Australian Computer Society

Employment Survey Report

2007

This report was analysed and written by the Centre for Innovative Industries Economic Research Inc for the Australian Computer Society. The report was edited by Ian Dennis and Len Joynson for the ACS.

About ACS

ACS is the leading professional body in ICT in Australia. Members of the ACS are professionally qualified and accredited.

ACS has over 14,000 members nationally. Of these, some 50% are directly involved in the Australian ICT Industry with approximately 60% holding senior management positions. ACS also supports a large student membership.

In addition to our professional members, over 1000 ICT practitioners participate in ACS Special Interest Groups (SIG), including ICT Governance, E-Commerce, Service Oriented Computing, IT Quality and Telecommunication SIGs.

About CIIER

CIIER is an Asia-Pacific Centre, formed to create a facility, repository, and think-tank for consistent, competently researched, up-to-date, and analysed data on employment, markets, revenue streams, R&D, processes and management methods, specifically focussed on high technology, innovative, and emerging industries.

CIIER produces the *'Top 250' ICT Industry Research Report,* widely recognised as the leading creditable indicator of trends in the Australian ICT industry, in co-operation with Whitehorse Strategic Group Ltd, and conducts detailed analysis and reporting on Information Technology. Reports include the *National Study of the Australian Software Industry & Vertical Applications Markets* (The Australian software industry and vertical applications markets: Globally competitive, domestically undervalued) for the Federal Government (DCITA) in 2005-06; the *ICT Skills Snapshot* for the Government of Victoria in 2005-6; and Reports on other high technology industries, including energy and biotechnology.

EXECUTIVE SUMMARY

The 2007 ACS Survey is the fifth in the series providing detailed information on the employment outlook for ICT professionals in Australia based upon Survey responses. Its aim is to assist ICT professionals; those contemplating a career in the industry, and other industry stakeholders, with a useful overview of employment conditions and attitudes in the profession.

Respondents covered the full range of ICT jobs, with a significant concentration of management, strategic, and senior roles. Whilst the geographic profile of respondents does not correlate, and the industry demography is both "overweight" from Government and education employees and "underweight" from the ICT industry, it correlates well for ICT staff in non-ICT industries.

The relative seniority of respondents is underscored by the overweight representation of the senior professional grades (Member, Senior Member, Fellow), within the survey respondents.

The response rate of 14% females to 86% males is reflective of the gender composition of ACS membership. Whilst it is lower than the employment rate within the ICT sector, it is consistent with earlier Surveys

Employment

The 2007 Survey confirms the continuing tightening of the ICT profession labour market. Survey reported unemployment has continued to decline rapidly over the past four years falling to a new low of 3.84%. 70% of those employed are full-time (>35 hours per week), whilst a further 6.5% are self-employed, with 65% working more than a 40 hour work. 62% of the respondents to the 2007 Survey have worked more than ten years in the ICT industry in Australia.

Discrimination

The 2007 Survey found that a significant proportion (19.2%) of respondents reported that they had been discriminated against on the basis of their age. Both age and sexual discrimination was significantly higher in Queensland, and sexual discrimination was also high in Western Australia.

Job-Skills

The ICT jobs-skills analysis indicates a younger overall age profile for development and technical support, with a slightly older age profile for service delivery, an older age profile for management and administration, and a more even profile for strategy and planning.

Sales and marketing represented a small 2% of respondents, perhaps suggesting a lower than optimum level of accredited ICT professionalism in this group.

Higher proportions of respondents indicated that they mainly operate within design and implementation job-skills. Education and training delivery job-skills continued to decline.

Unemployment

Unemployment experience varied significantly by age. Whilst the relatively high unemployment level for the under 30 age group can be explained by the delay for many in this group in gaining their first job, the higher level of unemployment experience for the 41-50 age group is more likely to be derived from a combination of age discrimination and either real or imagined concerns about the currency of their ICT skills. When combined with the reported levels of age discrimination by both ACS grade and job type, this suggests that ICT recruiting practices are failing to access a significant group of older experienced workers within these job-skills.

Profile

Only 56% of the respondents have received a degree or diploma in any field of study, and a high 37% of respondents have vendor or other (non-University) accreditation as their sole qualification, other than experience. Also significantly, a high percentage of respondents have entered ICT from other fields, and more than half have worked in fields outside ICT at some stage in their careers.

But, most importantly, over 86% of respondents consider themselves to be part of the Australian ICT industry.

Survey Validity

The major value of a Survey is in its ability to be used to model the group surveyed and to accurately reflect that cohort. It is therefore important to establish the validity or otherwise of the Survey data, by comparing its structure to that for both ACS membership, and to ICT professional employment.

The response made to the 2007 ACS Survey, at a response rate of 5.6% of members, reflects members' continuing interest in contributing to an important aspect of ACS activities, which is to further the employment prospects of ICT professionals in Australia.

The following comparisons show the relative percentages applicable to the responses, the ACS membership, and ICT professional and technical employment in Australia, based, in the main, on Department of Employment and Work-place relations data.

**ACS Employment Survey - response by location**
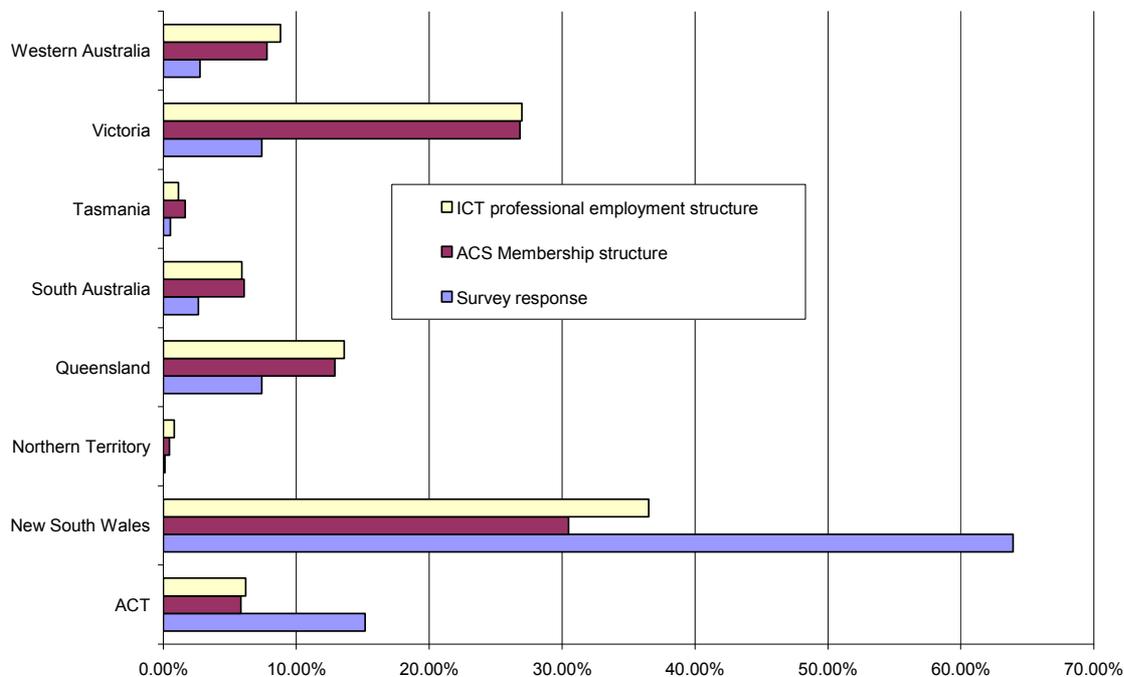
The geographic profile of respondents does not correlate to that of ACS membership in the State concerned, or to the demography for total ICT technical and professional employment. Regional comparatives are therefore likely to more accurately reflect the position in NSW and ACT and may need to be interpreted with caution in relation to other States and Territories.

