



# Montana WIRED Manufacturers Survey – Final Report

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**Montana**

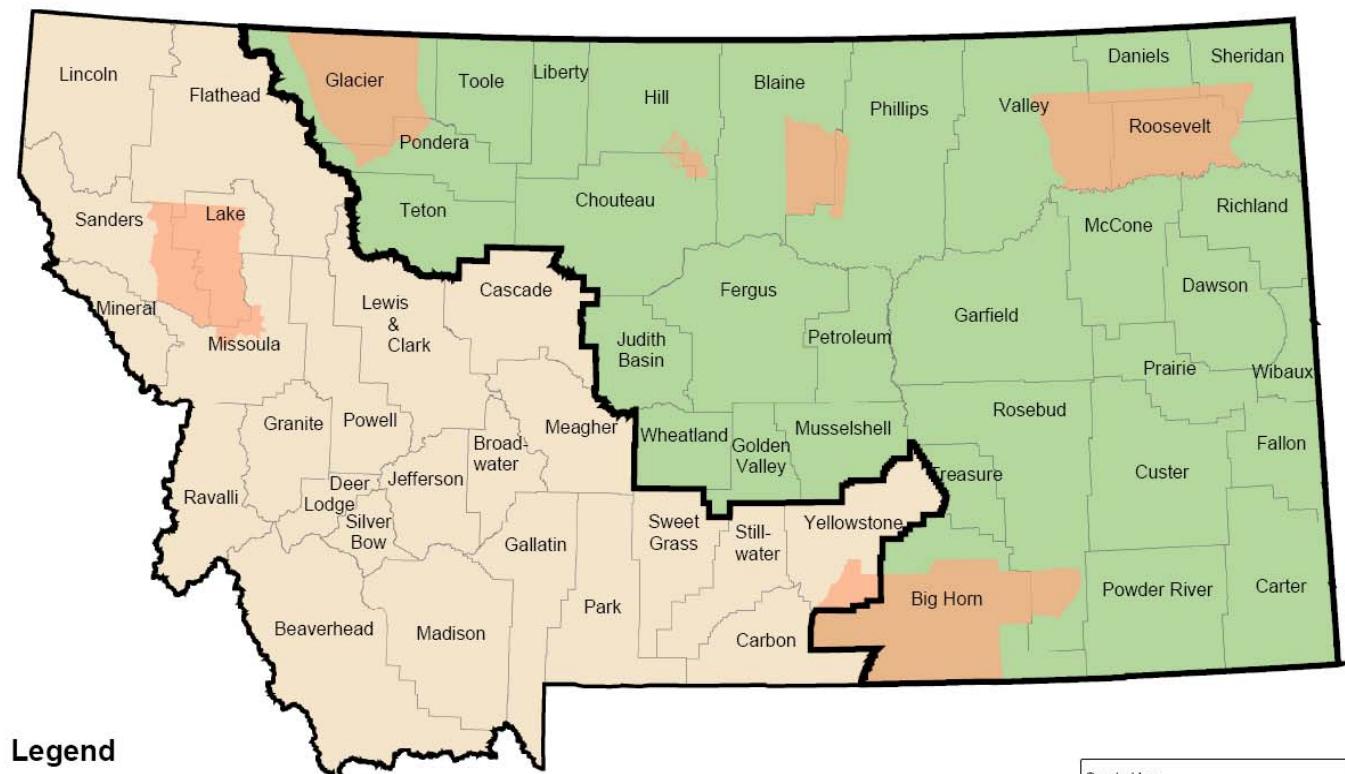


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## MONTANA WIRED COUNTIES MAP

### Workforce Innovation and Regional Economic Development - WIRED -



50 25 0 50 100

Scale of Miles

Created by:  
Census & Economic Information Center  
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Source: Montana Governor's Office.

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## **METHODS SUMMARY**

### **Purpose**

This survey provides information about bio-manufacturers located in 32 rural, eastern Montana counties. Obtaining this information is an important step in the Montana Manufacturing Extension Center's (MMEC) process under the auspices of the Workforce Innovation In Regional Economic Development (WIRED) program of providing vital assistance to bio-manufacturers. Bureau of Business and Economic Research (BBER) at The University of Montana-Missoula administered questionnaires to businesses involved in bio-manufacturing to gather this information.

### **Study Design**

The questionnaire was administered by telephone using a Computer-Assisted Telephone Interviewing (CATI) system. The population studied was a list of possible manufacturers located in the 32 Montana, WIRED program counties. A portion of the list was provided to BBER by MMEC. The Montana Arts Council also provided BBER a list of possible manufacturers. BBER then conducted a directory search to supplement the lists provided by MMEC and the Arts Council.

The study focused on bio-manufacturers. For this study the definition of bio-manufacturers was operationalized as businesses that take inputs (or raw materials) and process them by adding value before selling them where any of the inputs to the product(s) are made of any type of plant or animal-based material. Since all businesses on the final list were initially included in the study a discussion of sampling error is not relevant, there is no sampling error in this study.

The questions were developed by BBER under the supervision of MMEC. MMEC was the final approval authority for the questionnaire. The questionnaire primarily:

- a. Identified bio-manufacturers in the 32 Montana WIRED counties,
- b. Obtained accurate locating information for each bio-manufacturer,
- c. Determined which bio-manufacturers required training assistance, and
- d. Described the types of training assistance required by bio-manufacturers.

The questionnaire was tested by administering it via telephone to a small convenience sample of businesses located in the 32 WIRED counties. The questionnaire and interviewing procedures were refined based on observations made during the field test. The field test was particularly valuable in clarifying the operational definition of a bio-manufacturer. This refinement added significantly to the reliability of the final data collected.

### **Survey Administration**

The survey was administered from January 8, 2007 through March 12, 2007. Of the 873 eligible businesses contacted 546 participated in the survey. 542 respondents (62.1%) provided a sufficient amount of data for their interview to be used in analysis. A 62.1% percent response rate is considered typical for a survey of this type. By completing interviews with a majority of this population, the probability is decreased that nonresponding businesses would provide answers to key questions that differ significantly from respondents' answers. This improves the reliability of the data.

Pre-survey letters were sent to each firm on the original list. This letter explained the project and told businesses that interviewers from BBER would contact the owner or manager of the business. The pre-survey letter also served the purpose of eliminating those firms that were no longer in business or had moved. It was determined that 469 (86.5%) of those added value to a product and were thus manufacturing firms. If a firm was a manufacturer and used organic material in its production process, the complete questionnaire was administered; the interview was terminated if a business did no manufacturing or did not use organic material. The study identified a total of 338 bio-manufacturers or 62.4% of firms that provided sufficient data for analysis.

### **Structure of this Report**

This report is divided into five sections: the methods summary, the results summary, and three appendices. Each major section is divided into sub-sections that describe the main findings for each section.

Appendix A provides frequencies of survey responses. Appendix B provides an analysis of survey responses by two business characteristics: number of employees and year over year sales increase. Appendix C provides readers with a copy of the final questionnaire.

The detailed tabulations in Appendix B are a very powerful tool for those interested in the results of this study. Each table includes a summary of the question language used, the percentage of each response option chosen, and the number of responses for each question. In addition, each table provides a cross-tabulation of the percentage of responses by selected demographic characteristics. Chi-squared tests are provided to assist the reader in identifying patterns in the data. While tests of significance like chi-squared tests are not required because no sample was drawn for this study, it is helpful to emphasize the strongest patterns by highlighting those demographic differences that would be significant if this study were sample based.

Detailed locating information and bio-manufacturer targeting information is also provided to MMEC through the delivery of a separate, electronic database.

## RESULTS SUMMARY

### Bio-manufacturing Demographics in Montana WIRED Counties

338 (72.1%) of 469 manufacturers in Montana's 32 WIRED counties met the operational definition of bio-manufacturing used in this study. 270 of the manufacturers identified were classified as non-artists. 171 (63.3%) of the non-artist manufacturers fulfilled the operational definition of bio-manufacturing. This proportion includes sole proprietorships.

The WIRED Survey includes more manufacturers than some may anticipate based on a cursory glance at U.S. Census Bureau data. The WIRED Survey completed interviews with 135 non-artist bio-manufacturers who had a proprietor and at least one employee. A total of 146 manufacturing establishments with at least one employee resided in the 32 Montana WIRED counties in 2005 according the U.S. Census Bureau's County Business Patterns.

The difference is explained by two factors. First, the WIRED Survey includes sole proprietorships while County Business Patterns does not. Second, the WIRED Survey purposefully cast a wide net with its definition of manufacturing compared with County Business Patterns. The inclusive definition used in the WIRED Survey provides MMEC and other researchers with additional opportunities to study and develop bio-manufacturing in Montana.

### Employment in WIRED Bio-manufacturers

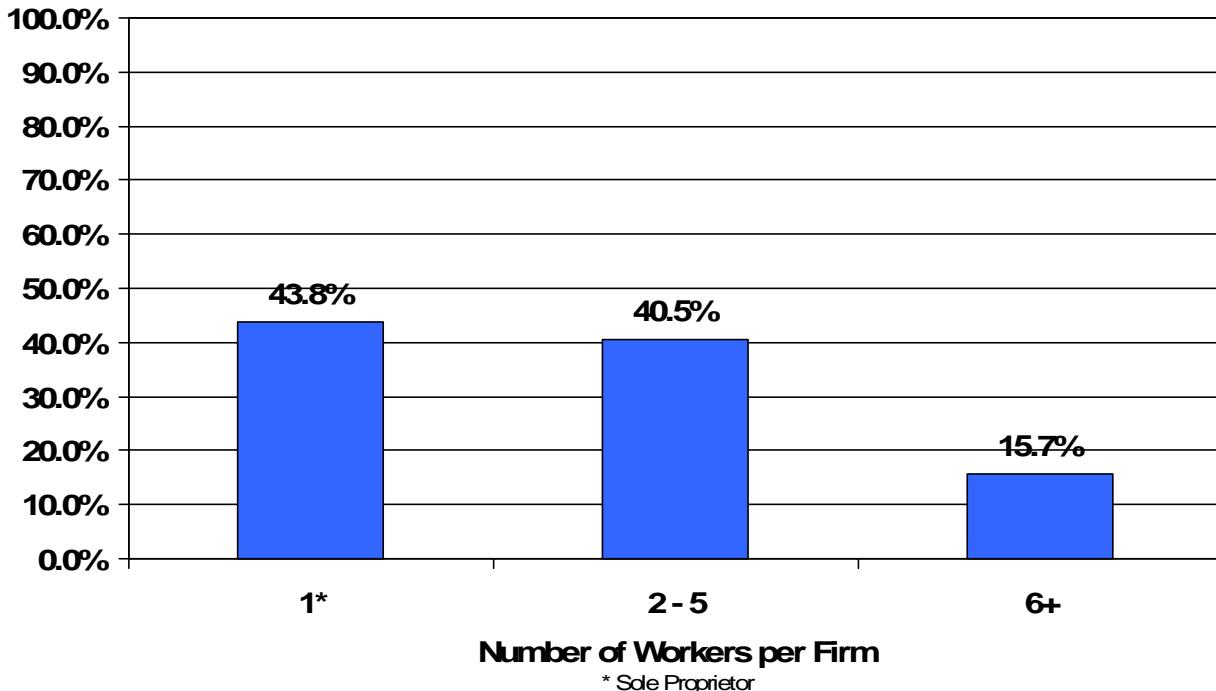


Figure 1

Most bio-manufacturers in the WIRED counties (84.3%) are sole proprietorships or they employ the proprietor and up to four additional workers (see Figure 1 above). Only 15.7 percent of WIRED bio-manufacturers employ the proprietor and five or more additional workers.

## Demand for Training Assistance

13.3% of bio-manufacturers in the 32 WIRED counties (45 firms) said that they anticipate having training needs that they will be unable to meet within their own organization within the next two years (see Figure 2 below).

