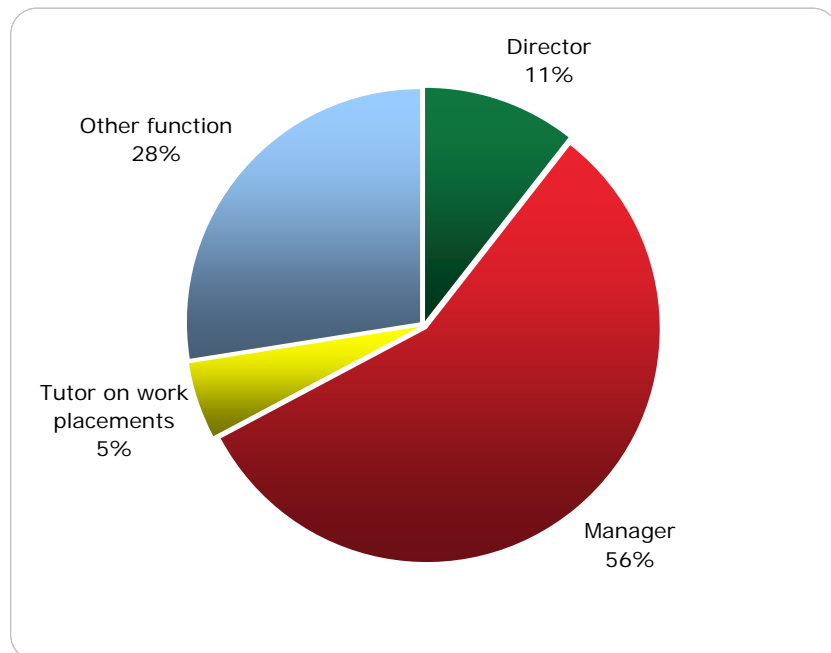
**Question 4.3: How often do you train your employees in their social skills?**



N= 76

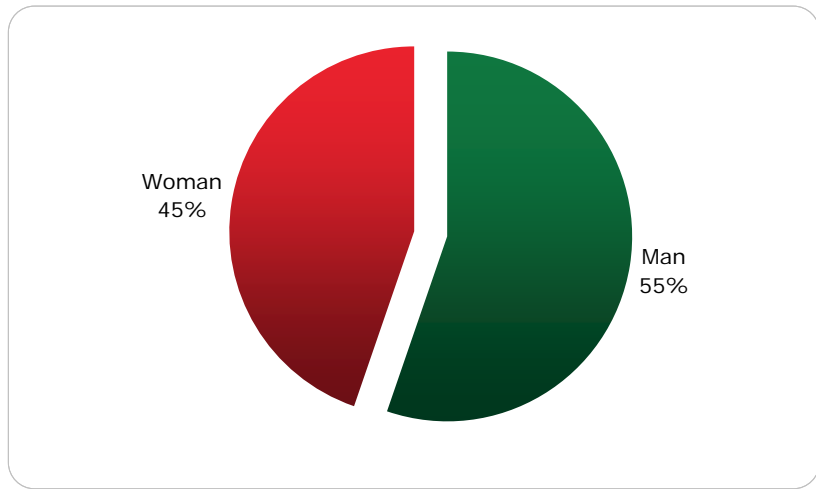
**Question 5.1: What is your age?**

*N* = 76

**Question 5.2: What is your function?**

*N* = 76

**Question 5.3: Are you a man or a woman?**



*N* = 76