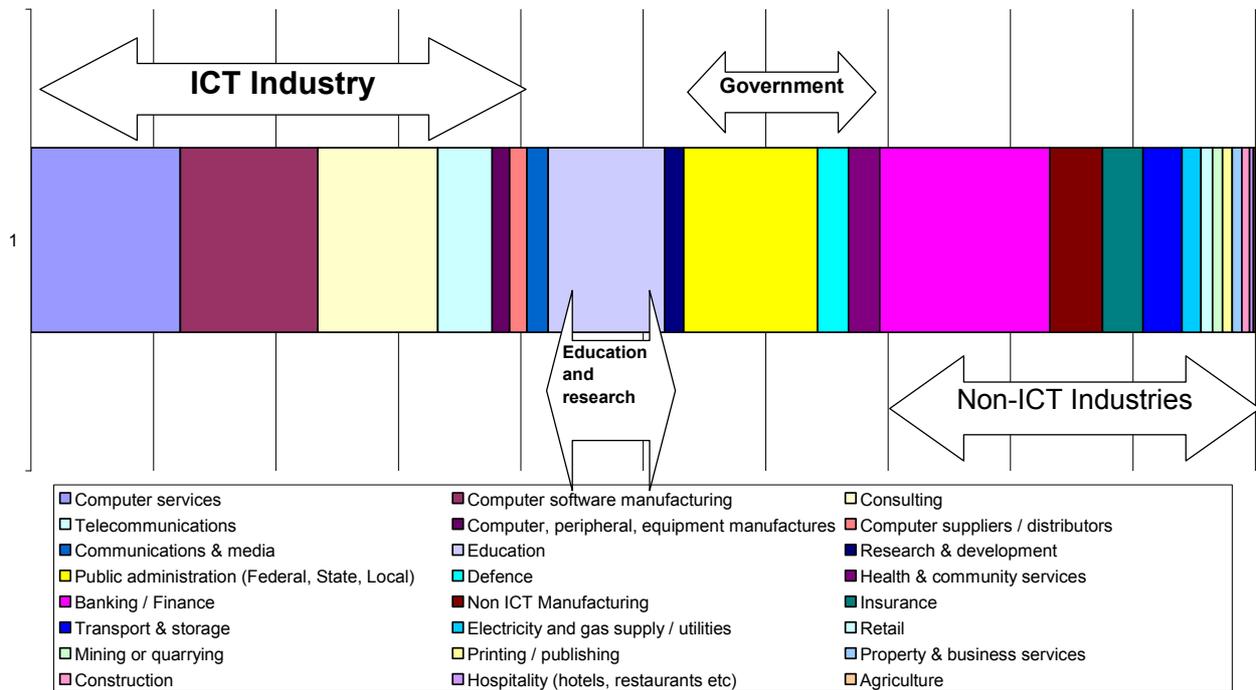**ACS Member Survey - Respondent Industry classification**
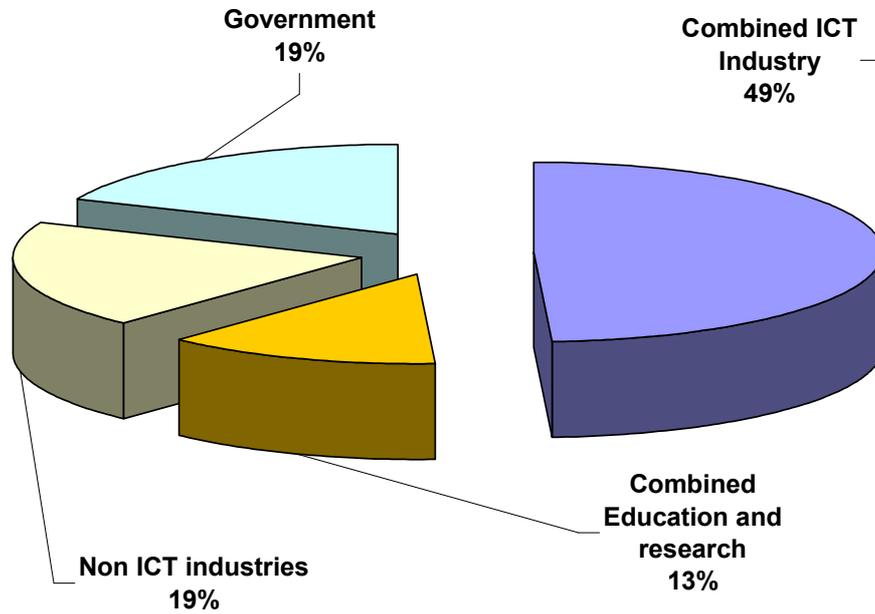
ACS Employment Survey - response by industry group
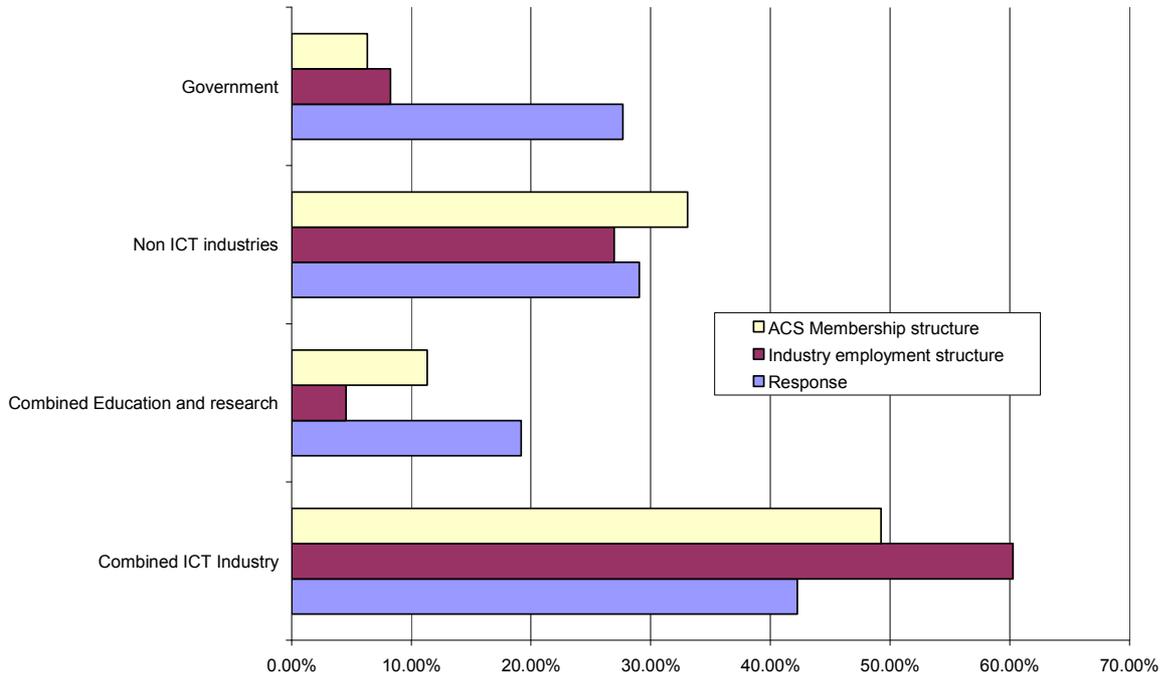
The Survey response demography is "overweight" from Government and education employees, correlates well for ICT staff in non-ICT industries, but is "underweight" from the ICT industry. It should be noted that the ICT Industry includes a significant number of Telecommunications specialists, a number of whom relate more strongly to engineering professional bodies, so the ICT survey response correlation is closer to the ACS membership profile.
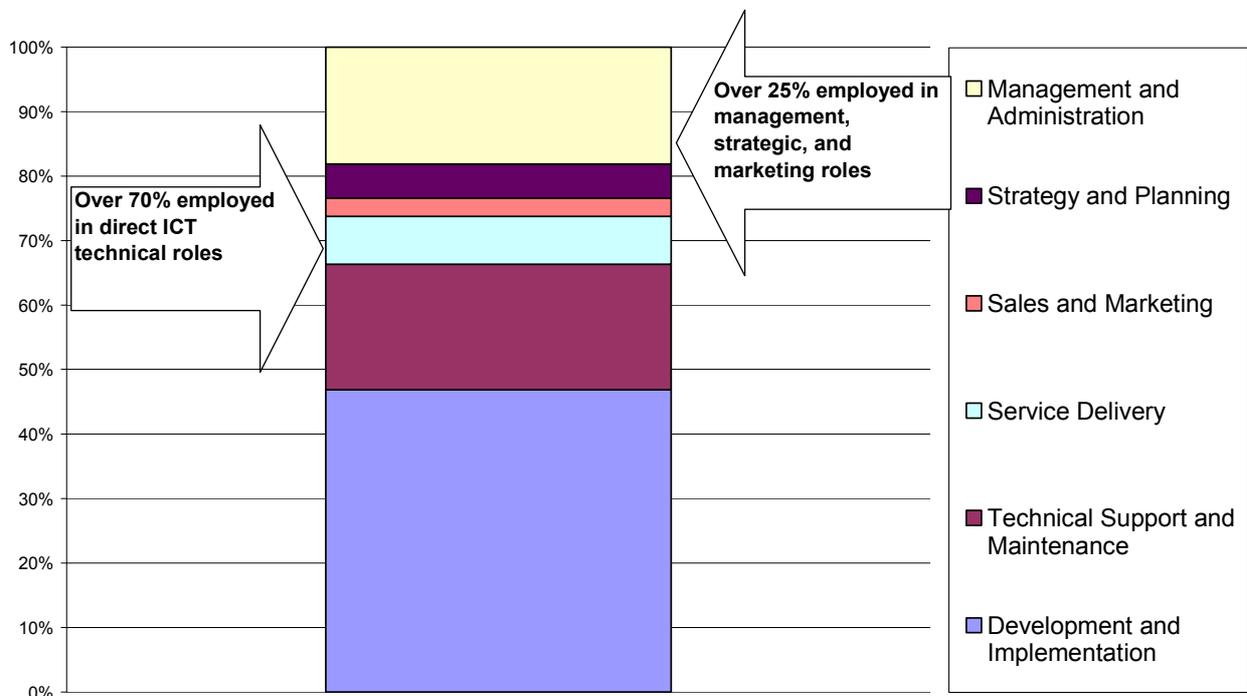
Responses were, however, received from almost every industry sector, with a very strong response from the banking and finance sector within the non-ICT industries.

ACS Employment Survey - Responses by Industry sector

- ■ Computer services
- ■ Computer software manufacturing
- □ Consulting
- □ Telecommunications
- ■ Computer, peripheral, equipment manufactures
- □ Computer suppliers / distributors
- ■ Communications & media
- □ Education
- ■ Research & development
- □ Public administration (Federal, State, Local)
- □ Defence
- ■ Health & community services
- ■ Banking / Finance
- ■ Non ICT Manufacturing
- ■ Insurance
- ■ Transport & storage
- ■ Electricity and gas supply / utilities
- □ Retail
- □ Mining or quarrying
- □ Printing / publishing
- □ Property & business services
- □ Construction
- ■ Hospitality (hotels, restaurants etc)
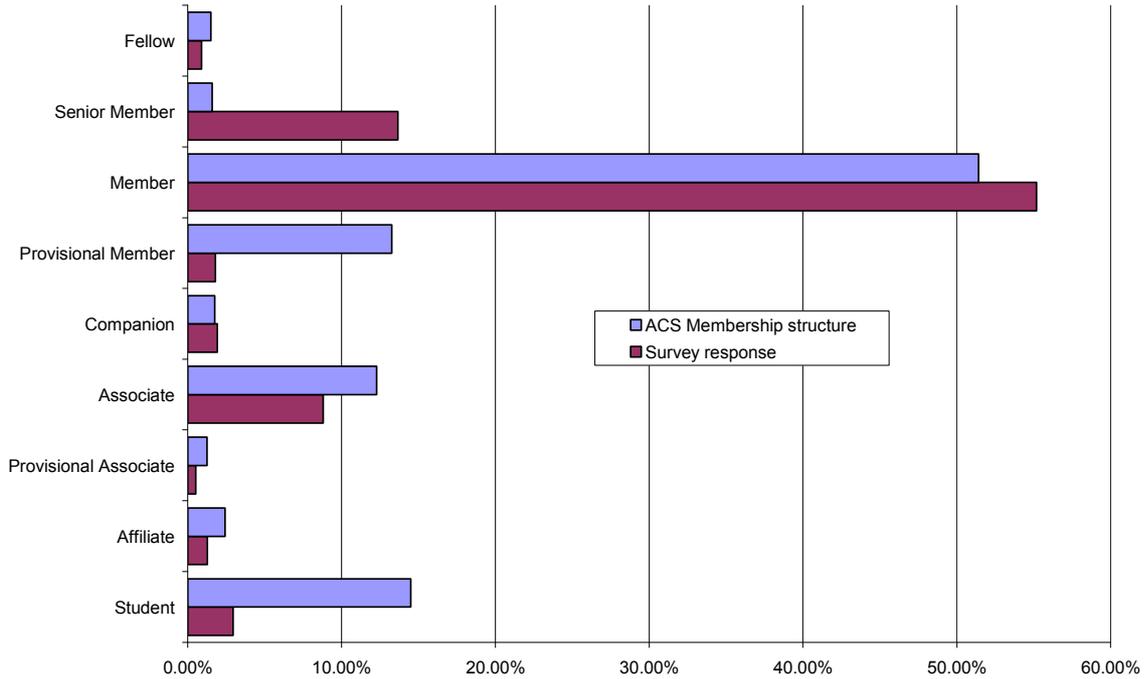- □ Agriculture

Respondents covered the full range of ICT jobs, with a significant concentration of management, strategic, and senior roles.

ACS Employment Survey - Main job type

- □ Management and Administration
- ■ Strategy and Planning
- ■ Sales and Marketing
- □ Service Delivery
- ■ Technical Support and Maintenance
- □ Development and Implementation

ACS Employment Survey - Response by Grade of membership

The relative seniority of respondents is underscored by the overweight representation of the senior professional grades (Member, Senior Member, Fellow), within the survey respondents.

The response rate of 14% females to 86% males is reflective of the gender composition of ACS membership. Whilst it is lower than the employment rate within the ICT sector, it is consistent with earlier Surveys. ABS and CIIER data shows 24% of professionals in the ICT industry workforce are female and 76%, male, however DEWR data indicates that 19% of ICT technical and professional employment in all industries is female. The survey analysis following, in relation to gender issues, should be evaluated in this light.