**WIRED Bio-manufacturers that Need Training over Next 2 Years**

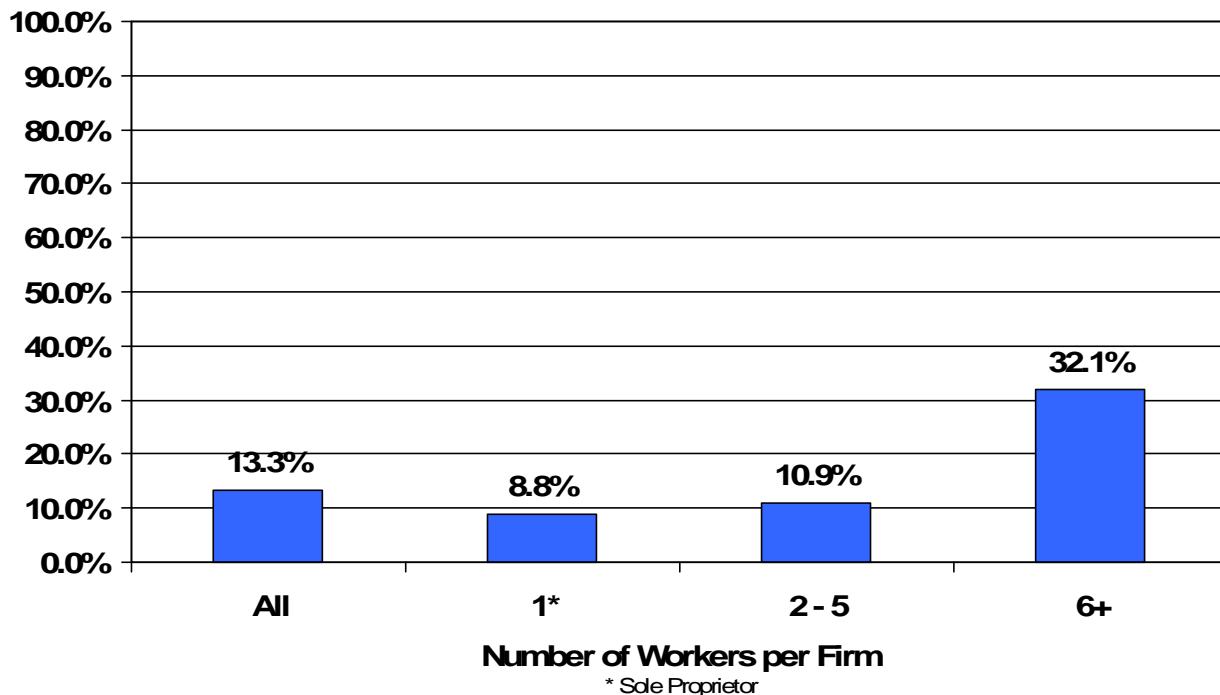


Figure 2

Firms with more employees were more likely than firms with fewer workers to anticipate unmet training needs. While 32.1% of firms with 6 or more workers anticipated having unmet training needs, only 8.8% of sole proprietors agreed. Businesses that earned increased sales in 2006 over 2005 were also more likely than firms that earned decreased sales to anticipate unmet training needs. 20.1% of businesses that experienced increased gross sales in calendar year 2006 over 2005 projected training needs that they could not meet in house, but only 10.3% of businesses with decreased sales made a similar projection.

The WIRED Survey examined two additional training demand indicators. First, only 7.7% of bio-manufacturers (26 firms) reported having current training needs that were not being met within their company. Second, nearly one in four bio-manufacturers (78 firms) projected increasing the number of positions at that establishment over the next two years, signaling a possible upcoming training need.

## Types of Training Required

The WIRED Survey examined several types of training that might be used by bio-manufacturers at some time in the future. Just over three in every ten bio-manufacturers (31.4%) reported the possibility of using a computer skills training program (see Table 1 below). Nearly the same proportion (29.6%) said they might use a management skills training program. Only 16.9% of bio-manufacturers said they may require social skill training, and only 18.3% said they might use work ethic/ or personal responsibility training.

Table 1: Types of Training Required

| Type of Training<br>N = 338         | Yes (%) | No (%) | Don't Know (%) |
|-------------------------------------|---------|--------|----------------|
| Computer skills                     | 31.4%   | 62.4%  | 6.2%           |
| Management skills                   | 29.6%   | 65.4%  | 5.0%           |
| Verbal communication                | 26.6%   | 68.3%  | 5.0%           |
| Job-specific skills                 | 23.1%   | 70.1%  | 6.8%           |
| Math skills                         | 21.0%   | 75.7%  | 3.3%           |
| Written communication               | 19.8%   | 76.0%  | 4.1%           |
| Work ethic/ personal responsibility | 18.3%   | 77.5%  | 4.1%           |
| Social skills                       | 16.9%   | 78.4%  | 4.7%           |

Bio-manufacturers with more workers and those with increased gross sales in 2006 over 2005 were generally more likely to say they might use a specific type of training at some time in the future than were other bio-manufacturers. Just over half (50.9%) of bio-manufacturers with six or more workers said they might seek a computer training program at some time in the future, while only 23% of sole proprietors agreed. Similarly, over one in three (36.0%) of the largest bio-manufacturers said they may use a management skills program, while only 22.1% of the smallest said they would seek such a program.

## Preparation of Newly Hired Workers

Overall, bio-manufacturers were evenly divided in their evaluation of the quality of the preparation of employees hired over the last year. While 48.9% said their new hires were very or somewhat prepared, 47.6% said their new hires were very or somewhat unprepared. The remainder said they weren't sure. These proportions represent only those bio-manufacturers that reported having at least one employee and having made at least one new hire during the past year.

Larger employers were more likely to rate the preparation of their past year hires negatively than were smaller employers (please see Figure 3 on the following page).

### WIRED Bio-manufacturers' Rating of New Hire Preparation

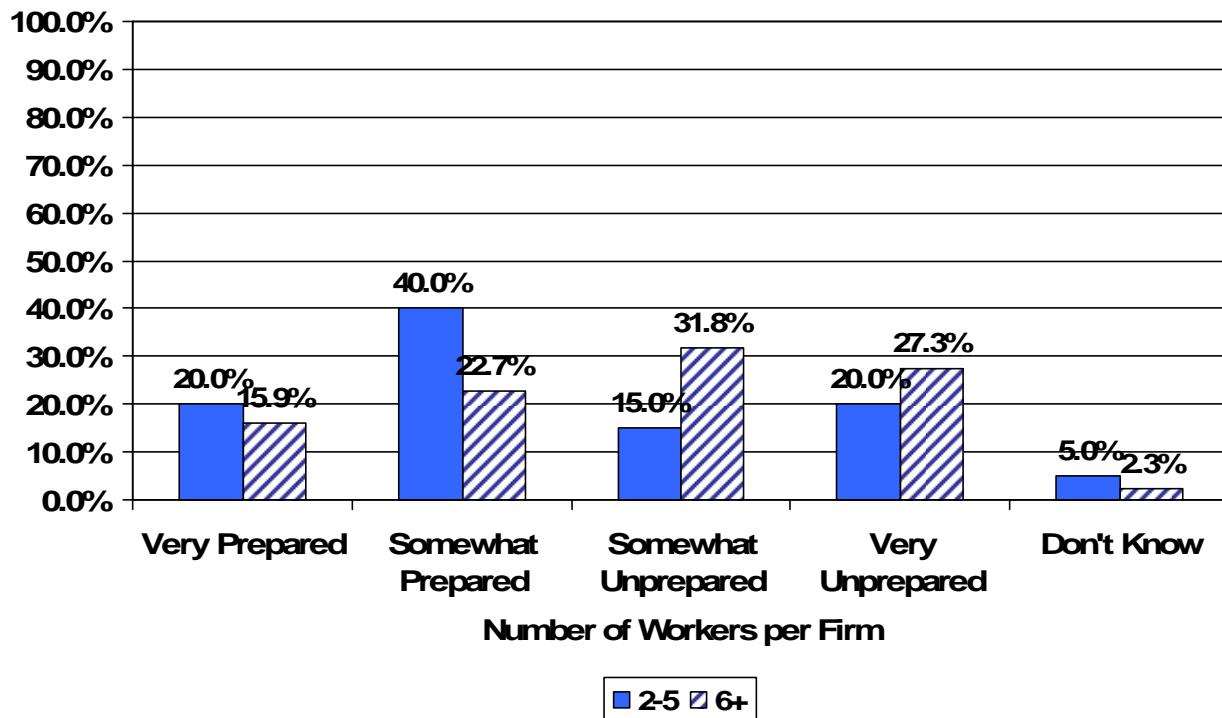


Figure 3

59.1% of bio-manufacturers with six or more workers said their new hires were somewhat or very unprepared, while 60.0% of bio-manufacturers with between two and five workers said their new hires were somewhat or very prepared.

Lower sales earning bio-manufacturers rated the quality of their past year hires significantly lower than did higher sales earning bio-manufacturers. 70% of bio-manufacturers with a past year hire that earned decreased gross sales in 2006 said their new hires were at least somewhat unprepared. Only 47.4% of those with increased 2006 gross sales said that their new hires were somewhat or very unprepared.

### Skill Levels of Newly Hired Employees

The WIRED Survey explored bio-manufacturers' ratings of the skill levels of their past year hires. The survey examined eight types of workplace skill. Each skill type was rated on a four-point scale from very prepared through very unprepared. The proportions described represent only those bio-manufacturers that reported having at least one employee and having made at least one new hire during the past year.

The WIRED Survey's larger bio-manufacturers rated the preparation of their past year hires higher when asked about specific skills than when asked about the preparation of their new hires overall. While 78.6% rated their new hires somewhat or very prepared in specific areas like social skills and work ethic (see Table 2 below), only 48.9% said their new hires were somewhat or very prepared overall. The larger bio-manufacturers rated the job specific skills of their new hires lowest (34.5% somewhat or very unprepared) followed by written communication (29.8% unprepared) and math skills (28.6% unprepared).

**Table 2: New Hire Skill Level Ratings**

| Type of Training<br>N = 84          | Very prepared | Somewhat prepared | Somewhat unprepared | Very unprepared | Don't Know |
|-------------------------------------|---------------|-------------------|---------------------|-----------------|------------|
| Job-specific skills                 | 25.0%         | 35.7%             | 19.0%               | 15.5%           | 4.8%       |
| Written communication               | 20.2%         | 28.6%             | 17.9%               | 11.9%           | 21.4%      |
| Math skills                         | 20.2%         | 26.2%             | 14.3%               | 14.3%           | 25.0%      |
| Computer skills                     | 20.2%         | 21.4%             | 16.7%               | 8.3%            | 33.3%      |
| Management skills                   | 14.3%         | 16.7%             | 10.7%               | 11.9%           | 46.4%      |
| Verbal communication                | 39.3%         | 38.1%             | 14.3%               | 4.8%            | 3.6%       |
| Work ethic/ personal responsibility | 40.5%         | 38.1%             | 7.1%                | 10.7%           | 3.6%       |
| Social skills                       | 35.7%         | 42.9%             | 8.3%                | 9.5%            | 3.6%       |

Bio-manufacturers with six or more workers were a bit more likely to say that their new hires were somewhat or very unprepared when compared with bio-manufacturers with between two and five workers. While 40.9% of employers with six or more workers said their new hires were somewhat or very unprepared in written communication, only 17.5% of employers with between two and five workers agreed.

Readers should notice that more respondents answered "Don't Know" to these questions than to others in the survey. This probably reflects the fact that some workplace skills, like management skills, many not apply to the employer's new hire(s). Other employers may not have evaluated some specific skills examined by these questions.

### **Maintaining a World-Wide Web Site**

Three in ten (30.4%) of all respondents and 31.1% of bio-manufacturers maintain a world-wide web site for their business. As bio-manufacturers increase in number of workers, they are more likely to maintain a web site. While only 23.0% of sole proprietors maintain a web site, this fraction increases to 32.8% for those with between two and five workers. The proportion is highest (49.1%) for bio-manufacturers with six or more workers.

Bio-manufacturers that earned increased gross sales in 2006 over 2005 were somewhat more likely to maintain a web site than were those that earned decreased sales. 35.0% of bio-manufacturers that earned increased sales in 2006 maintain a web site, but only 26.1% of those that earned decreased sales maintain a web site.



## **APPENDIX A: WIRED MANUFACURTERS SURVEY RESPONSE FREQUENCIES**

## WIRED Manufacturers Survey Response Frequencies: All Respondents

**Does your business have a world-wide web site?**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | No    | 377       | 69.6    | 69.6          | 69.6               |
|       | Yes   | 165       | 30.4    | 30.4          | 100.0              |
|       | Total | 542       | 100.0   | 100.0         |                    |

**Does your business take inputs (or raw materials) and process them by adding value before selling them to your customers, or not?**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | No    | 73        | 13.5    | 13.5          | 13.5               |
|       | Yes   | 469       | 86.5    | 86.5          | 100.0              |
|       | Total | 542       | 100.0   | 100.0         |                    |

**Are any of the inputs to your product(s) made of any type of plant or animal-based material, or not?**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | No    | 204       | 37.6    | 37.6          | 37.6               |
|       | Yes   | 338       | 62.4    | 62.4          | 100.0              |
|       | Total | 542       | 100.0   | 100.0         |                    |

**(If No) Does your business plan on adding a product in the future that is made, at least in part, of any type of plant or animal-based material, or not?**

|         |                   | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid   | No                | 203       | 37.5    | 99.5          | 99.5               |
|         | Yes               | 1         | .2      | .5            | 100.0              |
|         | Total             | 204       | 37.6    | 100.0         |                    |
| Missing | Bio-manufacturers | 338       | 62.4    |               |                    |
|         | Total             | 542       | 100.0   |               |                    |

### Number of Full-time Employees

|         |         | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------|-----------|---------|---------------|--------------------|
| Valid   | 0       | 93        | 17.2    | 27.5          | 27.5               |
|         | 1       | 114       | 21.0    | 33.7          | 61.2               |
|         | 2       | 58        | 10.7    | 17.2          | 78.4               |
|         | 3       | 20        | 3.7     | 5.9           | 84.3               |
|         | 4       | 11        | 2.0     | 3.3           | 87.6               |
|         | 5       | 9         | 1.7     | 2.7           | 90.2               |
|         | 6       | 3         | .6      | .9            | 91.1               |
|         | 7       | 7         | 1.3     | 2.1           | 93.2               |
|         | 8       | 4         | .7      | 1.2           | 94.4               |
|         | 9       | 1         | .2      | .3            | 94.7               |
|         | 10      | 1         | .2      | .3            | 95.0               |
|         | 11      | 2         | .4      | .6            | 95.6               |
|         | 12      | 2         | .4      | .6            | 96.2               |
|         | 13      | 1         | .2      | .3            | 96.4               |
|         | 15      | 1         | .2      | .3            | 96.7               |
|         | 16      | 2         | .4      | .6            | 97.3               |
|         | 20      | 1         | .2      | .3            | 97.6               |
|         | 21      | 1         | .2      | .3            | 97.9               |
|         | 24      | 2         | .4      | .6            | 98.5               |
|         | 25      | 1         | .2      | .3            | 98.8               |
|         | 35      | 1         | .2      | .3            | 99.1               |
|         | 44      | 1         | .2      | .3            | 99.4               |
|         | 85      | 1         | .2      | .3            | 99.7               |
|         | 240     | 1         | .2      | .3            | 100.0              |
| Missing | Total   | 338       | 62.4    | 100.0         |                    |
|         | Non-bio | 204       | 37.6    |               |                    |
|         | Total   | 542       | 100.0   |               |                    |

### Number of Part-time Employees

|         |         | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------|-----------|---------|---------------|--------------------|
| Valid   | 0       | 124       | 22.9    | 36.7          | 36.7               |
|         | 1       | 122       | 22.5    | 36.1          | 72.8               |
|         | 2       | 47        | 8.7     | 13.9          | 86.7               |
|         | 3       | 26        | 4.8     | 7.7           | 94.4               |
|         | 4       | 7         | 1.3     | 2.1           | 96.4               |
|         | 5       | 5         | .9      | 1.5           | 97.9               |
|         | 6       | 2         | .4      | .6            | 98.5               |
|         | 7       | 1         | .2      | .3            | 98.8               |
|         | 10      | 1         | .2      | .3            | 99.1               |
|         | 12      | 1         | .2      | .3            | 99.4               |
|         | 29      | 1         | .2      | .3            | 99.7               |
|         | 39      | 1         | .2      | .3            | 100.0              |
|         | Total   | 338       | 62.4    | 100.0         |                    |
| Missing | Non-bio | 204       | 37.6    |               |                    |
| Total   |         | 542       | 100.0   |               |                    |

**Does your businesses now, or is your business capable of producing enough product to supply a wholesaler?**

|       |            | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------|-----------|---------|---------------|--------------------|
| Valid | No         | 84        | 15.5    | 42.6          | 42.6               |
|       | Yes        | 51        | 9.4     | 25.9          | 68.5               |
|       | DK         | 62        | 11.4    | 31.5          | 100.0              |
|       | Total      | 197       | 36.3    | 100.0         |                    |
|       | Non-crafts | 345       | 63.7    |               |                    |
| Total |            | 542       | 100.0   |               |                    |

**Is your business interested in a state-wide marketing program that attempts to place your product in retail venues and promote your product, or not?**

|       |            | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------|-----------|---------|---------------|--------------------|
| Valid | No         | 49        | 9.0     | 24.9          | 24.9               |
|       | Yes        | 84        | 15.5    | 42.6          | 67.5               |
|       | DK         | 64        | 11.8    | 32.5          | 100.0              |
|       | Total      | 197       | 36.3    | 100.0         |                    |
|       | Non-crafts | 345       | 63.7    |               |                    |
| Total |            | 542       | 100.0   |               |                    |

**In terms of education and training, how well prepared were your new hires over the last year, that is, since January 1, 2006?**

|         |                     | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------|-----------|---------|---------------|--------------------|
| Valid   | Very unprepared     | 20        | 3.7     | 23.8          | 23.8               |
|         | Somewhat unprepared | 20        | 3.7     | 23.8          | 47.6               |
|         | Somewhat prepared   | 26        | 4.8     | 31.0          | 78.6               |
|         | Very prepared       | 15        | 2.8     | 17.9          | 96.4               |
|         | DK/MISSING          | 3         | .6      | 3.6           | 100.0              |
|         | Total               | 84        | 15.5    | 100.0         |                    |
| Missing | Sole proprietor     | 148       | 27.3    |               |                    |
|         | No new hires        | 106       | 19.6    |               |                    |
|         | Non-bio             | 204       | 37.6    |               |                    |
|         | Total               | 458       | 84.5    |               |                    |
| Total   |                     | 542       | 100.0   |               |                    |

#### **Work ethic/personal responsibility**

|         |                     | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------|-----------|---------|---------------|--------------------|
| Valid   | Very unprepared     | 9         | 1.7     | 10.7          | 10.7               |
|         | Somewhat unprepared | 6         | 1.1     | 7.1           | 17.9               |
|         | Somewhat prepared   | 32        | 5.9     | 38.1          | 56.0               |
|         | Very prepared       | 34        | 6.3     | 40.5          | 96.4               |
|         | DK/MISSING          | 3         | .6      | 3.6           | 100.0              |
|         | Total               | 84        | 15.5    | 100.0         |                    |
| Missing | Sole proprietor     | 148       | 27.3    |               |                    |
|         | No new hires        | 106       | 19.6    |               |                    |
|         | Non-bio             | 204       | 37.6    |               |                    |
|         | Total               | 458       | 84.5    |               |                    |
| Total   |                     | 542       | 100.0   |               |                    |

#### **Social skills**

|         |                     | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------|-----------|---------|---------------|--------------------|
| Valid   | Very unprepared     | 8         | 1.5     | 9.5           | 9.5                |
|         | Somewhat unprepared | 7         | 1.3     | 8.3           | 17.9               |
|         | Somewhat prepared   | 36        | 6.6     | 42.9          | 60.7               |
|         | Very prepared       | 30        | 5.5     | 35.7          | 96.4               |
|         | DK/MISSING          | 3         | .6      | 3.6           | 100.0              |
|         | Total               | 84        | 15.5    | 100.0         |                    |
| Missing | Sole proprietor     | 148       | 27.3    |               |                    |
|         | No new hires        | 106       | 19.6    |               |                    |
|         | Non-bio             | 204       | 37.6    |               |                    |
|         | Total               | 458       | 84.5    |               |                    |
| Total   |                     | 542       | 100.0   |               |                    |

### Math skills

|         |                     | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------|-----------|---------|---------------|--------------------|
| Valid   | Very unprepared     | 12        | 2.2     | 14.3          | 14.3               |
|         | Somewhat unprepared | 12        | 2.2     | 14.3          | 28.6               |
|         | Somewhat prepared   | 22        | 4.1     | 26.2          | 54.8               |
|         | Very prepared       | 17        | 3.1     | 20.2          | 75.0               |
|         | DK/MISSING          | 21        | 3.9     | 25.0          | 100.0              |
|         | Total               | 84        | 15.5    | 100.0         |                    |
| Missing | Sole proprietor     | 148       | 27.3    |               |                    |
|         | No new hires        | 106       | 19.6    |               |                    |
|         | Non-bio             | 204       | 37.6    |               |                    |
|         | Total               | 458       | 84.5    |               |                    |
| Total   |                     | 542       | 100.0   |               |                    |

### Written communication

|         |                     | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------|-----------|---------|---------------|--------------------|
| Valid   | Very unprepared     | 10        | 1.8     | 11.9          | 11.9               |
|         | Somewhat unprepared | 15        | 2.8     | 17.9          | 29.8               |
|         | Somewhat prepared   | 24        | 4.4     | 28.6          | 58.3               |
|         | Very prepared       | 17        | 3.1     | 20.2          | 78.6               |
|         | DK/MISSING          | 18        | 3.3     | 21.4          | 100.0              |
|         | Total               | 84        | 15.5    | 100.0         |                    |
| Missing | Sole proprietor     | 148       | 27.3    |               |                    |
|         | No new hires        | 106       | 19.6    |               |                    |
|         | Non-bio             | 204       | 37.6    |               |                    |
|         | Total               | 458       | 84.5    |               |                    |
| Total   |                     | 542       | 100.0   |               |                    |

### Verbal communication

|         |                     | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------|-----------|---------|---------------|--------------------|
| Valid   | Very unprepared     | 4         | .7      | 4.8           | 4.8                |
|         | Somewhat unprepared | 12        | 2.2     | 14.3          | 19.0               |
|         | Somewhat prepared   | 32        | 5.9     | 38.1          | 57.1               |
|         | Very prepared       | 33        | 6.1     | 39.3          | 96.4               |
|         | DK/MISSING          | 3         | .6      | 3.6           | 100.0              |
|         | Total               | 84        | 15.5    | 100.0         |                    |
| Missing | Sole proprietor     | 148       | 27.3    |               |                    |
|         | No new hires        | 106       | 19.6    |               |                    |
|         | Non-bio             | 204       | 37.6    |               |                    |
|         | Total               | 458       | 84.5    |               |                    |
| Total   |                     | 542       | 100.0   |               |                    |

### Management skills

|         |                     | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------|-----------|---------|---------------|--------------------|
| Valid   | Very unprepared     | 10        | 1.8     | 11.9          | 11.9               |
|         | Somewhat unprepared | 9         | 1.7     | 10.7          | 22.6               |
|         | Somewhat prepared   | 14        | 2.6     | 16.7          | 39.3               |
|         | Very prepared       | 12        | 2.2     | 14.3          | 53.6               |
|         | DK/MISSING          | 39        | 7.2     | 46.4          | 100.0              |
|         | Total               | 84        | 15.5    | 100.0         |                    |
| Missing | Sole proprietor     | 148       | 27.3    |               |                    |
|         | No new hires        | 106       | 19.6    |               |                    |
|         | Non-bio             | 204       | 37.6    |               |                    |
|         | Total               | 458       | 84.5    |               |                    |
| Total   |                     | 542       | 100.0   |               |                    |

### Computer skills

|         |                     | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------|-----------|---------|---------------|--------------------|
| Valid   | Very unprepared     | 7         | 1.3     | 8.3           | 8.3                |
|         | Somewhat unprepared | 14        | 2.6     | 16.7          | 25.0               |
|         | Somewhat prepared   | 18        | 3.3     | 21.4          | 46.4               |
|         | Very prepared       | 17        | 3.1     | 20.2          | 66.7               |
|         | DK/MISSING          | 28        | 5.2     | 33.3          | 100.0              |
|         | Total               | 84        | 15.5    | 100.0         |                    |
| Missing | Sole proprietor     | 148       | 27.3    |               |                    |
|         | No new hires        | 106       | 19.6    |               |                    |
|         | Non-bio             | 204       | 37.6    |               |                    |
|         | Total               | 458       | 84.5    |               |                    |
| Total   |                     | 542       | 100.0   |               |                    |

### Job specific skills

|         |                     | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------|-----------|---------|---------------|--------------------|
| Valid   | Very unprepared     | 13        | 2.4     | 15.5          | 15.5               |
|         | Somewhat unprepared | 16        | 3.0     | 19.0          | 34.5               |
|         | Somewhat prepared   | 30        | 5.5     | 35.7          | 70.2               |
|         | Very prepared       | 21        | 3.9     | 25.0          | 95.2               |
|         | DK/MISSING          | 4         | .7      | 4.8           | 100.0              |
|         | Total               | 84        | 15.5    | 100.0         |                    |
| Missing | Sole proprietor     | 148       | 27.3    |               |                    |
|         | No new hires        | 106       | 19.6    |               |                    |
|         | Non-bio             | 204       | 37.6    |               |                    |
|         | Total               | 458       | 84.5    |               |                    |
| Total   |                     | 542       | 100.0   |               |                    |

Next I'm going to ask you about specific types of training programs that could be offered. For each type I mention, please tell me whether or not your business or organization would use that program in the next two years.