Analysis of the ACS Employment Survey

Employment

The 2007 Survey confirms the continuing tightening of the ICT profession labour market. Survey reported unemployment has continued to decline rapidly over the past four years (falling from 7.2% in the 2005 Survey to 5.1% in 2006, and now to a new low of 3.84%.

ACS Employment Survey - Employment characteristics
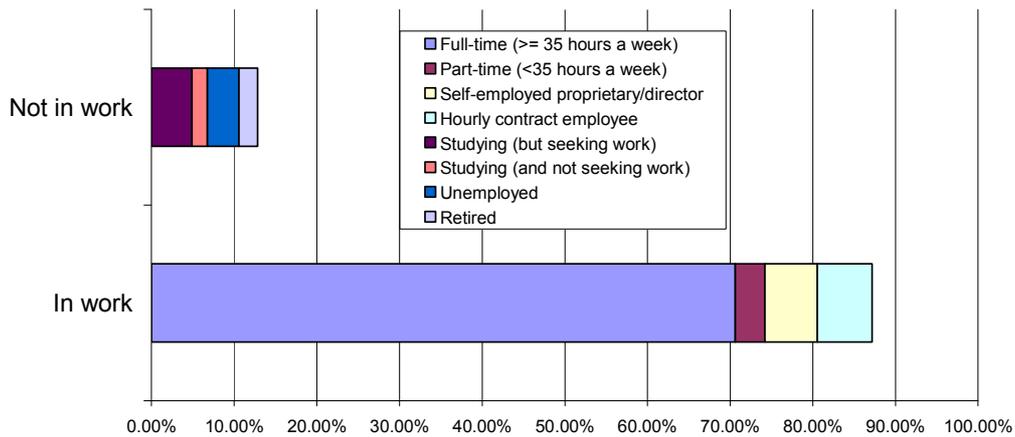
	In work	Not in work
□ Retired		2.25%
■ Unemployed		3.84%
■ Studying (and not seeking work)		1.85%
■ Studying (but seeking work)		4.89%
□ Hourly contract employee	6.61%	
□ Self-employed proprietary/director	6.35%	
■ Part-time (<35 hours a week)	3.57%	
■ Full-time (>= 35 hours a week)	70.63%	

Of those employed, over 70% are full-time (>35 hours per week), whilst a further 6.5% are self-employed.
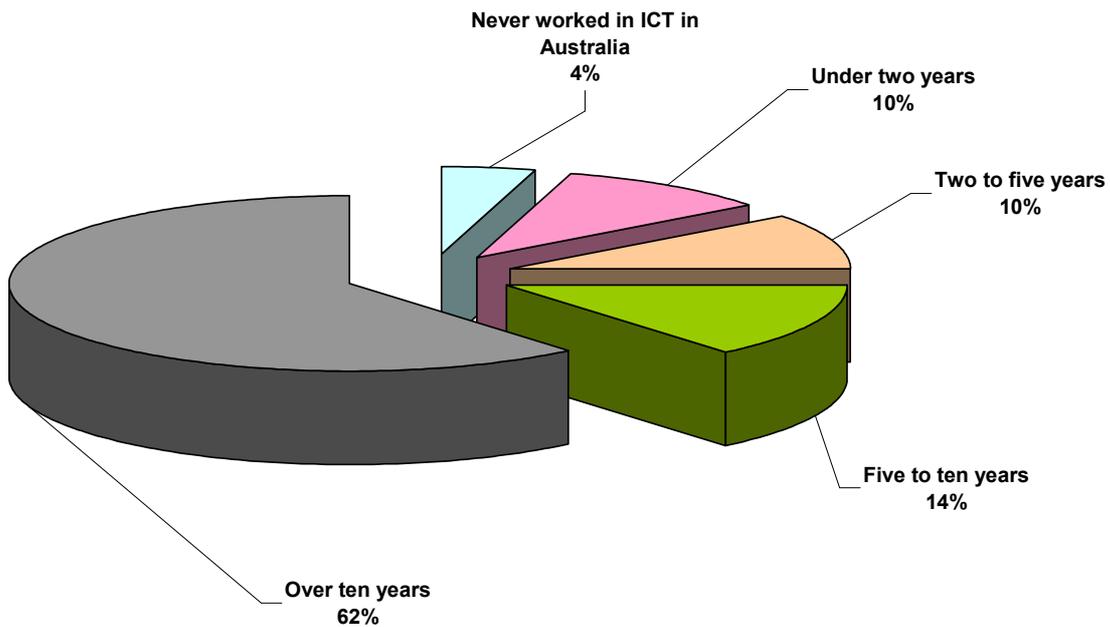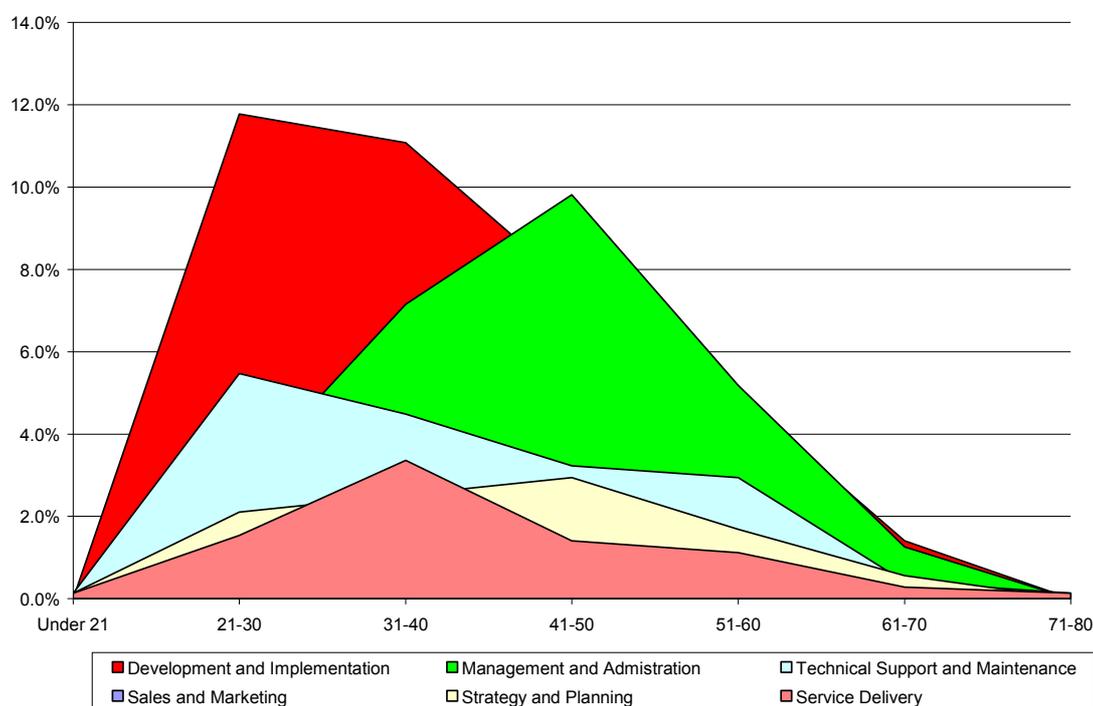
ACS Employment Survey - Work-load
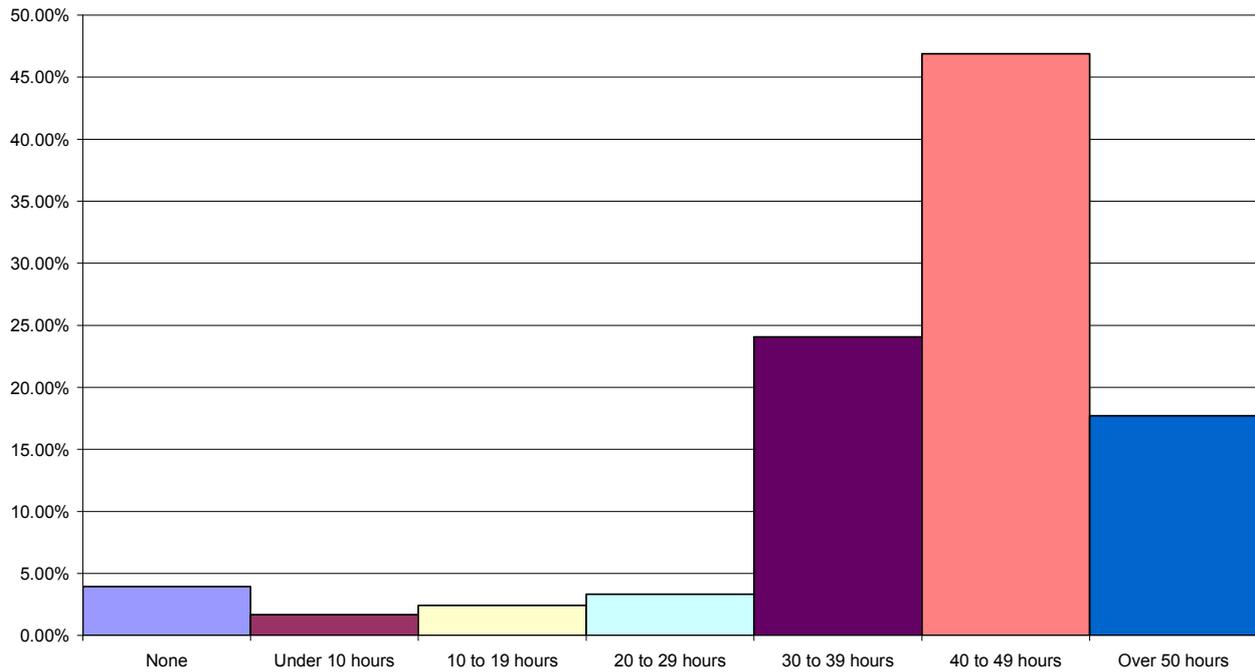
The well identified ICT skills shortage is also reflected in the work-load of those employed, with 65% working more than a 40 hour work – so much for work-life balance !

Continuity of employment by respondents to the Survey is another indicator of a tight labour market. 62% of the respondents to the 2007 Survey have worked more than ten years in the ICT industry in Australia.

ACS Employment Survey - Duration of Employment

ACS Employment Survey - Age profile by job group

Legend
■ Development and Implementation ■ Management and Admistration □ Technical Support and Maintenance
■ Sales and Marketing □ Strategy and Planning ■ Service Delivery

The chart above clearly shows that there are completely different, and understandable, age-profiles for each of the main job/skill groups.

The analysis indicates a younger overall age profile for development and technical support, peaking in the 21-30 age-group, with a slightly older age profile for service delivery, peaking at the 31-40 age-group, an older age profile for management and administration, peaking at the 41-50 age-group, and a more even profile for strategy and planning, which, although it does peak at the same point as management and administration, is much less subject to age-group variation..

The process of quantifying likely future shortages in ICT skills groups can be greatly assisted by an improved understanding of age-profiles as such knowledge allows for more accurate projections of the rate of "new" job entrants to the job-skills identified, rather than the proportion normally filled by transfer or promotion from other job-skills.

A simpler way of partially analysing this difference is to identify the average age of respondents by the job function, as in the chart below, and comparing the results to the average across all jobs.