#### Training-Work ethic/personal responsibility

|         |            | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid   | No         | 262       | 48.3    | 77.5          | 77.5               |
|         | Yes        | 62        | 11.4    | 18.3          | 95.9               |
|         | DK/MISSING | 14        | 2.6     | 4.1           | 100.0              |
|         | Total      | 338       | 62.4    | 100.0         |                    |
| Missing | Non-bio    | 204       | 37.6    |               |                    |
|         | Total      | 542       | 100.0   |               |                    |

#### Training-Social skills

|         |            | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid   | No         | 265       | 48.9    | 78.4          | 78.4               |
|         | Yes        | 57        | 10.5    | 16.9          | 95.3               |
|         | DK/MISSING | 16        | 3.0     | 4.7           | 100.0              |
|         | Total      | 338       | 62.4    | 100.0         |                    |
| Missing | Non-bio    | 204       | 37.6    |               |                    |
|         | Total      | 542       | 100.0   |               |                    |

#### Training-Math skills

|         |            | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid   | No         | 256       | 47.2    | 75.7          | 75.7               |
|         | Yes        | 71        | 13.1    | 21.0          | 96.7               |
|         | DK/MISSING | 11        | 2.0     | 3.3           | 100.0              |
|         | Total      | 338       | 62.4    | 100.0         |                    |
| Missing | Non-bio    | 204       | 37.6    |               |                    |
|         | Total      | 542       | 100.0   |               |                    |

#### Training-Written communication

|         |            | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid   | No         | 257       | 47.4    | 76.0          | 76.0               |
|         | Yes        | 67        | 12.4    | 19.8          | 95.9               |
|         | DK/MISSING | 14        | 2.6     | 4.1           | 100.0              |
|         | Total      | 338       | 62.4    | 100.0         |                    |
| Missing | Non-bio    | 204       | 37.6    |               |                    |
|         | Total      | 542       | 100.0   |               |                    |

### Training-Verbal communication

|         |            | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid   | No         | 231       | 42.6    | 68.3          | 68.3               |
|         | Yes        | 90        | 16.6    | 26.6          | 95.0               |
|         | DK/MISSING | 17        | 3.1     | 5.0           | 100.0              |
|         | Total      | 338       | 62.4    | 100.0         |                    |
| Missing | Non-bio    | 204       | 37.6    |               |                    |
| Total   |            | 542       | 100.0   |               |                    |

### Training-Management skills

|         |            | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid   | No         | 221       | 40.8    | 65.4          | 65.4               |
|         | Yes        | 100       | 18.5    | 29.6          | 95.0               |
|         | DK/MISSING | 17        | 3.1     | 5.0           | 100.0              |
|         | Total      | 338       | 62.4    | 100.0         |                    |
| Missing | Non-bio    | 204       | 37.6    |               |                    |
| Total   |            | 542       | 100.0   |               |                    |

### Training-Computer skills

|         |            | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid   | No         | 211       | 38.9    | 62.4          | 62.4               |
|         | Yes        | 106       | 19.6    | 31.4          | 93.8               |
|         | DK/MISSING | 21        | 3.9     | 6.2           | 100.0              |
|         | Total      | 338       | 62.4    | 100.0         |                    |
| Missing | Non-bio    | 204       | 37.6    |               |                    |
| Total   |            | 542       | 100.0   |               |                    |

### Training-Job specific skills

|         |            | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid   | No         | 237       | 43.7    | 70.1          | 70.1               |
|         | Yes        | 78        | 14.4    | 23.1          | 93.2               |
|         | DK/MISSING | 23        | 4.2     | 6.8           | 100.0              |
|         | Total      | 338       | 62.4    | 100.0         |                    |
| Missing | Non-bio    | 204       | 37.6    |               |                    |
| Total   |            | 542       | 100.0   |               |                    |

**Does your business or organization have any current training needs that are not being met within your organization?**

|         |         | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------|-----------|---------|---------------|--------------------|
| Valid   | No      | 302       | 55.7    | 89.3          | 89.3               |
|         | Yes     | 26        | 4.8     | 7.7           | 97.0               |
|         | DK      | 10        | 1.8     | 3.0           | 100.0              |
|         | Total   | 338       | 62.4    | 100.0         |                    |
| Missing | Non-bio | 204       | 37.6    |               |                    |
| Total   |         | 542       | 100.0   |               |                    |

**What about over the next two years? Does your business or organization have any training needs over the next two years that you don't anticipate being able to meet within your organization?**

|         |         | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------|-----------|---------|---------------|--------------------|
| Valid   | No      | 279       | 51.5    | 82.5          | 82.5               |
|         | Yes     | 45        | 8.3     | 13.3          | 95.9               |
|         | DK      | 14        | 2.6     | 4.1           | 100.0              |
|         | Total   | 338       | 62.4    | 100.0         |                    |
| Missing | Non-bio | 204       | 37.6    |               |                    |
| Total   |         | 542       | 100.0   |               |                    |

**I want to ask now about your future job training needs. Do you anticipate increasing the number of positions for certain jobs in the next two years?**

|         |            | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid   | No         | 223       | 41.1    | 66.0          | 66.0               |
|         | Yes        | 78        | 14.4    | 23.1          | 89.1               |
|         | DK/MISSING | 37        | 6.8     | 10.9          | 100.0              |
|         | Total      | 338       | 62.4    | 100.0         |                    |
| Missing | Non-bio    | 204       | 37.6    |               |                    |
| Total   |            | 542       | 100.0   |               |                    |

**Do you anticipate decreasing the number of positions for certain jobs in the next two years?**

|         |            | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------|-----------|---------|---------------|--------------------|
| Valid   | No         | 307       | 56.6    | 90.8          | 90.8               |
|         | Yes        | 12        | 2.2     | 3.6           | 94.4               |
|         | DK/MISSING | 19        | 3.5     | 5.6           | 100.0              |
|         | Total      | 338       | 62.4    | 100.0         |                    |
| Missing | Non-bio    | 204       | 37.6    |               |                    |
| Total   |            | 542       | 100.0   |               |                    |

**For CALENDAR YEAR 2006, will your business's gross sales increase, stay about the same, or decrease from 2005?**

|         |               | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------|-----------|---------|---------------|--------------------|
| Valid   | Decrease      | 68        | 12.5    | 20.1          | 20.1               |
|         | Stay the same | 108       | 19.9    | 32.0          | 52.1               |
|         | Increase      | 139       | 25.6    | 41.1          | 93.2               |
|         | DK/MISSING    | 23        | 4.2     | 6.8           |                    |
|         | Total         | 338       | 62.4    | 100.0         |                    |
| Missing | Non-bio       | 204       | 37.6    |               |                    |
|         | Total         | 542       | 100.0   |               |                    |

**For CALENDAR YEAR 2006, will your business's production increase, stay about the same, or decrease from 2005?**

|         |               | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------|-----------|---------|---------------|--------------------|
| Valid   | Decrease      | 57        | 10.5    | 16.9          | 16.9               |
|         | Stay the same | 112       | 20.7    | 33.1          | 50.0               |
|         | Increase      | 150       | 27.7    | 44.4          | 94.4               |
|         | DK/MISSING    | 19        | 3.5     | 5.6           |                    |
|         | Total         | 338       | 62.4    | 100.0         |                    |
| Missing | Non-bio       | 204       | 37.6    |               |                    |
|         | Total         | 542       | 100.0   |               |                    |

**For CALENDAR YEAR 2006, will your business's profits increase, stay about the same, or decrease from 2005?**

|         |               | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------|-----------|---------|---------------|--------------------|
| Valid   | Decrease      | 88        | 16.2    | 26.0          | 26.0               |
|         | Stay the same | 103       | 19.0    | 30.5          | 56.5               |
|         | Increase      | 112       | 20.7    | 33.1          | 89.6               |
|         | DK/MISSING    | 35        | 6.5     | 10.4          |                    |
|         | Total         | 338       | 62.4    | 100.0         |                    |
| Missing | Non-bio       | 204       | 37.6    |               |                    |
|         | Total         | 542       | 100.0   |               |                    |

**Looking ahead to CALENDAR YEAR 2007, what do you anticipate will happen to your plant's production in 2007?**

|         |               | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------|-----------|---------|---------------|--------------------|
| Valid   | Decrease      | 20        | 3.7     | 5.9           | 5.9                |
|         | Stay the same | 103       | 19.0    | 30.5          | 36.4               |
|         | Increase      | 185       | 34.1    | 54.7          | 91.1               |
|         | DK/MISSING    | 30        | 5.5     | 8.9           | 100.0              |
|         | Total         | 338       | 62.4    | 100.0         |                    |
| Missing | Non-bio       | 204       | 37.6    |               |                    |
|         | Total         | 542       | 100.0   |               |                    |

**What do you anticipate will happen to the prices you receive for your plant's products in 2007?**

|         |               | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------|-----------|---------|---------------|--------------------|
| Valid   | Decrease      | 13        | 2.4     | 3.8           | 3.8                |
|         | Stay the same | 131       | 24.2    | 38.8          | 42.6               |
|         | Increase      | 166       | 30.6    | 49.1          | 91.7               |
|         | DK/MISSING    | 28        | 5.2     | 8.3           | 100.0              |
|         | Total         | 338       | 62.4    | 100.0         |                    |
| Missing | Non-bio       | 204       | 37.6    |               |                    |
|         | Total         | 542       | 100.0   |               |                    |

**What do you anticipate will happen to your plant's gross sales in 2007?**

|         |               | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------|-----------|---------|---------------|--------------------|
| Valid   | Decrease      | 22        | 4.1     | 6.5           | 6.5                |
|         | Stay the same | 85        | 15.7    | 25.1          | 31.7               |
|         | Increase      | 199       | 36.7    | 58.9          | 90.5               |
|         | DK/MISSING    | 32        | 5.9     | 9.5           | 100.0              |
|         | Total         | 338       | 62.4    | 100.0         |                    |
| Missing | Non-bio       | 204       | 37.6    |               |                    |
|         | Total         | 542       | 100.0   |               |                    |

**What do you anticipate will happen to your plant's profit in 2007?**

|         |               | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------|-----------|---------|---------------|--------------------|
| Valid   | Decrease      | 30        | 5.5     | 8.9           | 8.9                |
|         | Stay the same | 100       | 18.5    | 29.6          | 38.5               |
|         | Increase      | 174       | 32.1    | 51.5          | 89.9               |
|         | DK/MISSING    | 34        | 6.3     | 10.1          | 100.0              |
|         | Total         | 338       | 62.4    | 100.0         |                    |
| Missing | Non-bio       | 204       | 37.6    |               |                    |
|         | Total         | 542       | 100.0   |               |                    |

**APPENDIX B: WIRED MANUFACTURERS SURVEY BUSINESS SIZE AND  
SALES TABLES**

|                               |               | Does your business have a world-wide web site? |         |       |
|-------------------------------|---------------|--|---------|-------|
|                               |               | Yes  | No      | Total |
|                               |               | Row N %  | Row N % | Count |
| Number of Employees           | Total         | 31.1%  | 68.9%   | 338   |
|                               | 1             | 23.0%  | 77.0%   | 148   |
|                               | 2 - 5         | 32.8%  | 67.2%   | 137   |
|                               | 6 +           | 49.1%  | 50.9%   | 53    |
| Gross Sales CY 2006 over 2005 | Decrease      | 26.1%  | 73.9%   | 69    |
|                               | Stay the same | 28.7%  | 71.3%   | 108   |
|                               | Increase      | 35.0%  | 65.0%   | 140   |

#### Pearson Chi-Square Tests<sup>1</sup>

|                               |            | Does your business have a world-wide web site? |
|-------------------------------|------------|--|
| Number of Employees           | Chi-square | 12.740   |
|                               | df         | 2  |
|                               | Sig.       | .002(*)  |
| Gross Sales CY 2006 over 2005 | Chi-square | 2.094  |
|                               | df         | 2  |
|                               | Sig.       | .351   |

Results are based on nonempty rows and columns in each innermost subtable.

\* The Chi-square statistic is significant at the 0.05 level.

<sup>1</sup>Chi-squared tests are provided to assist the reader in identifying patterns in the data. While tests of significance like chi-squared tests are not required because no sample was drawn for this study, it is helpful to emphasize the strongest patterns by highlighting those demographic differences that would be statistically significant if this study were sample based.

|                               |               | In terms of education and training, how well prepared were your new hires over the last year, that is, since January 1, 2006? |                   |                     |                 |            |       |
|-------------------------------|---------------|---|-------------------|---------------------|-----------------|------------|-------|
|                               |               | Very prepared   | Somewhat prepared | Somewhat unprepared | Very unprepared | DK-MISSING | Total |
|                               |               | Row N %   | Row N %           | Row N %             | Row N %         | Row N %    | Count |
| Number of Employees           | Total         | 17.9%   | 31.0%             | 23.8%               | 23.8%           | 3.6%       | 84    |
|                               | 2 - 5         | 20.0%   | 40.0%             | 15.0%               | 20.0%           | 5.0%       | 40    |
|                               | 6 +           | 15.9%   | 22.7%             | 31.8%               | 27.3%           | 2.3%       | 44    |
| Gross Sales CY 2006 over 2005 | Decrease      | 10.0%   | 20.0%             | 30.0%               | 40.0%           | .0%        | 10    |
|                               | Stay the same | 18.8%   | 43.8%             | 6.3%                | 25.0%           | 6.3%       | 16    |
|                               | Increase      | 19.3%   | 29.8%             | 28.1%               | 19.3%           | 3.5%       | 57    |

#### Pearson Chi-Square Tests

|                               |   |           |
|-------------------------------|---|-----------|
|                               | In terms of education and training, how well prepared were your new hires over the last year, that is, since January 1, 2006? |           |
| Number of Employees           | Chi-square  | 5.607     |
|                               | df  | 4         |
|                               | Sig.  | .230(a)   |
| Gross Sales CY 2006 over 2005 | Chi-square  | 6.586     |
|                               | df  | 8         |
|                               | Sig.  | .582(a,b) |

Results are based on nonempty rows and columns in each innermost subtable.

a More than 20% of cells in this subtable have expected cell counts less than 5. Chi-square results may be invalid.

b The minimum expected cell count in this subtable is less than one. Chi-square results may be invalid.

|                               |               | Work ethic/personal responsibility |                              |                                |                            |                       |                |
|-------------------------------|---------------|------------------------------------|------------------------------|--------------------------------|----------------------------|-----------------------|----------------|
|                               |               | Very prepared<br>Row N %           | Somewhat prepared<br>Row N % | Somewhat unprepared<br>Row N % | Very unprepared<br>Row N % | DK-MISSING<br>Row N % | Total<br>Count |
| Number of Employees           | Total         | 40.5%                              | 38.1%                        | 7.1%                           | 10.7%                      | 3.6%                  | 84             |
|                               | 2 - 5         | 52.5%                              | 25.0%                        | 10.0%                          | 7.5%                       | 5.0%                  | 40             |
|                               | 6 +           | 29.5%                              | 50.0%                        | 4.5%                           | 13.6%                      | 2.3%                  | 44             |
| Gross Sales CY 2006 over 2005 | Decrease      | 40.0%                              | 40.0%                        | .0%                            | 20.0%                      | .0%                   | 10             |
|                               | Stay the same | 50.0%                              | 43.8%                        | .0%                            | .0%                        | 6.3%                  | 16             |
|                               | Increase      | 38.6%                              | 36.8%                        | 8.8%                           | 12.3%                      | 3.5%                  | 57             |

#### Pearson Chi-Square Tests

|                               |            | Work ethic/personal responsibility |
|-------------------------------|------------|------------------------------------|
| Number of Employees           | Chi-square | 8.210                              |
|                               | df         | 4                                  |
|                               | Sig.       | .084(a)                            |
| Gross Sales CY 2006 over 2005 | Chi-square | 6.128                              |
|                               | df         | 8                                  |
|                               | Sig.       | .633(a,b)                          |

Results are based on nonempty rows and columns in each innermost subtable.

a More than 20% of cells in this subtable have expected cell counts less than 5. Chi-square results may be invalid.

b The minimum expected cell count in this subtable is less than one. Chi-square results may be invalid.

|                               |               | Social skills |                   |                     |                 |            |       |
|-------------------------------|---------------|---------------|-------------------|---------------------|-----------------|------------|-------|
|                               |               | Very prepared | Somewhat prepared | Somewhat unprepared | Very unprepared | DK-MISSING | Total |
|                               |               | Row N %       | Row N %           | Row N %             | Row N %         | Row N %    | Count |
| Number of Employees           | Total         | 35.7%         | 42.9%             | 8.3%                | 9.5%            | 3.6%       | 84    |
|                               | 2 - 5         | 47.5%         | 30.0%             | 10.0%               | 7.5%            | 5.0%       | 40    |
|                               | 6 +           | 25.0%         | 54.5%             | 6.8%                | 11.4%           | 2.3%       | 44    |
| Gross Sales CY 2006 over 2005 | Decrease      | 30.0%         | 50.0%             | 10.0%               | 10.0%           | .0%        | 10    |
|                               | Stay the same | 43.8%         | 31.3%             | 6.3%                | 12.5%           | 6.3%       | 16    |
|                               | Increase      | 35.1%         | 45.6%             | 8.8%                | 7.0%            | 3.5%       | 57    |

#### Pearson Chi-Square Tests

|                               |            | Social skills |
|-------------------------------|------------|---------------|
| Number of Employees           | Chi-square | 6.935         |
|                               | df         | 4             |
|                               | Sig.       | .139(a)       |
| Gross Sales CY 2006 over 2005 | Chi-square | 2.364         |
|                               | df         | 8             |
|                               | Sig.       | .968(a,b)     |

Results are based on nonempty rows and columns in each innermost subtable.

a More than 20% of cells in this subtable have expected cell counts less than 5. Chi-square results may be invalid.

b The minimum expected cell count in this subtable is less than one. Chi-square results may be invalid.

|                               |               | Math skills   |                   |                     |                 |            |       |
|-------------------------------|---------------|---------------|-------------------|---------------------|-----------------|------------|-------|
|                               |               | Very prepared | Somewhat prepared | Somewhat unprepared | Very unprepared | DK-MISSING | Total |
| Number of Employees           | Total         | Row N %       | Row N %           | Row N %             | Row N %         | Row N %    | Count |
|                               | 2 - 5         | 20.2%         | 26.2%             | 14.3%               | 14.3%           | 25.0%      | 84    |
| Gross Sales CY 2006 over 2005 | 6 +           | 32.5%         | 25.0%             | 12.5%               | 10.0%           | 20.0%      | 40    |
|                               | Decrease      | 9.1%          | 27.3%             | 15.9%               | 18.2%           | 29.5%      | 44    |
|                               | Stay the same | 25.0%         | 43.8%             | 6.3%                | 6.3%            | 18.8%      | 16    |
|                               | Increase      | 19.3%         | 24.6%             | 19.3%               | 10.5%           | 26.3%      | 57    |

#### Pearson Chi-Square Tests

|                               |            | Math skills |
|-------------------------------|------------|-------------|
| Number of Employees           | Chi-square | 7.630       |
|                               | df         | 4           |
|                               | Sig.       | .106        |
| Gross Sales CY 2006 over 2005 | Chi-square | 12.910      |
|                               | df         | 8           |
|                               | Sig.       | .115(a)     |

Results are based on nonempty rows and columns in each innermost subtable.

a More than 20% of cells in this subtable have expected cell counts less than 5. Chi-square results may be invalid.

|                               |               | Written communication |                   |                     |                 |            |       |
|-------------------------------|---------------|-----------------------|-------------------|---------------------|-----------------|------------|-------|
|                               |               | Very prepared         | Somewhat prepared | Somewhat unprepared | Very unprepared | DK-MISSING | Total |
|                               |               | Row N %               | Row N %           | Row N %             | Row N %         | Row N %    | Count |
| Number of Employees           | Total         | 20.2%                 | 28.6%             | 17.9%               | 11.9%           | 21.4%      | 84    |
|                               | 2 - 5         | 32.5%                 | 25.0%             | 10.0%               | 7.5%            | 25.0%      | 40    |
|                               | 6 +           | 9.1%                  | 31.8%             | 25.0%               | 15.9%           | 18.2%      | 44    |
| Gross Sales CY 2006 over 2005 | Decrease      | 20.0%                 | 10.0%             | 30.0%               | 20.0%           | 20.0%      | 10    |
|                               | Stay the same | 18.8%                 | 31.3%             | 18.8%               | .0%             | 31.3%      | 16    |
|                               | Increase      | 21.1%                 | 31.6%             | 15.8%               | 12.3%           | 19.3%      | 57    |

### Pearson Chi-Square Tests

|                               |            | Written communication |
|-------------------------------|------------|-----------------------|
| Number of Employees           | Chi-square | 10.353                |
|                               | df         | 4                     |
|                               | Sig.       | .035(*)               |
| Gross Sales CY 2006 over 2005 | Chi-square | 5.851                 |
|                               | df         | 8                     |
|                               | Sig.       | .664(a)               |

Results are based on nonempty rows and columns in each innermost subtable.

\* The Chi-square statistic is significant at the 0.05 level.

a More than 20% of cells in this subtable have expected cell counts less than 5. Chi-square results may be invalid.

|                               |               | Verbal communication |                   |                     |                 |            |       |
|-------------------------------|---------------|----------------------|-------------------|---------------------|-----------------|------------|-------|
|                               |               | Very prepared        | Somewhat prepared | Somewhat unprepared | Very unprepared | DK-MISSING | Total |
| Number of Employees           | Total         | Row N %              | Row N %           | Row N %             | Row N %         | Row N %    | Count |
|                               | 2 - 5         | 39.3%                | 38.1%             | 14.3%               | 4.8%            | 3.6%       | 84    |
|                               | 6 +           | 47.5%                | 35.0%             | 7.5%                | 5.0%            | 5.0%       | 40    |
| Gross Sales CY 2006 over 2005 | Decrease      | 31.8%                | 40.9%             | 20.5%               | 4.5%            | 2.3%       | 44    |
|                               | Stay the same | 56.3%                | 18.8%             | 18.8%               | .0%             | 6.3%       | 16    |
|                               | Increase      | 35.1%                | 45.6%             | 10.5%               | 5.3%            | 3.5%       | 57    |

#### Pearson Chi-Square Tests

|                               |            | Verbal communication |
|-------------------------------|------------|----------------------|
| Number of Employees           | Chi-square | 4.410                |
|                               | df         | 4                    |
|                               | Sig.       | .353(a)              |
| Gross Sales CY 2006 over 2005 | Chi-square | 9.244                |
|                               | df         | 8                    |
|                               | Sig.       | .322(a,b)            |

Results are based on nonempty rows and columns in each innermost subtable.

a More than 20% of cells in this subtable have expected cell counts less than 5. Chi-square results may be invalid.

b The minimum expected cell count in this subtable is less than one. Chi-square results may be invalid.

|                               |               | Management skills |                   |                     |                 |            |       |
|-------------------------------|---------------|-------------------|-------------------|---------------------|-----------------|------------|-------|
|                               |               | Very prepared     | Somewhat prepared | Somewhat unprepared | Very unprepared | DK-MISSING | Total |
| Number of Employees           | Total         | Row N %           | Row N %           | Row N %             | Row N %         | Row N %    | Count |
|                               | 2 - 5         | 14.3%             | 16.7%             | 10.7%               | 11.9%           | 46.4%      | 84    |
| Gross Sales CY 2006 over 2005 | 6 +           | 25.0%             | 17.5%             | 12.5%               | 5.0%            | 40.0%      | 40    |
|                               | Decrease      | 4.5%              | 15.9%             | 9.1%                | 18.2%           | 52.3%      | 44    |
|                               | Stay the same | 12.5%             | 25.0%             | 12.5%               | 12.5%           | 37.5%      | 16    |
|                               | Increase      | 14.0%             | 17.5%             | 10.5%               | 8.8%            | 49.1%      | 57    |

### Pearson Chi-Square Tests

|                               |            | Management skills |
|-------------------------------|------------|-------------------|
| Number of Employees           | Chi-square | 10.133            |
|                               | df         | 4                 |
|                               | Sig.       | .038(*,a)         |
| Gross Sales CY 2006 over 2005 | Chi-square | 6.281             |
|                               | df         | 8                 |
|                               | Sig.       | .616(a)           |

Results are based on nonempty rows and columns in each innermost subtable.

\* The Chi-square statistic is significant at the 0.05 level.

a More than 20% of cells in this subtable have expected cell counts less than 5. Chi-square results may be invalid.

|                               |               | Computer skills |                   |                     |                 |            |       |
|-------------------------------|---------------|-----------------|-------------------|---------------------|-----------------|------------|-------|
|                               |               | Very prepared   | Somewhat prepared | Somewhat unprepared | Very unprepared | DK-MISSING | Total |
| Number of Employees           | Total         | Row N %         | Row N %           | Row N %             | Row N %         | Row N %    | Count |
|                               | 2 - 5         | 20.2%           | 21.4%             | 16.7%               | 8.3%            | 33.3%      | 84    |
| Gross Sales CY 2006 over 2005 | 6 +           | 27.5%           | 17.5%             | 12.5%               | 5.0%            | 37.5%      | 40    |
|                               | Decrease      | 13.6%           | 25.0%             | 20.5%               | 11.4%           | 29.5%      | 44    |
|                               | Stay the same | 20.0%           | 10.0%             | 20.0%               | 20.0%           | 30.0%      | 10    |
|                               | Increase      | 18.8%           | 18.8%             | 18.8%               | 12.5%           | 31.3%      | 16    |
|                               |               | 21.1%           | 24.6%             | 15.8%               | 5.3%            | 33.3%      | 57    |

#### Pearson Chi-Square Tests

|                               |            | Computer skills |
|-------------------------------|------------|-----------------|
| Number of Employees           | Chi-square | 4.751           |
|                               | df         | 4               |
|                               | Sig.       | .314(a)         |
| Gross Sales CY 2006 over 2005 | Chi-square | 3.694           |
|                               | df         | 8               |
|                               | Sig.       | .884(a,b)       |

Results are based on nonempty rows and columns in each innermost subtable.

a More than 20% of cells in this subtable have expected cell counts less than 5. Chi-square results may be invalid.

b The minimum expected cell count in this subtable is less than one. Chi-square results may be invalid.

|                               |               | Job specific skills |                   |                     |                 |            |       |
|-------------------------------|---------------|---------------------|-------------------|---------------------|-----------------|------------|-------|
|                               |               | Very prepared       | Somewhat prepared | Somewhat unprepared | Very unprepared | DK-MISSING | Total |
|                               |               | Row N %             | Row N %           | Row N %             | Row N %         | Row N %    | Count |
| Number of Employees           | Total         | 25.0%               | 35.7%             | 19.0%               | 15.5%           | 4.8%       | 84    |
|                               | 2 - 5         | 32.5%               | 35.0%             | 17.5%               | 10.0%           | 5.0%       | 40    |
|                               | 6 +           | 18.2%               | 36.4%             | 20.5%               | 20.5%           | 4.5%       | 44    |
| Gross Sales CY 2006 over 2005 | Decrease      | 20.0%               | 40.0%             | 20.0%               | 20.0%           | .0%        | 10    |
|                               | Stay the same | 31.3%               | 37.5%             | 12.5%               | 12.5%           | 6.3%       | 16    |
|                               | Increase      | 24.6%               | 35.1%             | 21.1%               | 14.0%           | 5.3%       | 57    |

#### Pearson Chi-Square Tests

|                               |            | Job specific skills |
|-------------------------------|------------|---------------------|
| Number of Employees           | Chi-square | 3.314               |
|                               | df         | 4                   |
|                               | Sig.       | .507(a)             |
| Gross Sales CY 2006 over 2005 | Chi-square | 1.726               |
|                               | df         | 8                   |
|                               | Sig.       | .988(a,b)           |

Results are based on nonempty rows and columns in each innermost subtable.

a More than 20% of cells in this subtable have expected cell counts less than 5. Chi-square results may be invalid.

b The minimum expected cell count in this subtable is less than one. Chi-square results may be invalid.