As a general rule, unless the age distribution is such that there are no respondents at all at the lowest age-point, then the lower the average and median age profile for a particular job-skill, the higher will be the proportion of such jobs new entrants to.

ACS Employment Survey - Average Age by job function
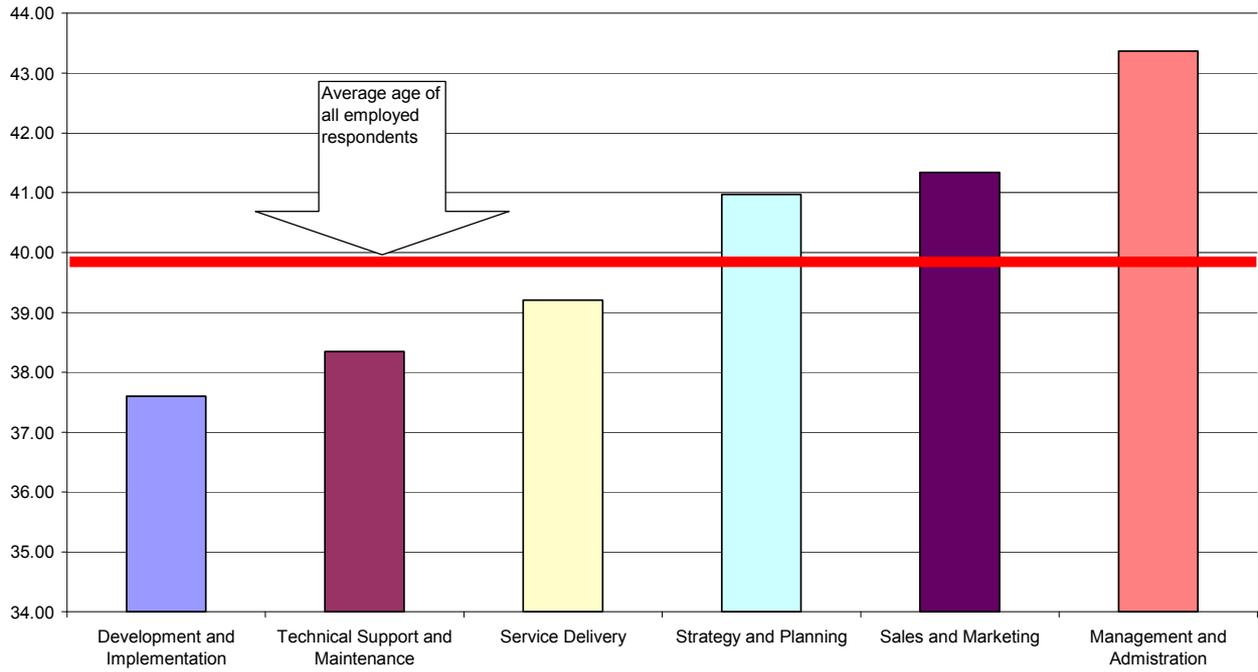
Age Discrimination and Gender Issues

The 2006 Survey found that a significant proportion (20%) of respondents reported that they had been discriminated against on the basis of their age. The 2007 Survey reinforced that finding, with 19.2% of respondents claiming that they had experienced age discrimination. There was, however, no significant statistical difference between males and females in regard to age discrimination.

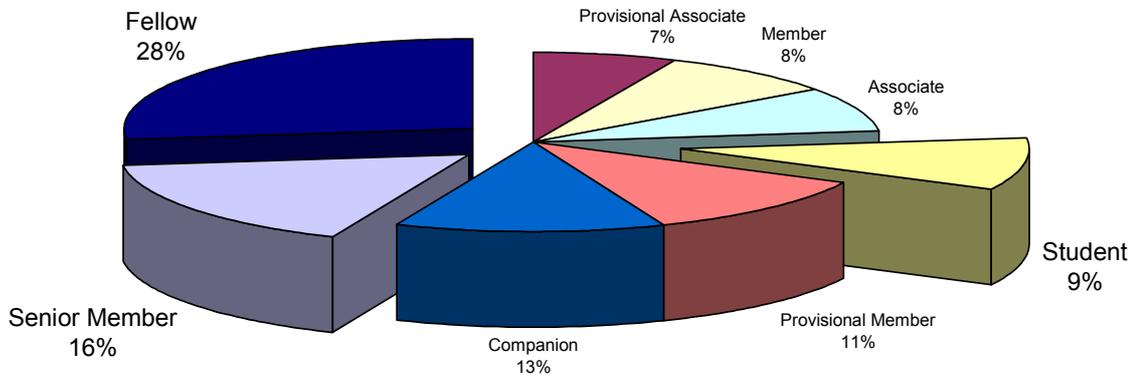**ACS Employment Survey - Discrimination trend**
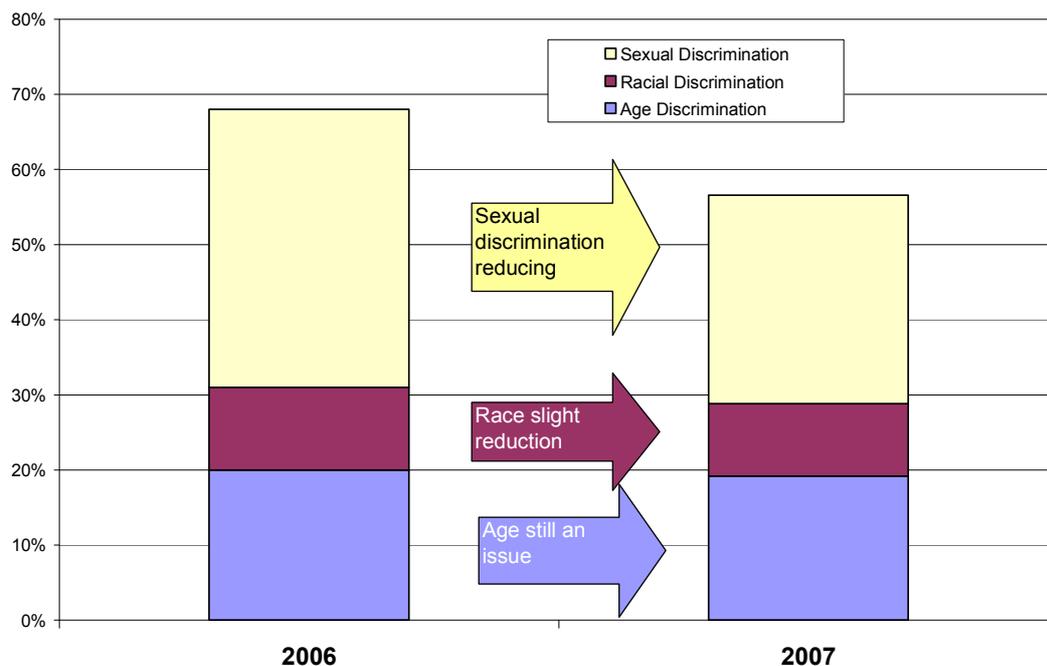
The 2006 Survey found discrimination on the basis of race and ethnicity claimed by 11% of respondents, with students highly represented in this group. In this years Survey the number was slightly lower at 9.6%, with a similar percentage (9.8%) of students indicating that they had been discriminated against on racial or ethnic grounds. Interestingly, a much smaller proportion (4.7%) of females considered that they had been the subject of racial discrimination..

The 2006 Survey reported that 37% of female respondents felt they had been discriminated against on the basis of sex, compared with 1.3% of males

In 2007, female respondents reported a much lower (but still unacceptable) level of 27.8%, whilst just under 1.5 % claimed that they had been subjected to sexual discrimination.

Whilst in 2006 Female respondents were more likely to be hourly contract employees or students seeking work, over 70% of the female respondents in the 2007 Survey were members of ACS professional Grades.

ACS Employment Survey - Racial discrimination encountered by Membership grade

Unlike the 2006 Survey, racial discrimination was reported at all levels in 2007, with only 9% of students, (who represented 13% of the total responses on this question), claiming such discrimination.

**ACS Employment Survey - Discrimination by location**
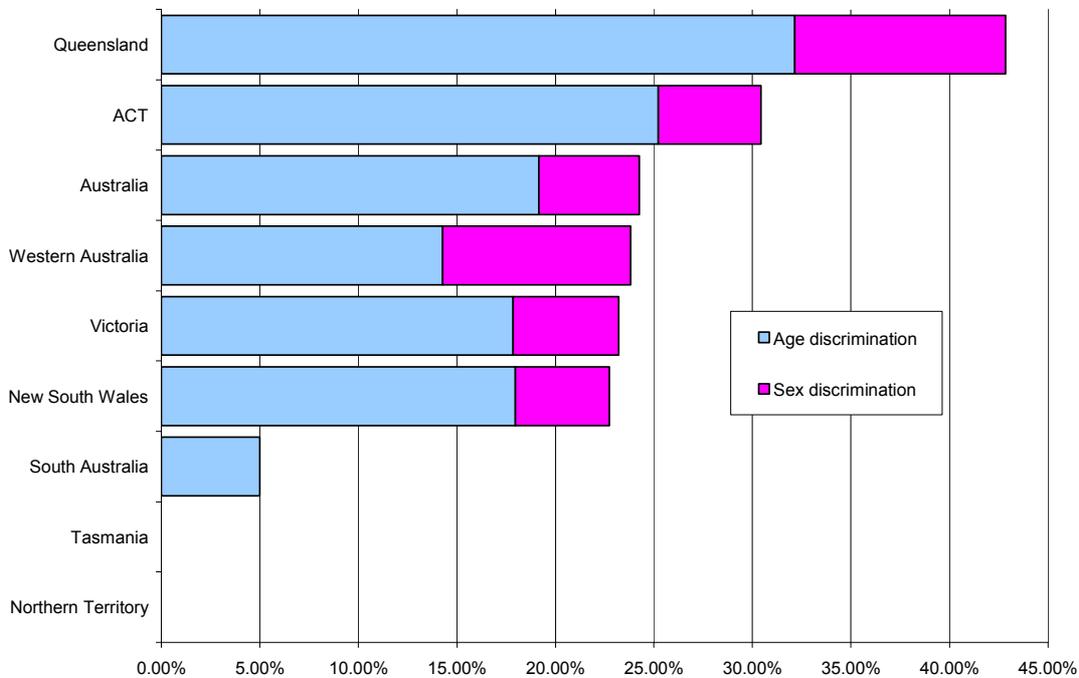
A more disturbing result was the significant variation on discrimination reports when considered by location. Both age and sexual discrimination was significantly higher in Queensland, and sexual discrimination was also high in Western Australia. Levels of racial discrimination were broadly consistent across locations.
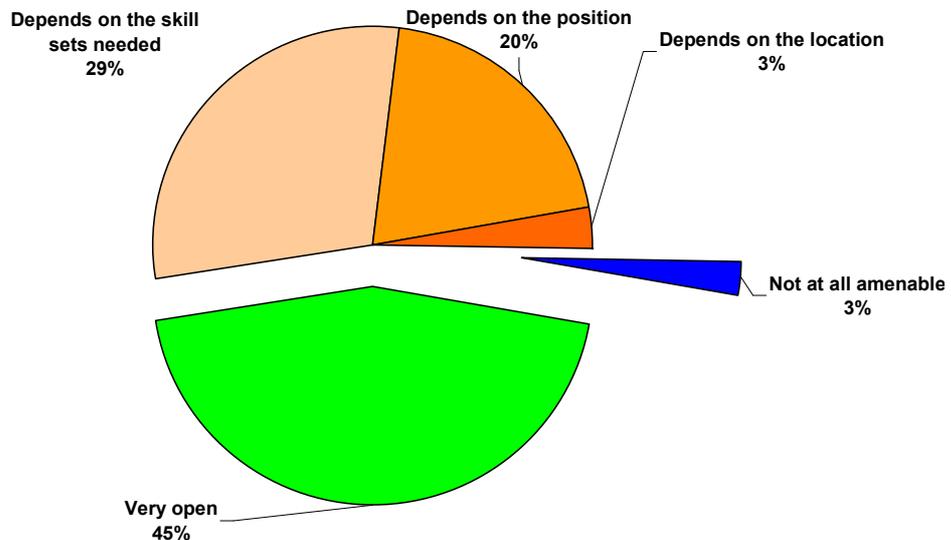
ICT Employment Skills

Nearly 40% of respondents classified their skills group as "development and implementation", whilst just over a quarter felt that they could more accurately be described as "management and administration". Service providers were the next largest group, followed by strategic planners. Sales and marketing represented a small 2% of respondents, perhaps suggesting either a lower than optimum level of accredited ICT professionalism in this group, or a perception by ICT sales and marketing professionals who are ICT practitioners, that ACS does not offer them appropriate networking and professional development opportunities.
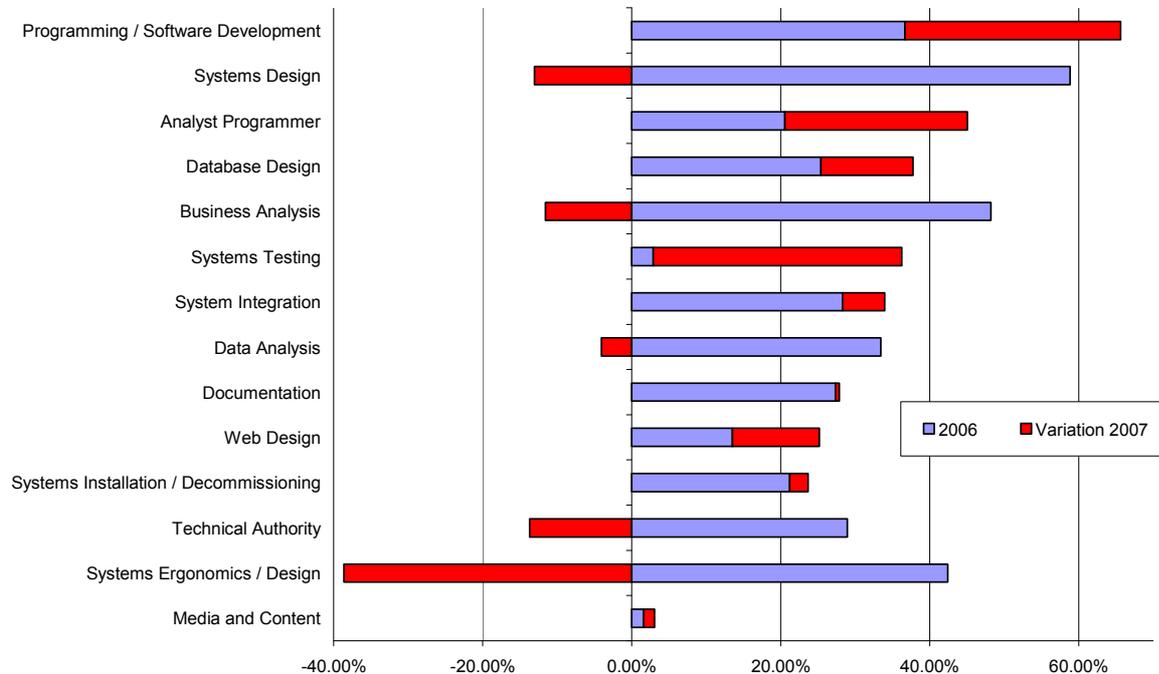
ACS 2007 Member Survey Skills mix
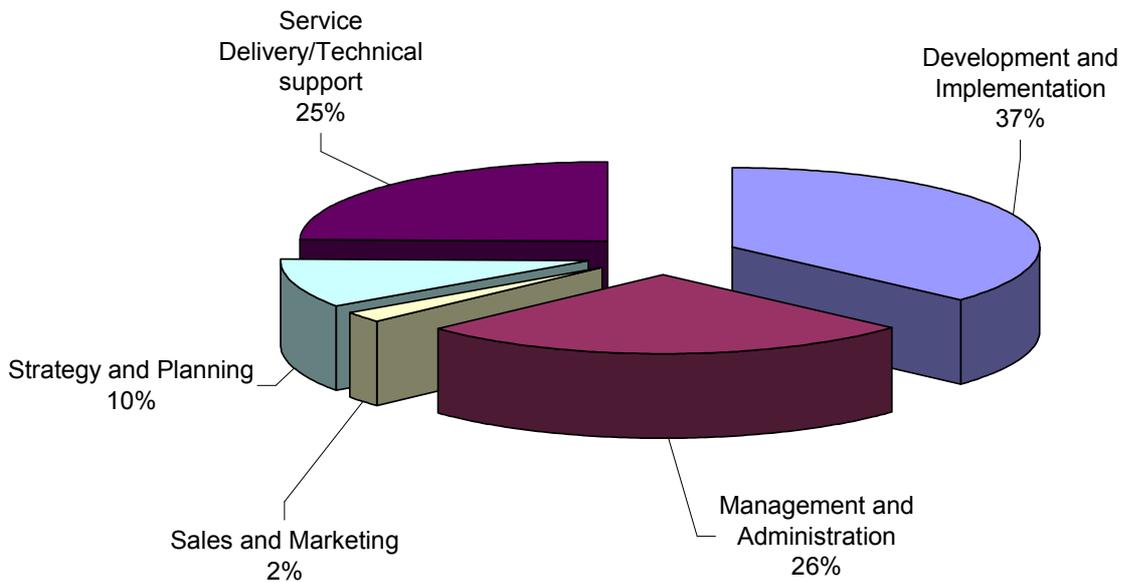
ACS Employment Survey - Open to change of skills

# ICT Skills growth and contraction 2006-2007

ACS Employment Survey - ICT Skills - Design and Implementation

Higher proportions of respondents indicated that they mainly operate within design and implementation job-skills. Of these, the two largest proportions in 2007 are for Programming/Software development, and Systems Design, closely followed by Analyst/programmer, Database Design and Business Analysis. These are, of course, somewhat complementary job-skills. Whilst the proportion within two of these leading groups decreased in 2007, there was compensating overall net growth in this group of skills.

Significant growth, from a low base was seen in Systems testing, with Systems ergonomics/design showing the most significant decline.

ACS Employment Survey - ICT Skills - Management and Administration
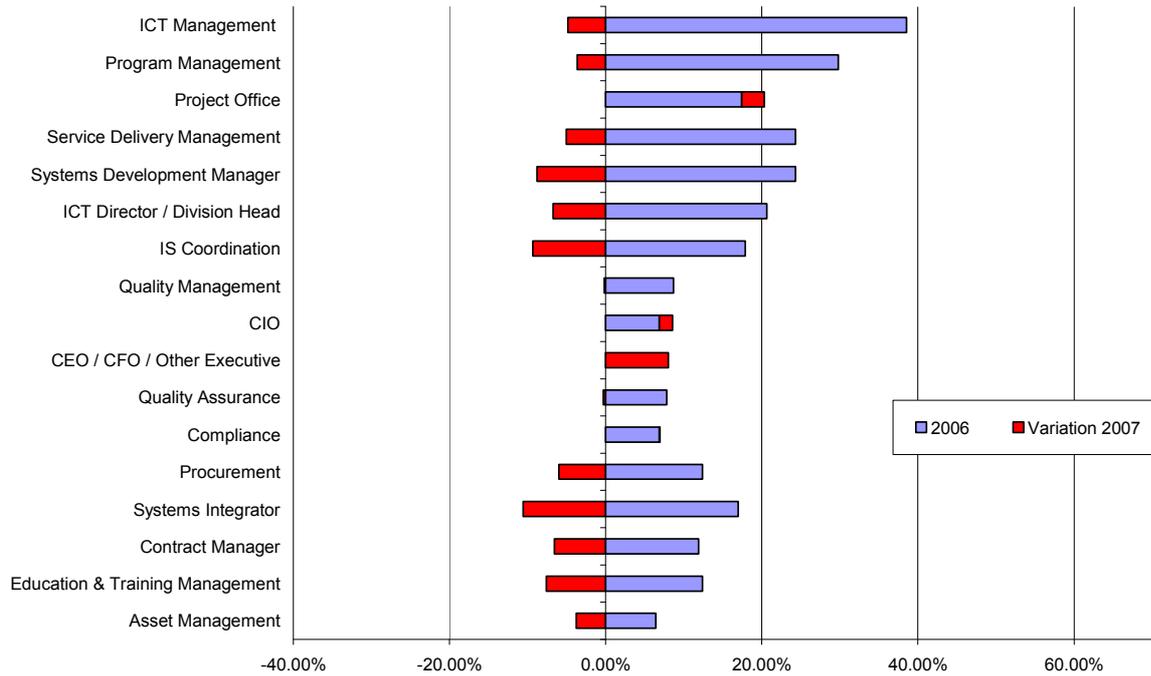
Management and Administration job-skills are far less volatile than Design and Implementation, however overall there was an overall slight decline in the proportionate representation.

ACS Employment Survey - ICT Skills - Strategy and Planning
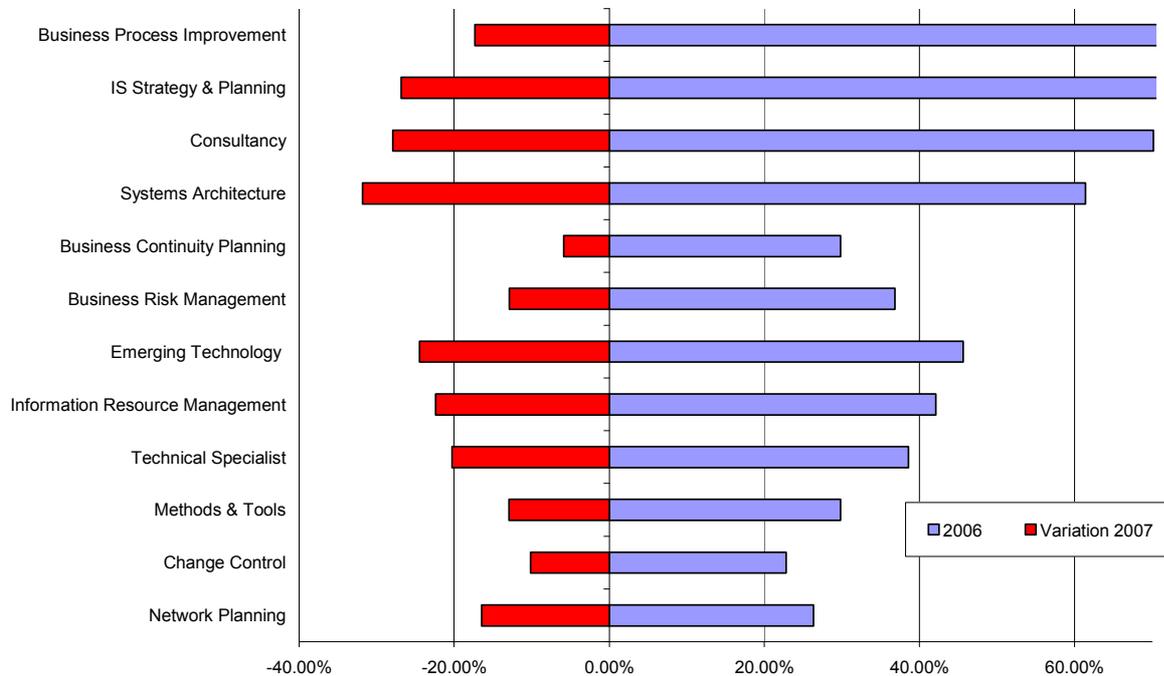
Strategy and Planning job-skill proportions showed declines across the board, suggesting an increased focus on actual design and implementation in the current year.