Next I'm going to ask you about specific types of training programs that could be offered. For each type I mention, please tell me whether or not your business or organization would use that program in the next two years.

|                               |               | Training-Work ethic/personal responsibility |         |            |       |
|-------------------------------|---------------|---|---------|------------|-------|
|                               |               | Yes   | No      | DK-MISSING | Total |
| Number of Employees           | Total         | Row N %                                     | Row N % | Row N %    | Count |
|                               | 1             | 10.8%                                       | 82.4%   | 6.8%       | 148   |
| 2 - 5                         |               | 16.8%                                       | 81.0%   | 2.2%       | 137   |
| 6 +                           |               | 43.4%                                       | 54.7%   | 1.9%       | 53    |
| Gross Sales CY 2006 over 2005 | Decrease      | 11.8%                                       | 85.3%   | 2.9%       | 68    |
|                               | Stay the same | 14.8%                                       | 81.5%   | 3.7%       | 108   |
|                               | Increase      | 27.3%                                       | 71.9%   | .7%        | 139   |

#### Pearson Chi-Square Tests

|                               |            | Training-Work ethic/personal responsibility |
|-------------------------------|------------|---|
| Number of Employees           | Chi-square | 31.481                                      |
|                               | df         | 4   |
|                               | Sig.       | .000(*)                                     |
| Gross Sales CY 2006 over 2005 | Chi-square | 11.526                                      |
|                               | df         | 4   |
|                               | Sig.       | .021(*,a)                                   |

Results are based on nonempty rows and columns in each innermost subtable.

\* The Chi-square statistic is significant at the 0.05 level.

a More than 20% of cells in this subtable have expected cell counts less than 5. Chi-square results may be invalid.

|                               |               | Training-Social skills |         |            |       |
|-------------------------------|---------------|------------------------|---------|------------|-------|
|                               |               | Yes                    | No      | DK-MISSING | Total |
|                               |               | Row N %                | Row N % | Row N %    | Count |
| Number of Employees           | Total         | 16.9%                  | 78.4%   | 4.7%       | 338   |
|                               | 1             | 14.2%                  | 79.7%   | 6.1%       | 148   |
|                               | 2 - 5         | 14.6%                  | 81.8%   | 3.6%       | 137   |
| Gross Sales CY 2006 over 2005 | 6 +           | 30.2%                  | 66.0%   | 3.8%       | 53    |
|                               | Decrease      | 8.8%                   | 89.7%   | 1.5%       | 68    |
|                               | Stay the same | 15.7%                  | 78.7%   | 5.6%       | 108   |
|                               | Increase      | 23.7%                  | 74.8%   | 1.4%       | 139   |

#### Pearson Chi-Square Tests

|                               |            | Training-Social skills |
|-------------------------------|------------|------------------------|
| Number of Employees           | Chi-square | 8.899                  |
|                               | df         | 4                      |
|                               | Sig.       | .064                   |
| Gross Sales CY 2006 over 2005 | Chi-square | 11.572                 |
|                               | df         | 4                      |
|                               | Sig.       | .021(*,a)              |

Results are based on nonempty rows and columns in each innermost subtable.

\* The Chi-square statistic is significant at the 0.05 level.

a More than 20% of cells in this subtable have expected cell counts less than 5. Chi-square results may be invalid.

|                               |               | Training-Math skills |         |            |       |
|-------------------------------|---------------|----------------------|---------|------------|-------|
|                               |               | Yes                  | No      | DK-MISSING | Total |
|                               |               | Row N %              | Row N % | Row N %    | Count |
| Number of Employees           | Total         | 21.0%                | 75.7%   | 3.3%       | 338   |
|                               | 1             | 12.2%                | 81.1%   | 6.8%       | 148   |
|                               | 2 - 5         | 19.7%                | 79.6%   | .7%        | 137   |
|                               | 6 +           | 49.1%                | 50.9%   | .0%        | 53    |
| Gross Sales CY 2006 over 2005 | Decrease      | 17.6%                | 79.4%   | 2.9%       | 68    |
|                               | Stay the same | 20.4%                | 78.7%   | .9%        | 108   |
|                               | Increase      | 25.2%                | 74.1%   | .7%        | 139   |

#### Pearson Chi-Square Tests

|                               |            | Training-Math skills |
|-------------------------------|------------|----------------------|
| Number of Employees           | Chi-square | 40.583               |
|                               | df         | 4                    |
|                               | Sig.       | .000(*,a)            |
| Gross Sales CY 2006 over 2005 | Chi-square | 3.531                |
|                               | df         | 4                    |
|                               | Sig.       | .473(a,b)            |

Results are based on nonempty rows and columns in each innermost subtable.

\* The Chi-square statistic is significant at the 0.05 level.

a More than 20% of cells in this subtable have expected cell counts less than 5. Chi-square results may be invalid.

b The minimum expected cell count in this subtable is less than one. Chi-square results may be invalid.

|                               |               | Training-Written communication |         |            |       |
|-------------------------------|---------------|--------------------------------|---------|------------|-------|
|                               |               | Yes                            | No      | DK-MISSING | Total |
|                               |               | Row N %                        | Row N % | Row N %    | Count |
| Number of Employees           | Total         | 19.8%                          | 76.0%   | 4.1%       | 338   |
|                               | 1             | 14.9%                          | 77.0%   | 8.1%       | 148   |
|                               | 2 - 5         | 18.2%                          | 81.0%   | .7%        | 137   |
| Gross Sales CY 2006 over 2005 | 6 +           | 37.7%                          | 60.4%   | 1.9%       | 53    |
|                               | Decrease      | 11.8%                          | 85.3%   | 2.9%       | 68    |
|                               | Stay the same | 20.4%                          | 78.7%   | .9%        | 108   |
|                               | Increase      | 25.2%                          | 71.9%   | 2.9%       | 139   |

#### Pearson Chi-Square Tests

|                               |            | Training-Written communication |
|-------------------------------|------------|--------------------------------|
| Number of Employees           | Chi-square | 22.884                         |
|                               | df         | 4                              |
|                               | Sig.       | .000(*)                        |
| Gross Sales CY 2006 over 2005 | Chi-square | 6.339                          |
|                               | df         | 4                              |
|                               | Sig.       | .175(a)                        |

Results are based on nonempty rows and columns in each innermost subtable.

\* The Chi-square statistic is significant at the 0.05 level.

a More than 20% of cells in this subtable have expected cell counts less than 5. Chi-square results may be invalid.

|                               |               | Training-Verbal communication |               |                           |                |
|-------------------------------|---------------|-------------------------------|---------------|---------------------------|----------------|
|                               |               | Yes<br>Row N %                | No<br>Row N % | DK-<br>MISSING<br>Row N % | Total<br>Count |
| Number of Employees           | Total         | 26.6%                         | 68.3%         | 5.0%                      | 338            |
|                               | 1             | 18.2%                         | 74.3%         | 7.4%                      | 148            |
|                               | 2 - 5         | 26.3%                         | 71.5%         | 2.2%                      | 137            |
|                               | 6 +           | 50.9%                         | 43.4%         | 5.7%                      | 53             |
| Gross Sales CY 2006 over 2005 | Decrease      | 19.1%                         | 79.4%         | 1.5%                      | 68             |
|                               | Stay the same | 25.0%                         | 73.1%         | 1.9%                      | 108            |
|                               | Increase      | 33.8%                         | 61.2%         | 5.0%                      | 139            |

#### Pearson Chi-Square Tests

|                               |            | Training-Verbal communication |
|-------------------------------|------------|-------------------------------|
| Number of Employees           | Chi-square | 25.425                        |
|                               | df         | 4                             |
|                               | Sig.       | .000(*)                       |
| Gross Sales CY 2006 over 2005 | Chi-square | 9.282                         |
|                               | df         | 4                             |
|                               | Sig.       | .054(a)                       |

Results are based on nonempty rows and columns in each innermost subtable.

\* The Chi-square statistic is significant at the 0.05 level.

a More than 20% of cells in this subtable have expected cell counts less than 5. Chi-square results may be invalid.

|                               |               | Training-Management skills |         |            |       |
|-------------------------------|---------------|----------------------------|---------|------------|-------|
|                               |               | Yes                        | No      | DK-MISSING | Total |
|                               |               | Row N %                    | Row N % | Row N %    | Count |
| Number of Employees           | Total         | 29.6%                      | 65.4%   | 5.0%       | 338   |
|                               | 1             | 20.3%                      | 73.0%   | 6.8%       | 148   |
|                               | 2 - 5         | 32.8%                      | 64.2%   | 2.9%       | 137   |
| Gross Sales CY 2006 over 2005 | 6 +           | 47.2%                      | 47.2%   | 5.7%       | 53    |
|                               | Decrease      | 22.1%                      | 75.0%   | 2.9%       | 68    |
|                               | Stay the same | 29.6%                      | 68.5%   | 1.9%       | 108   |
|                               | Increase      | 36.0%                      | 60.4%   | 3.6%       | 139   |

#### Pearson Chi-Square Tests

|                               |            | Training-Management skills |
|-------------------------------|------------|----------------------------|
| Number of Employees           | Chi-square | 16.525                     |
|                               | df         | 4                          |
|                               | Sig.       | .002(*)                    |
| Gross Sales CY 2006 over 2005 | Chi-square | 5.170                      |
|                               | df         | 4                          |
|                               | Sig.       | .270(a)                    |

Results are based on nonempty rows and columns in each innermost subtable.

\* The Chi-square statistic is significant at the 0.05 level.

a More than 20% of cells in this subtable have expected cell counts less than 5. Chi-square results may be invalid.

|                               |               | Training-Computer skills |         |            |       |
|-------------------------------|---------------|--------------------------|---------|------------|-------|
|                               |               | Yes                      | No      | DK-MISSING | Total |
|                               |               | Row N %                  | Row N % | Row N %    | Count |
| Number of Employees           | Total         | 31.4%                    | 62.4%   | 6.2%       | 338   |
|                               | 1             | 23.0%                    | 68.2%   | 8.8%       | 148   |
|                               | 2 - 5         | 32.8%                    | 63.5%   | 3.6%       | 137   |
| Gross Sales CY 2006 over 2005 | 6 +           | 50.9%                    | 43.4%   | 5.7%       | 53    |
|                               | Decrease      | 13.2%                    | 80.9%   | 5.9%       | 68    |
|                               | Stay the same | 31.5%                    | 63.9%   | 4.6%       | 108   |
|                               | Increase      | 43.9%                    | 53.2%   | 2.9%       | 139   |

#### Pearson Chi-Square Tests

|                               |            | Training-Computer skills |
|-------------------------------|------------|--------------------------|
| Number of Employees           | Chi-square | 16.849                   |
|                               | df         | 4                        |
|                               | Sig.       | .002(*)                  |
| Gross Sales CY 2006 over 2005 | Chi-square | 19.788                   |
|                               | df         | 4                        |
|                               | Sig.       | .001(*,a)                |

Results are based on nonempty rows and columns in each innermost subtable.

\* The Chi-square statistic is significant at the 0.05 level.

a More than 20% of cells in this subtable have expected cell counts less than 5. Chi-square results may be invalid.

|                               |               | Training-Job specific skills |         |            |       |
|-------------------------------|---------------|------------------------------|---------|------------|-------|
|                               |               | Yes                          | No      | DK-MISSING | Total |
|                               |               | Row N %                      | Row N % | Row N %    | Count |
| Number of Employees           | Total         | 23.1%                        | 70.1%   | 6.8%       | 338   |
|                               | 1             | 13.5%                        | 79.7%   | 6.8%       | 148   |
|                               | 2 - 5         | 24.8%                        | 70.8%   | 4.4%       | 137   |
| Gross Sales CY 2006 over 2005 | 6 +           | 45.3%                        | 41.5%   | 13.2%      | 53    |
|                               | Decrease      | 16.2%                        | 80.9%   | 2.9%       | 68    |
|                               | Stay the same | 21.3%                        | 73.1%   | 5.6%       | 108   |
|                               | Increase      | 30.2%                        | 64.0%   | 5.8%       | 139   |

#### Pearson Chi-Square Tests

|                               |            | Training-Job specific skills |
|-------------------------------|------------|------------------------------|
| Number of Employees           | Chi-square | 29.894                       |
|                               | df         | 4                            |
|                               | Sig.       | .000(*)                      |
| Gross Sales CY 2006 over 2005 | Chi-square | 7.022                        |
|                               | df         | 4                            |
|                               | Sig.       | .135                         |

Results are based on nonempty rows and columns in each innermost subtable.

\* The Chi-square statistic is significant at the 0.05 level.

|                               |               | Does your business or organization have any current training needs that are not being met within your organization? |         |         |       |
|-------------------------------|---------------|---|---------|---------|-------|
|                               |               | Yes   | No      | DK      | Total |
|                               |               | Row N %   | Row N % | Row N % | Count |
| Number of Employees           | Total         | 7.7%  | 89.3%   | 3.0%    | 338   |
|                               | 1             | 3.4%  | 91.2%   | 5.4%    | 148   |
|                               | 2 - 5         | 8.8%  | 91.2%   | .0%     | 137   |
|                               | 6 +           | 17.0%   | 79.2%   | 3.8%    | 53    |
| Gross Sales CY 2006 over 2005 | Decrease      | 5.9%  | 92.6%   | 1.5%    | 68    |
|                               | Stay the same | 12.0%   | 88.0%   | .0%     | 108   |
|                               | Increase      | 6.5%  | 92.1%   | 1.4%    | 139   |

#### Pearson Chi-Square Tests

|                               |            | Does your business or organization have any current training needs that are not being met within your organization? |
|-------------------------------|------------|---|
| Number of Employees           | Chi-square | 17.613  |
|                               | df         | 4   |
| Gross Sales CY 2006 over 2005 | Sig.       | .001(*,a)   |
|                               | Chi-square | 4.581   |
|                               | df         | 4   |
|                               | Sig.       | .333(a,b)   |

Results are based on nonempty rows and columns in each innermost subtable.