**ACS Employment Survey - ICT Skills - Service Delivery and Technical Support**
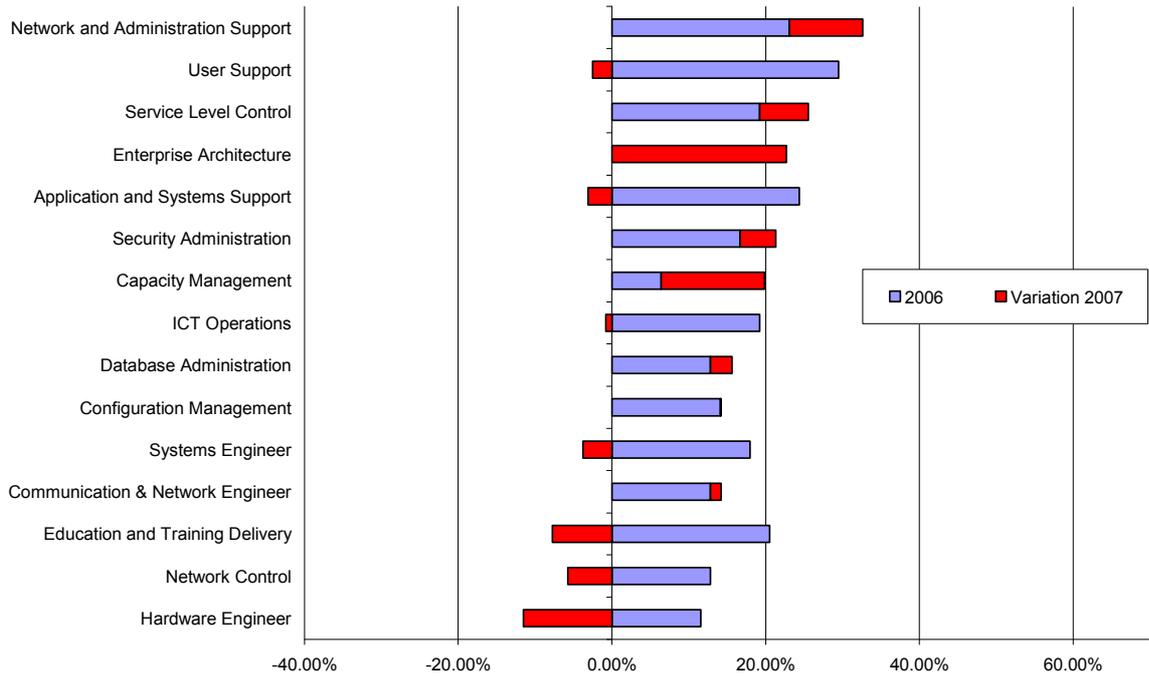
Service delivery and Technical support functions also showed net proportional growth, again reinforcing the "actual" rather than "planning" focus. Network support, enterprise architecture and capacity management (all operational skills) all showed proportional growth. Education and training delivery continued to decline.

Unemployment

Whilst over 29% of respondents had experienced some form of unemployment at some stage in the last five years, and every age group was represented in this, there appear to be two distinct age peaks, those aged under 30, especially under 25, and those aged 41-50.

Whilst the over 61 group indicates unemployment experience at similar to the under 30 levels, this analysis is taken from a much smaller respondent sample, so more likely to be overstated.

ACS Employment Survey - Unemployed at any time last five years
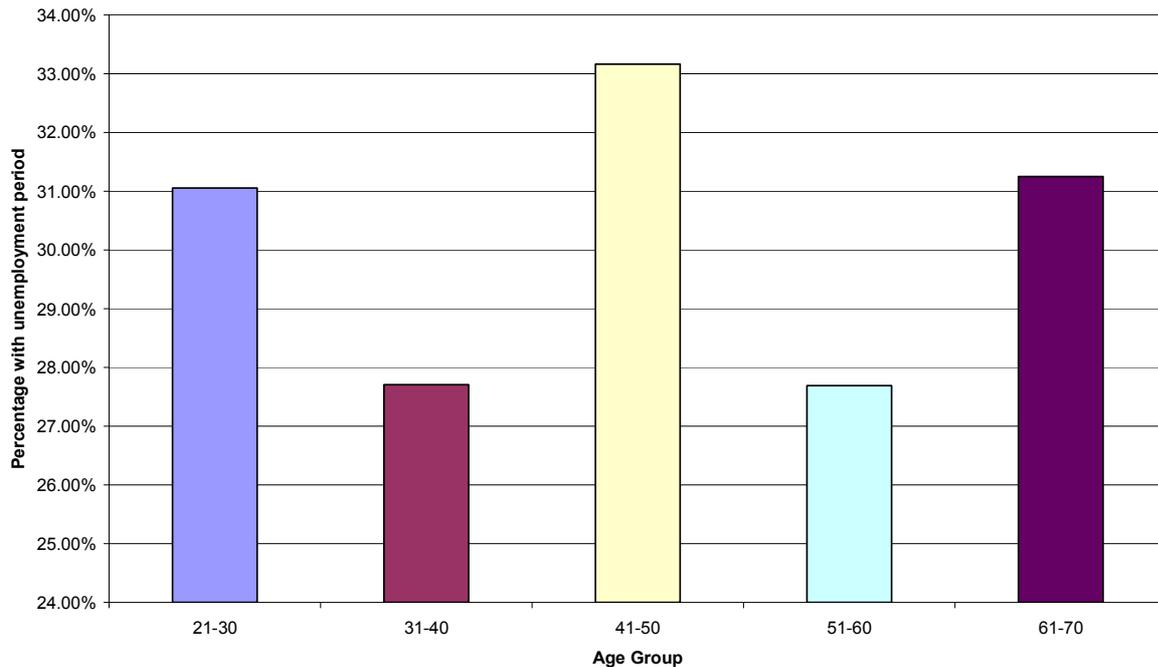
The high level for the under 30 age group can be explained by the delay for many in this group in gaining their first job, whilst the higher level of unemployment experience for the 41-50 age group is more likely to be derived from a combination of age discrimination and either real or imagined concerns about the currency of their ICT skills.

**ACS Employment Survey - Unemployment by job-type and sex**
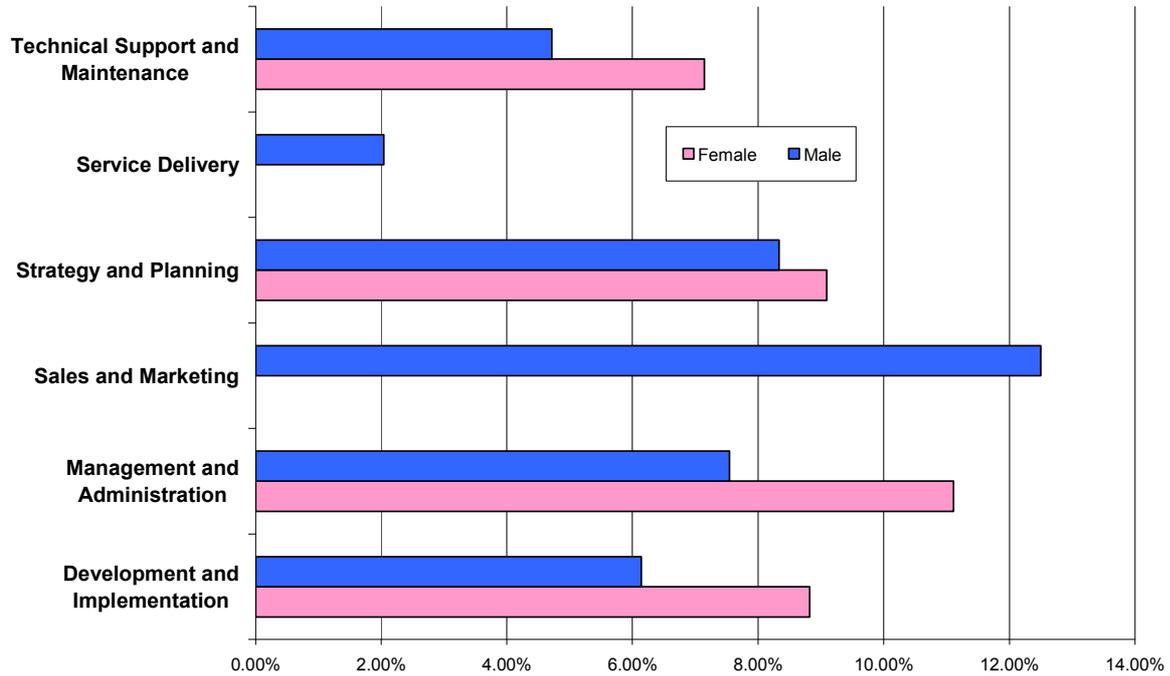
Surprisingly, there are higher levels of unemployment reported by those respondents normally employed in the normally higher paid roles of management and administration and strategy and planning, rather than in the normally lower paid service delivery and technical support roles.

Of those respondents reporting an unemployment experience in the last five years, women reported higher levels across most job types, with the exception of service delivery and sales/marketing, however, because of the way in which male and female jobs are distributed, the aggregate female respondent unemployment experience was slightly lower than that for males.

ACS Employment Survey - Unemployed at any time last five years
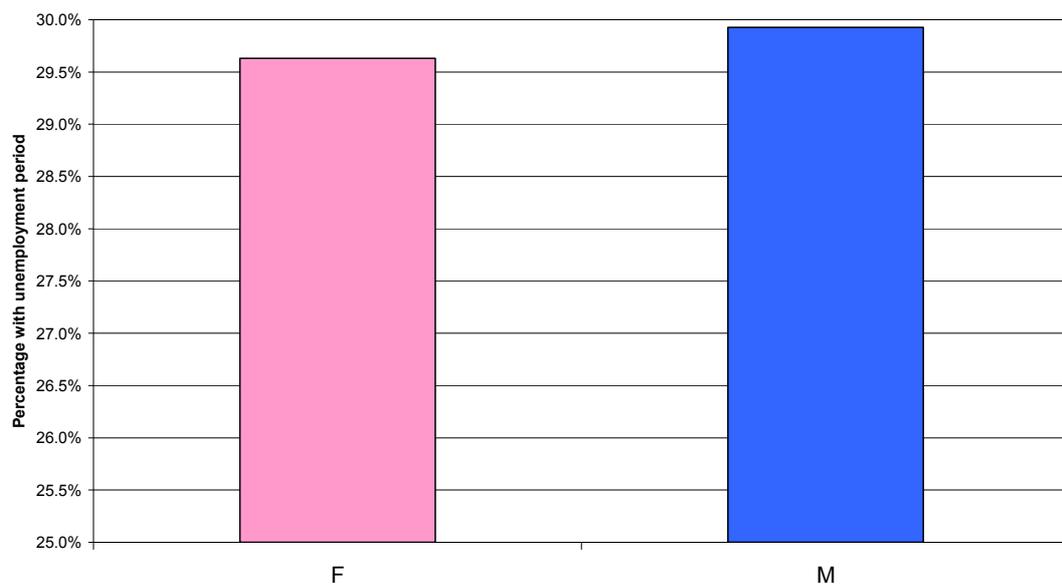
When combined with the reported levels of age discrimination by both ACS grade and job type, this suggests that ICT recruiting practices are failing to access a significant group of older experienced workers within these job-skills. It also appears to show a bias against employing women in such senior roles as well.

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ACS Employment Survey - Unemployed at any time last five years
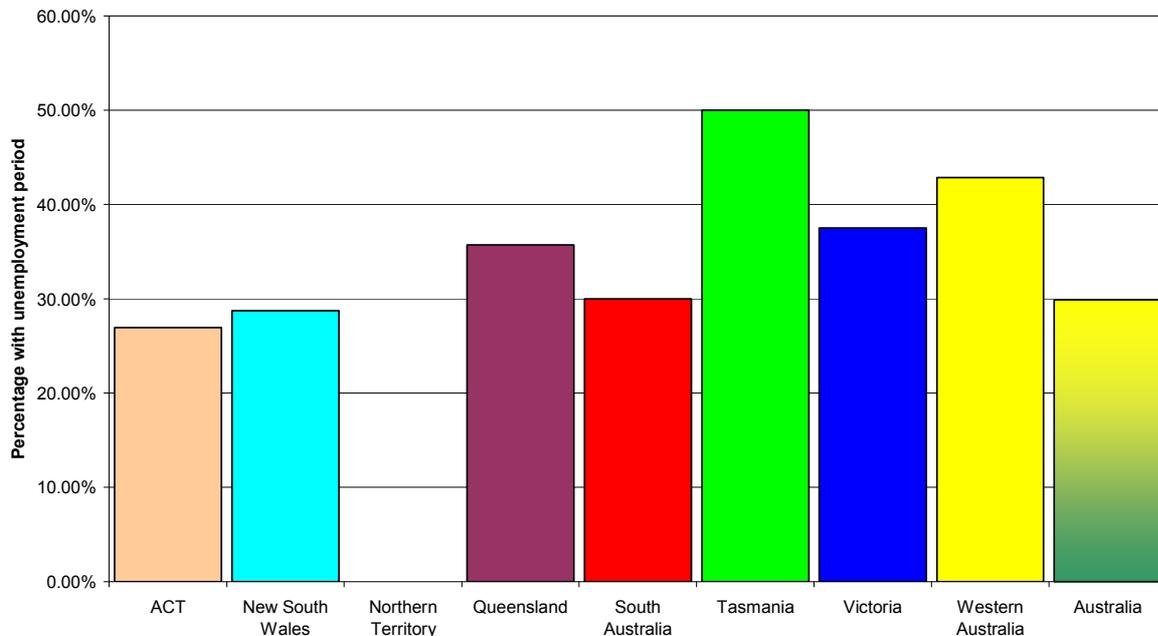
Location variations do not appear to be very significant, with the two exceptions of Tasmania, which was twenty points higher than the average, and the Northern Territory, where there is, apparently no ICT unemployment at all!

Surprisingly, the "mining boom" States of WA and Queensland indicated slightly elevated unemployment experiences compared to other respondent locations, as also did Victoria, but smaller response samples may have impacted upon the first two of these results, and the much larger number of graduating students based in Victoria to the last.

Professional Development

94% of respondents had undertaken some form of training over the past three years, with the main types of training being ICT related, followed by personal development and business related training, with a surprising 10% indicating that they had undertaken training outside the ICT discipline.
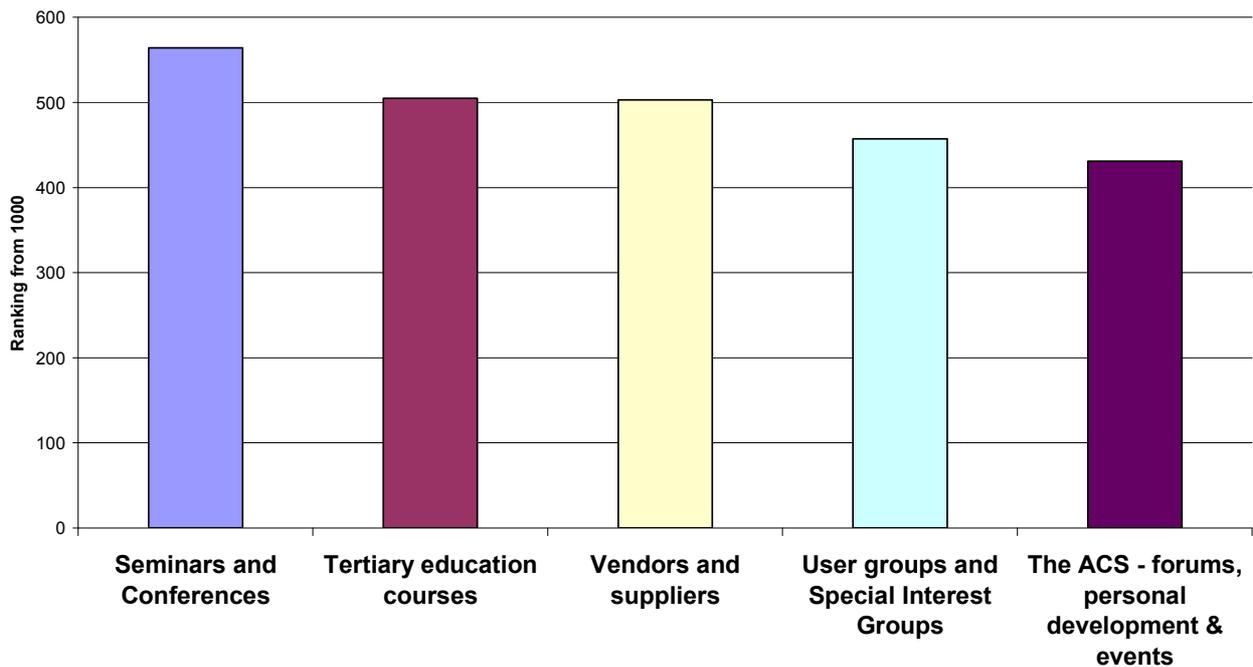
ACS Employment Survey - Training Undertaken
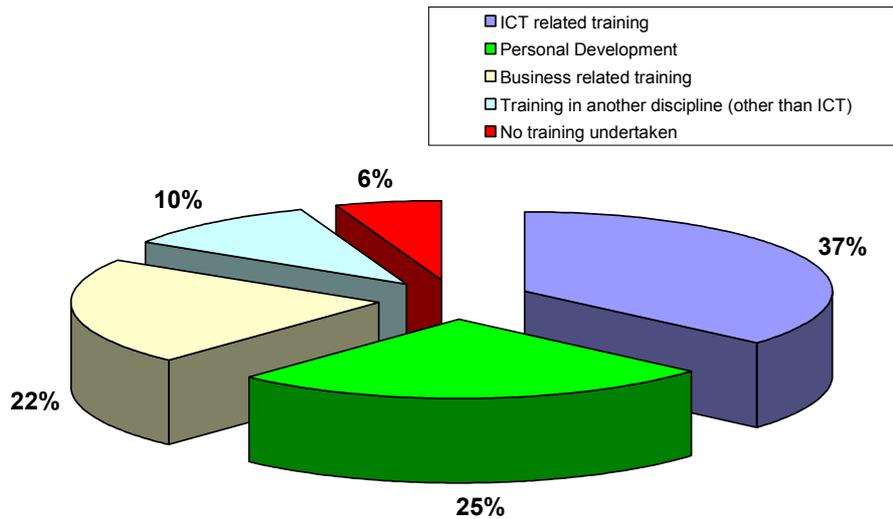
ACS Employment Survey - Sources of training - ranking

There was not a great deal of variation in the ranking of sources of training, with every category scoring close to a 50% support level, suggesting that most respondents consider that multiple sources of training are required, and that no one source is dominant.

It was interesting to find that respondents rated tertiary education and vendor/supply training as almost exactly equal in training value to them.

ACS Employment Survey - Training responsibility and payment
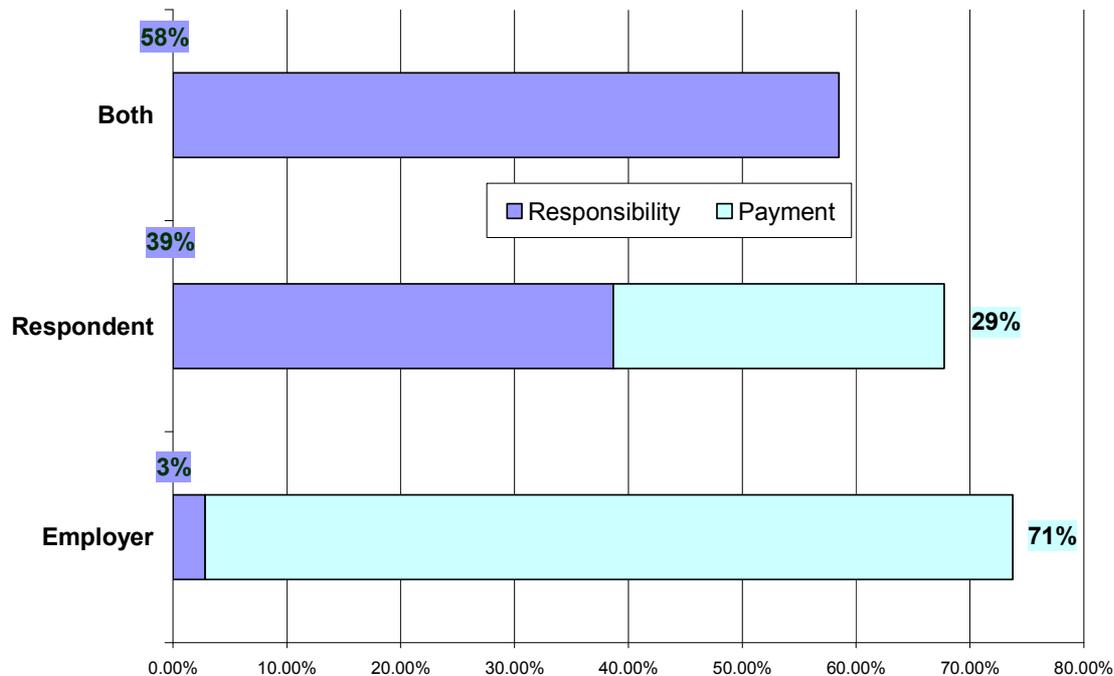
ICT Employers in Australia clearly value the training that their employees receive, but are happy for their employees to make decisions on what training they require, with over 70% of employees of the respondents providing funding support, whilst just under 60% share the decision making process, and 40% leave it up to the employee.