\* The Chi-square statistic is significant at the 0.05 level.

a More than 20% of cells in this subtable have expected cell counts less than 5. Chi-square results may be invalid.

b The minimum expected cell count in this subtable is less than one. Chi-square results may be invalid.

|                               |               | What about over the next two years? Does your business or organization have any training needs over the next two years that you don't anticipate being able to meet within your organization? |         |         |       |
|-------------------------------|---------------|---|---------|---------|-------|
|                               |               | Yes   | No      | DK      | Total |
|                               |               | Row N %   | Row N % | Row N % | Count |
| Number of Employees           | Total         | 13.3%   | 82.5%   | 4.1%    | 338   |
|                               | 1             | 8.8%  | 85.1%   | 6.1%    | 148   |
|                               | 2 - 5         | 10.9%   | 86.9%   | 2.2%    | 137   |
| Gross Sales CY 2006 over 2005 | 6 +           | 32.1%   | 64.2%   | 3.8%    | 53    |
|                               | Decrease      | 10.3%   | 88.2%   | 1.5%    | 68    |
|                               | Stay the same | 8.3%  | 89.8%   | 1.9%    | 108   |
|                               | Increase      | 20.1%   | 77.0%   | 2.9%    | 139   |

### Pearson Chi-Square Tests

|                               |            |   |
|-------------------------------|------------|---|
|                               |            | What about over the next two years? Does your business or organization have any training needs over the next two years that you don't anticipate being able to meet within your organization? |
| Number of Employees           | Chi-square | 22.093  |
|                               | df         | 4   |
|                               | Sig.       | .000(*)   |
| Gross Sales CY 2006 over 2005 | Chi-square | 8.813   |
|                               | df         | 4   |
|                               | Sig.       | .066(a)   |

Results are based on nonempty rows and columns in each innermost subtable.

\* The Chi-square statistic is significant at the 0.05 level.

a More than 20% of cells in this subtable have expected cell counts less than 5. Chi-square results may be invalid.

|                               |               | I want to ask now about your future job training needs. Do you anticipate increasing the number of positions for certain jobs in the next two years? |         |            |       |
|-------------------------------|---------------|--|---------|------------|-------|
|                               |               | Yes  | No      | DK-MISSING | Total |
|                               |               | Row N %  | Row N % | Row N %    | Count |
| Number of Employees           | Total         | 23.1%  | 66.0%   | 10.9%      | 338   |
|                               | 1             | 10.8%  | 80.4%   | 8.8%       | 148   |
|                               | 2 - 5         | 27.7%  | 59.1%   | 13.1%      | 137   |
|                               | 6 +           | 45.3%  | 43.4%   | 11.3%      | 53    |
| Gross Sales CY 2006 over 2005 | Decrease      | 14.7%  | 76.5%   | 8.8%       | 68    |
|                               | Stay the same | 13.0%  | 79.6%   | 7.4%       | 108   |
|                               | Increase      | 37.4%  | 51.8%   | 10.8%      | 139   |

### Pearson Chi-Square Tests

|                               |            | I want to ask now about your future job training needs. Do you anticipate increasing the number of positions for certain jobs in the next two years? |        |         |
|-------------------------------|------------|--|--------|---------|
|                               |            | Chi-square   |        |         |
|                               |            | df   |        |         |
| Number of Employees           | Chi-square |  | 33.246 |         |
|                               | df         |  |        | 4       |
|                               | Sig.       |  |        | .000(*) |
| Gross Sales CY 2006 over 2005 | Chi-square |  | 27.327 |         |
|                               | df         |  |        | 4       |
|                               | Sig.       |  |        | .000(*) |

Results are based on nonempty rows and columns in each innermost subtable.

\* The Chi-square statistic is significant at the 0.05 level.

|                               |               | Do you anticipate decreasing the number of positions for certain jobs in the next two years? |         |            |       |
|-------------------------------|---------------|--|---------|------------|-------|
|                               |               | Yes  | No      | DK-MISSING | Total |
|                               |               | Row N %  | Row N % | Row N %    | Count |
| Number of Employees           | Total         | 3.6%   | 90.8%   | 5.6%       | 338   |
|                               | 1             | 1.4%   | 92.6%   | 6.1%       | 148   |
|                               | 2 - 5         | 3.6%   | 92.0%   | 4.4%       | 137   |
| Gross Sales CY 2006 over 2005 | Decrease      | 4.4%   | 91.2%   | 4.4%       | 68    |
|                               | Stay the same | 1.9%   | 96.3%   | 1.9%       | 108   |
|                               | Increase      | 5.0%   | 90.6%   | 4.3%       | 139   |

#### Pearson Chi-Square Tests

|                               |            | Do you anticipate decreasing the number of positions for certain jobs in the next two years? |
|-------------------------------|------------|--|
| Number of Employees           | Chi-square | 8.393  |
|                               | df         | 4  |
|                               | Sig.       | .078(a)  |
| Gross Sales CY 2006 over 2005 | Chi-square | 3.198  |
|                               | df         | 4  |
|                               | Sig.       | .525(a)  |

Results are based on nonempty rows and columns in each innermost subtable.

a More than 20% of cells in this subtable have expected cell counts less than 5. Chi-square results may be invalid.

|                        |       | For CALENDAR YEAR 2006, will your business's gross sales increase, stay about the same, or decrease from 2005? |                             |                     |                           |                |
|------------------------|-------|--|-----------------------------|---------------------|---------------------------|----------------|
|                        |       | Increase<br>Row N %  | Stay the<br>same<br>Row N % | Decrease<br>Row N % | DK-<br>MISSING<br>Row N % | Total<br>Count |
| Number of<br>Employees | Total | 41.1%  | 32.0%                       | 20.1%               | 6.8%                      | 338            |
|                        | 1     | 28.4%  | 33.8%                       | 27.0%               | 10.8%                     | 148            |
|                        | 2 - 5 | 43.8%  | 35.0%                       | 16.1%               | 5.1%                      | 137            |
|                        | 6 +   | 69.8%  | 18.9%                       | 11.3%               | .0%                       | 53             |

#### Pearson Chi-Square Tests

|                        |            | For CALENDAR YEAR 2006, will your business's gross sales increase, stay about the same, or decrease from 2005? |
|------------------------|------------|--|
| Number of<br>Employees | Chi-square |  |
|                        |            | 34.441   |
|                        | df         | 6  |
|                        | Sig.       | .000(*)  |

Results are based on nonempty rows and columns in each innermost subtable.

\* The Chi-square statistic is significant at the 0.05 level.

|                               |               | For CALENDAR YEAR 2006, will your business's production increase, stay about the same, or decrease from 2005? |               |          |            |       |
|-------------------------------|---------------|---|---------------|----------|------------|-------|
|                               |               | Increase  | Stay the same | Decrease | DK-MISSING | Total |
|                               |               | Row N %   | Row N %       | Row N %  | Row N %    | Count |
| Number of Employees           | Total         | 44.4%   | 33.1%         | 16.9%    | 5.6%       | 338   |
|                               | 1             | 35.8%   | 35.1%         | 20.3%    | 8.8%       | 148   |
|                               | 2 - 5         | 46.7%   | 35.0%         | 15.3%    | 2.9%       | 137   |
|                               | 6 +           | 62.3%   | 22.6%         | 11.3%    | 3.8%       | 53    |
| Gross Sales CY 2006 over 2005 | Decrease      | 8.8%  | 26.5%         | 64.7%    | .0%        | 68    |
|                               | Stay the same | 21.3%   | 71.3%         | 7.4%     | .0%        | 108   |
|                               | Increase      | 84.2%   | 11.5%         | 2.9%     | 1.4%       | 139   |

#### Pearson Chi-Square Tests

|                               |            | For CALENDAR YEAR 2006, will your business's production increase, stay about the same, or decrease from 2005? |
|-------------------------------|------------|---|
| Number of Employees           | Chi-square | 15.436  |
|                               | df         | 6   |
|                               | Sig.       | .017(*)   |
| Gross Sales CY 2006 over 2005 | Chi-square | 252.389   |
|                               | df         | 6   |
|                               | Sig.       | .000(*,a,b)   |

Results are based on nonempty rows and columns in each innermost subtable.

\* The Chi-square statistic is significant at the 0.05 level.

a More than 20% of cells in this subtable have expected cell counts less than 5. Chi-square results may be invalid.

b The minimum expected cell count in this subtable is less than one. Chi-square results may be invalid.

|                               |               | For CALENDAR YEAR 2006, will your business's profits increase, stay about the same, or decrease from 2005? |               |          |            |       |
|-------------------------------|---------------|--|---------------|----------|------------|-------|
|                               |               | Increase   | Stay the same | Decrease | DK-MISSING | Total |
|                               |               | Row N %  | Row N %       | Row N %  | Row N %    | Count |
| Number of Employees           | Total         | 33.1%  | 30.5%         | 26.0%    | 10.4%      | 338   |
|                               | 1             | 26.4%  | 30.4%         | 29.7%    | 13.5%      | 148   |
|                               | 2 - 5         | 34.3%  | 32.8%         | 24.8%    | 8.0%       | 137   |
|                               | 6 +           | 49.1%  | 24.5%         | 18.9%    | 7.5%       | 53    |
| Gross Sales CY 2006 over 2005 | Decrease      | 4.4%   | 13.2%         | 82.4%    | .0%        | 68    |
|                               | Stay the same | 10.2%  | 59.3%         | 22.2%    | 8.3%       | 108   |
|                               | Increase      | 70.5%  | 20.1%         | 5.8%     | 3.6%       | 139   |

### Pearson Chi-Square Tests

|                               |            | For CALENDAR YEAR 2006, will your business's profits increase, stay about the same, or decrease from 2005? |
|-------------------------------|------------|--|
| Number of Employees           | Chi-square | 11.480   |
|                               | df         | 6  |
|                               | Sig.       | .075   |
| Gross Sales CY 2006 over 2005 | Chi-square | 229.180  |
|                               | df         | 6  |
|                               | Sig.       | .000(*)  |

Results are based on nonempty rows and columns in each innermost subtable.

\* The Chi-square statistic is significant at the 0.05 level.

|                               |               | Looking ahead to CALENDAR YEAR 2007, what do you anticipate will happen to your plant's production in 2007? |               |          |            |       |
|-------------------------------|---------------|---|---------------|----------|------------|-------|
|                               |               | Increase  | Stay the same | Decrease | DK-MISSING | Total |
|                               |               | Row N %   | Row N %       | Row N %  | Row N %    | Count |
| Number of Employees           | Total         | 54.7%   | 30.5%         | 5.9%     | 8.9%       | 338   |
|                               | 1             | 49.3%   | 31.1%         | 6.1%     | 13.5%      | 148   |
|                               | 2 - 5         | 61.3%   | 27.0%         | 6.6%     | 5.1%       | 137   |
| Gross Sales CY 2006 over 2005 | 6 +           | 52.8%   | 37.7%         | 3.8%     | 5.7%       | 53    |
|                               | Decrease      | 48.5%   | 26.5%         | 14.7%    | 10.3%      | 68    |
|                               | Stay the same | 53.7%   | 37.0%         | 4.6%     | 4.6%       | 108   |
|                               | Increase      | 62.6%   | 30.9%         | 2.9%     | 3.6%       | 139   |

### Pearson Chi-Square Tests

|                               |            | Looking ahead to CALENDAR YEAR 2007, what do you anticipate will happen to your plant's production in 2007? |
|-------------------------------|------------|---|
| Number of Employees           | Chi-square | 10.296  |
|                               | df         | 6   |
|                               | Sig.       | .113  |
| Gross Sales CY 2006 over 2005 | Chi-square | 18.479  |
|                               | df         | 6   |
|                               | Sig.       | .005(*)   |

Results are based on nonempty rows and columns in each innermost subtable.

\* The Chi-square statistic is significant at the 0.05 level.

|                               |               | What do you anticipate will happen to the prices you receive for your plant's products in 2007? |               |          |            |       |
|-------------------------------|---------------|---|---------------|----------|------------|-------|
|                               |               | Increase  | Stay the same | Decrease | DK-MISSING | Total |
|                               |               | Row N %   | Row N %       | Row N %  | Row N %    | Count |
| Number of Employees           | Total         | 49.1%   | 38.8%         | 3.8%     | 8.3%       | 338   |
|                               | 1             | 38.5%   | 46.6%         | 2.7%     | 12.2%      | 148   |
|                               | 2 - 5         | 54.7%   | 36.5%         | 5.1%     | 3.6%       | 137   |
|                               | 6 +           | 64.2%   | 22.6%         | 3.8%     | 9.4%       | 53    |
| Gross Sales CY 2006 over 2005 | Decrease      | 47.1%   | 38.2%         | 7.4%     | 7.4%       | 68    |
|                               | Stay the same | 46.3%   | 43.5%         | 3.7%     | 6.5%       | 108   |
|                               | Increase      | 56.8%   | 38.1%         | 2.9%     | 2.2%       | 139   |

### Pearson Chi-Square Tests

|                               |            | What do you anticipate will happen to the prices you receive for your plant's products in 2007? |
|-------------------------------|------------|---|
| Number of Employees           | Chi-square | 20.201  |
|                               | df         | 6   |
|                               | Sig.       | .003(*)   |
| Gross Sales CY 2006 over 2005 | Chi-square | 8.003   |
|                               | df         | 6   |
|                               | Sig.       | .238(a)   |

Results are based on nonempty rows and columns in each innermost subtable.

\* The Chi-square statistic is significant at the 0.05 level.

a More than 20% of cells in this subtable have expected cell counts less than 5. Chi-square results may be invalid.

|                               |               | What do you anticipate will happen to your plant's gross sales in 2007? |               |          |            |       |
|-------------------------------|---------------|---|---------------|----------|------------|-------|
|                               |               | Increase  | Stay the same | Decrease | DK-MISSING | Total |
|                               |               | Row N %   | Row N %       | Row N %  | Row N %    | Count |
| Number of Employees           | Total         | 58.9%   | 25.1%         | 6.5%     | 9.5%       | 338   |
|                               | 1             | 47.3%   | 27.7%         | 7.4%     | 17.6%      | 148   |
|                               | 2 - 5         | 67.9%   | 21.9%         | 5.8%     | 4.4%       | 137   |
|                               | 6 +           | 67.9%   | 26.4%         | 5.7%     | .0%        | 53    |
| Gross Sales CY 2006 over 2005 | Decrease      | 45.6%   | 25.0%         | 19.1%    | 10.3%      | 68    |
|                               | Stay the same | 55.6%   | 34.3%         | 5.6%     | 4.6%       | 108   |
|                               | Increase      | 73.4%   | 20.1%         | 1.4%     | 5.0%       | 139   |

#### Pearson Chi-Square Tests

|                               |            | What do you anticipate will happen to your plant's gross sales in 2007? |
|-------------------------------|------------|---|
| Number of Employees           | Chi-square | 26.356  |
|                               | df         | 6   |
|                               | Sig.       | .000(*)   |
| Gross Sales CY 2006 over 2005 | Chi-square | 35.660  |
|                               | df         | 6   |
|                               | Sig.       | .000(*)   |

Results are based on nonempty rows and columns in each innermost subtable.

\* The Chi-square statistic is significant at the 0.05 level.

|                               |               | What do you anticipate will happen to your plant's profit in 2007? |               |          |            |       |
|-------------------------------|---------------|--|---------------|----------|------------|-------|
|                               |               | Increase   | Stay the same | Decrease | DK-MISSING | Total |
|                               |               | Row N %  | Row N %       | Row N %  | Row N %    | Count |
| Number of Employees           | Total         | 51.5%  | 29.6%         | 8.9%     | 10.1%      | 338   |
|                               | 1             | 41.2%  | 31.8%         | 10.1%    | 16.9%      | 148   |
|                               | 2 - 5         | 60.6%  | 26.3%         | 8.8%     | 4.4%       | 137   |
|                               | 6 +           | 56.6%  | 32.1%         | 5.7%     | 5.7%       | 53    |
| Gross Sales CY 2006 over 2005 | Decrease      | 41.2%  | 29.4%         | 22.1%    | 7.4%       | 68    |
|                               | Stay the same | 42.6%  | 40.7%         | 9.3%     | 7.4%       | 108   |
|                               | Increase      | 66.9%  | 25.9%         | 2.2%     | 5.0%       | 139   |

#### Pearson Chi-Square Tests

|                               |            | What do you anticipate will happen to your plant's profit in 2007? |
|-------------------------------|------------|--|
| Number of Employees           | Chi-square | 19.524   |
|                               | df         | 6  |
|                               | Sig.       | .003(*)  |
| Gross Sales CY 2006 over 2005 | Chi-square | 34.481   |
|                               | df         | 6  |
|                               | Sig.       | .000(*)  |

Results are based on nonempty rows and columns in each innermost subtable.

\* The Chi-square statistic is significant at the 0.05 level.

**APPENDIX C: FINAL WIRED MANUFACTURERS QUESTIONNAIRE**

Hello, my name is \_\_\_\_\_. I am calling from the University of Montana here in Missoula on behalf of the State of Montana.

We're calling businesses across the state to gather information on some of the issues Montana businesses face when producing their products or training their employees. Your participation in this study is an opportunity to inform key state leaders about these issues. The information from this survey will be used only by state agencies; it's voluntary, and usually takes about 10 minutes.

We need to speak with the owner, manager, or other person responsible for operations at your firm.

1. Are you that person?

Yes 1 (CONTINUE WITH Q2)  
No 0 (ASK PROMPT BELOW)

IF "NO", THEN ASK: WITH WHOM SHOULD I SPEAK? {GET NAME AND PHONE NUMBER}

IF NOT AVAILABLE ASK: WHAT IS A GOOD TIME TO CALL BACK?

ONCE RESPONDENT IDENTIFIED, REPEAT INTRO, GO TO Q2

Please answer the questions in this survey for your worksite only. For this survey, "worksite" is defined as the physical location where you work now. This does not include branches, stores, or sites outside of your specific location, even though they may be part of your organization.

2. What is your title at your business or organization?

\_\_\_\_\_ JOB TITLE

3. We need to verify the full name of your business. What is the full name of your business?

4. We also need to verify the address of your business. What is the address of your business? We need both mailing and physical address.

\_\_\_\_\_ PHYSICAL ADDRESS

\_\_\_\_\_ MAILING ADDRESS

5. Does your business have a world-wide web site?

|     |   |            |
|-----|---|------------|
| Yes | 1 | GO TO Q6   |
| No  | 2 | SKIP TO Q7 |
| DK  | 8 | SKIP TO Q7 |

6. What is the address of that site?

\_\_\_\_\_ WEB SITE ADDRESS

7. What kind of product(s) does your business provide to customers right now?

\_\_\_\_\_ PRODUCT(S)

8. What is (are) the primary product(s) your business provides to customers right now?

\_\_\_\_\_ PRIMARY PRODUCT (S)

9. Does your business take inputs (or raw materials) and process them by adding value before selling them to your customers, or not? PROMPT IF NEEDED: DOES YOUR BUSINESS TAKE RAW MATERIALS AND PROCESS THEM BEFORE SELLING THEM (INCLUDES SUB-ASSEMBLY?)

|     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |
| DK  | 8 |

10. Are any of the inputs to your product(s) made of any type of plant or animal-based material, or not?

|     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |
| DK  | 8 |

10a. (If No) Does your business plan on adding a product in the future that is made, at least in part, of any type of plant or animal-based material, or not?

|     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |
| DK  | 8 |

IF Q9 = 2 OR qQ0 AND Q10a = 2 THEN END INTERVIEW, ELSE CONTINUE.

11. Please describe for me the primary manufacturing process(es) used by your business.

\_\_\_\_\_ PRIMARY PROCESS

12. What is (are) the main type(s) of equipment that your business uses to manufacture its product(s)?

\_\_\_\_\_ MAIN TYPE(S) OF EQUIPMENT

13. What is the total number of full-time (35+ hours per week) employees presently working at your location?

\_\_\_\_\_ FULL-TIME EMPLOYEES

14. What is the total number of part-time (less than 35 hours per week) employees presently working at your location?

\_\_\_\_\_ PART-TIME EMPLOYEES

15. ASK ONLY IF AN ARTS AND CRAFTS BUSINESS. Does your business now, or is your business capable of producing enough product to supply a wholesaler?

|     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |
| DK  | 8 |

16. ASK ONLY IF AN ARTS AND CRAFTS BUSINESS. **Is your business interested in a state-wide marketing program that attempts to place your product in retail venues and promote your product, or not?**

|     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |
| DK  | 8 |

17. **In terms of education and training, how well prepared were your new hires over the last year, that is, since January 1, 2006? SKIP IF SOLE PROPRIETOR.**

|                        |   |
|------------------------|---|
| Very well prepared     | 4 |
| Somewhat well prepared | 3 |
| Somewhat unprepared    | 2 |
| Very unprepared        | 1 |
| SOLE PROPRIETOR        | 7 |

18. **For the workers you hired over the last year, that is, since January 1, 2006, please rate their skill level in each of the following areas. SKIP IF SOLE PROPRIETOR.**

|   | Very Prepared | Somewhat Prepared | Somewhat Unprepared | Very Unprep. |
|---|---------------|-------------------|---------------------|--------------|
| a. Work ethic/personal responsibility                                     | 4             | 3                 | 2                   | 1            |
| b. Social skills (appearance, working as a member of a team)              | 4             | 3                 | 2                   | 1            |
| c. Math skills  | 4             | 3                 | 2                   | 1            |
| d. Written communication (reading and writing)                            | 4             | 3                 | 2                   | 1            |
| e. Verbal communication (listening & speaking)                            | 4             | 3                 | 2                   | 1            |
| f. Management skills  | 4             | 3                 | 2                   | 1            |
| g. Computer skills  | 4             | 3                 | 2                   | 1            |
| h. Job specific skills (i.e. electrical, mechanical, machinery operation) | 4             | 3                 | 2                   | 1            |

19. Next I'm going to ask you about specific types of training programs that could be offered. For each type I mention, please tell me whether or not your business or organization would use that program in the next two years. SKIP IF SOLE PROPRIETOR.

|   | Yes | No |
|---|-----|----|
| a. Work ethic/personal responsibility                                     | 1   | 2  |
| b. Social skills (appearance, working as a member of a team)              | 1   | 2  |
| c. Math skills  | 1   | 2  |
| d. Written communication (reading and writing)                            | 1   | 2  |
| e. Verbal communication (listening & speaking)                            | 1   | 2  |
| f. Management skills  | 1   | 2  |
| g. Computer skills  | 1   | 2  |
| h. Job specific skills (i.e. electrical, mechanical, machinery operation) | 1   | 2  |

20. Does your business or organization have any current training needs that are not being met within your organization?

|     |   |            |
|-----|---|------------|
| Yes | 1 | GO TO 20A  |
| No  | 2 | SKIP TO 21 |
| DK  | 8 | SKIP TO 21 |

20a. What are they?

\_\_\_\_\_ TRAINING NEEDS

21. What about over the next two years? Does your business or organization have any training needs over the next two years that you don't anticipate being able to meet within your organization?

|     |   |            |
|-----|---|------------|
| Yes | 1 | GO TO 21A  |
| No  | 2 | SKIP TO 22 |
| DK  | 8 | SKIP TO 22 |

21a. What are they?

\_\_\_\_\_ TRAINING NEEDS

22. I want to ask now about your future job training needs. Do you anticipate increasing the number of positions for certain jobs in the next two years?

|     |   |            |
|-----|---|------------|
| Yes | 1 | GO TO 22A  |
| No  | 2 | SKIP TO 23 |
| DK  | 8 | SKIP TO 23 |

22a. What are the job titles for those positions?

\_\_\_\_\_ JOB TITLE

23. Do you anticipate decreasing the number of positions for certain jobs in the next two years?

|     |   |            |
|-----|---|------------|
| Yes | 1 | GO TO 23A  |
| No  | 2 | SKIP TO 24 |
| DK  | 8 | SKIP TO 24 |

23a. What are the job titles for those positions?

\_\_\_\_\_ JOB TITLE

24. Please tell me the major issues that have affected your business in 2006.

---

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25. For CALENDAR YEAR 2006, will your business's gross sales increase, stay about the same, or decrease from 2005?

|                   | <u>Increase</u> | <u>Stay Same</u> | <u>Decrease</u> |
|-------------------|-----------------|------------------|-----------------|
| Gross sales ..... | 3               | 2                | 1               |

26. For CALENDAR YEAR 2006, will your business's production increase, stay about the same, or decrease from 2005?

|                  | <u>Increase</u> | <u>Stay Same</u> | <u>Decrease</u> |
|------------------|-----------------|------------------|-----------------|
| Production ..... | 3               | 2                | 1               |

27. For CALENDAR YEAR 2006, will your business's profits increase, stay about the same, or decrease from 2005?

|               | <u>Increase</u> | <u>Stay Same</u> | <u>Decrease</u> |
|---------------|-----------------|------------------|-----------------|
| Profits ..... | 3               | 2                | 1               |

28. Looking ahead to CALENDAR YEAR 2007, what do you anticipate will happen to your plant's production in 2007?

|                           |   |
|---------------------------|---|
| Increase over 2006        | 3 |
| Be about the same as 2006 | 2 |
| Decrease from 2006        | 1 |

29. What do you anticipate will happen to the prices you receive for your plant's products in 2007?

|                           |   |
|---------------------------|---|
| Increase over 2006        | 3 |
| Be about the same as 2006 | 2 |
| Decrease from 2006        | 1 |

30. What do you anticipate will happen to your plant's gross sales in 2007?

|                           |   |
|---------------------------|---|
| Increase over 2006        | 3 |
| Be about the same as 2006 | 2 |
| Decrease from 2006        | 1 |

**31. What do you anticipate will happen to your plant's profit in 2007?**

|                           |   |
|---------------------------|---|
| Increase over 2006        | 3 |
| Be about the same as 2006 | 2 |
| Decrease from 2006        | 1 |

**Thank you very much for your time and effort!**