ACS Employment Survey - Training Challenges
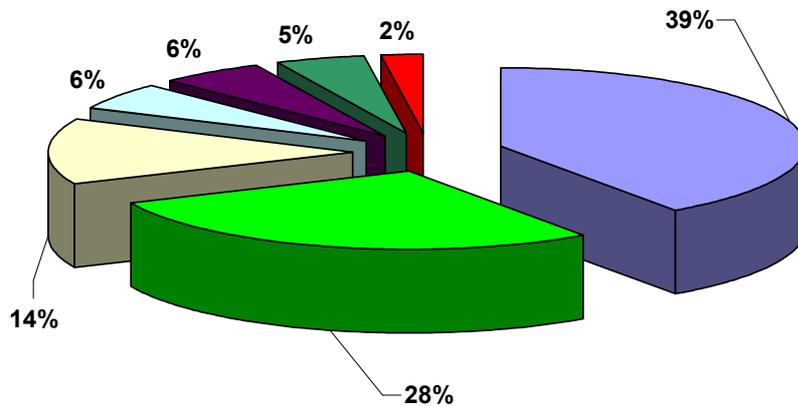
Legend:
- Sparing the time to attend these courses
- The cost of these courses
- Unsure if the courses will enhance my skill sets
- Finding out they are available
- Getting time off work
- Getting to the places where this training is held
- Do not consider I need more training

Respondents, however, continue to report concerns at the challenges faced by them in accessing courses, with nearly 40% having problems finding the time available, whilst others are concerned about the cost of courses and yet others having doubts about the relevance of training offerings to their required skill-sets.

Job Search

In a complete change-around from the last Survey, in which the internet was considered by respondents to be the best source of new ICT positions, with newspapers and recruitment agencies ranking lowly. The current Survey found each of the major job sources, Internet; Word-of mouth/Networking; Recruitment Agencies; and Newspapers, ranked as very close equivalents.

ACS Employment Survey - Best source of jobs

| ■ The Internet | ■ Word of mouth / networking | ■ Recruitment Agencies | □ Newspapers |
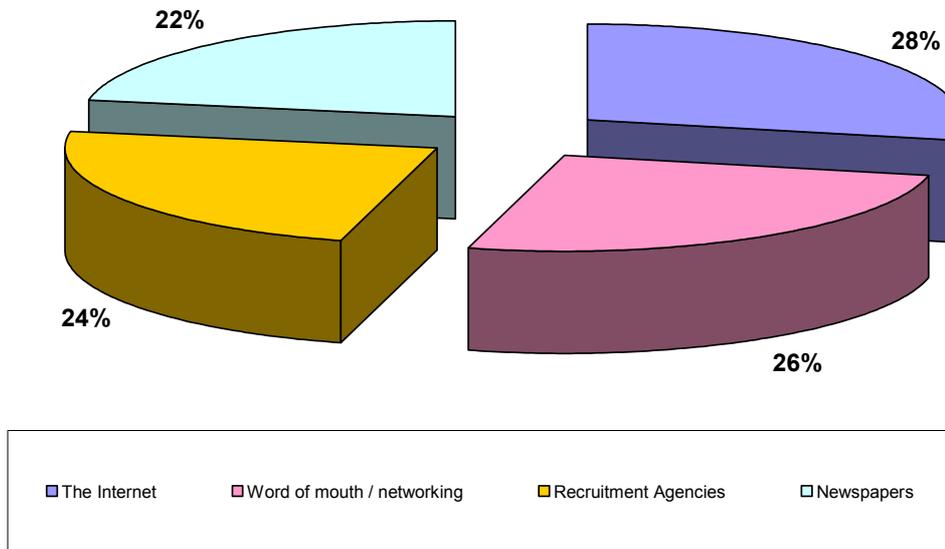
In answer to other questions, nearly 80% of respondents considered that they need to undertake training/retraining to keep their skills current every 1-3 years, whilst 76% felt that it would be beneficial for the ACS to provide Professional Indemnity insurance as part of its membership benefits (at no additional cost) that would cover members who undertake activities outside of their formal work functions, where they might not otherwise be covered, such as volunteer work, second job, helping friends with computing problems etc.

Member Profile

ACS Employment Survey - Respondent profile
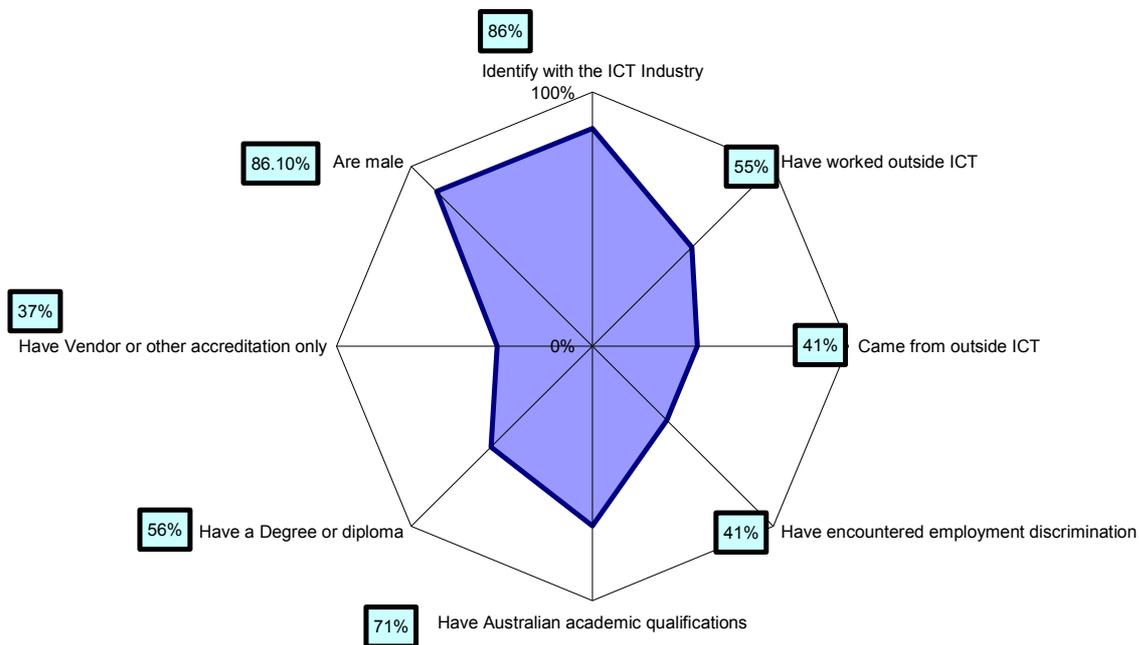
The diagram above allows us to profile the respondents, and suggests that the sometimes stated perception that ACS is comprised, in the main, of tertiary educated ICT academics and researchers, is far wide of the mark.

Only 56% of the respondents have received a degree or diploma in any field of study, although 71% have studied in Australia, and a high 37% of respondents have vendor or other (non-University) accreditation as their sole qualification, other than experience.

Also significantly, a high percentage of respondents have entered ICT from other fields, and more than half have worked in fields outside ICT at some stage in their careers.

What is also surprising is the relatively high reporting of some form of discrimination encountered, on the grounds of one or more of age, race, or sex.

Most importantly, over 86% of respondents consider themselves to be part of the Australian ICT industry.

When the relative seniority of the respondents is taken into consideration, (illustrated by both the length of time in ICT and their ACS grading) this input simply reinforces the view that a rigid and formulaic approach to the understanding of ICT qualifications and professional recognition, or of the paths to entry to the ICT professions, would not recognise the reality of a significant proportion of current ICT senior management in Australia.

Survey Questions

1.00. Did you answer the equivalent ACS employment survey last year?
Yes
No

2.00. What is your employment status?
Full-time (>= 35 hours a week)
Part-time (<35 hours a week)
Self-employed proprietary/director
Hourly contract employee
Studying (but seeking work)
Studying (and not seeking work)
Unemployed
Retired

3.00. In which state or territory are you based?
NSW
VIC
QLD
SA
WA
TAS
ACT
NT
Overseas (Please specify which country)

4.00. In what industry sector are you working now?
Banking / Finance
Computer suppliers / distributors
Computer, peripheral, equipment manufacturers
Computer software manufacturing
Computer Services
Communications & media (inc TV, Australia Post, Telstra, Newspapers)
Consulting
Construction
Defence
Education
Electricity and gas supply / utilities
Health & community services
Hospitality (hotels, restaurants, etc)
Insurance
Manufacturing (excluding computer, suppliers/distributors, peripheral & equipment manufacturers)
Mining or quarrying
Printing / publishing
Property & business services
Public administration
Retail
Research & development
Telecommunications

Transport & storage
Other
Agriculture

5.00. Which of the following best describes your main ICT job responsibility now?
Development and Implementation
Management and Administration
Sales and Marketing
Strategy and Planning
Service Delivery
Technical Support and Maintenance

5.10. Within Development and Implementation, which of the following are your current specialisations?
Systems Installation / Decommissioning
Documentation
System Integration
Business Analysis
Data Analysis
Database Design
Media and Content
Programming / Software Development
Systems Design
Systems Ergonomics / Design
Systems Testing
Technical Authority
Web Design
Analyst Programmer

5.20. Within Management and Administration, which of the following are your current specialisations?
CIO
ICT Director / Division Head
Program Management
Project Office
Compliance
Quality Assurance
Quality Management
Asset Management
Education & Training Management
ICT Management
Systems Integrator
IS Coordination
Service Delivery Management
Systems Development Manager
Contract Manager
Procurement
CEO / CFO / Other Executive

5.30. Within Sales and Marketing, which of the following are your current specialisations?

Account Management
Marketing
Sales and Support
Selling

5.40. Within Strategy and Planning, which of the following are your current specialisations?
Business Process Improvement
Business Risk Management
IS Strategy & Planning
Consultancy
Information Resource Management
Technical Specialist
Business Continuity Planning
Change Control
Emerging Technology
Methods & Tools
Network Planning
Systems Architecture

5.50. Within Service Delivery, which of the following are your current specialisations?
Education and Training Delivery
Communication & Network Engineer
Hardware Engineer
Systems Engineer
Capacity Management
Configuration Management
Network Control
Security Administration
Application and Systems Support
Database Administration
ICT Operations
Service Level Control
Network and Administration Support
User Support
Enterprise Architecture

6.00. In what industry sector(s) have you spent most of your ICT career?
Banking / Finance
Computer services
Computer software manufacturing
Public administration (Federal, State, Local)
Consulting
Education
Other (Please specify)
Telecommunications
Manufacturing (excluding computer, suppliers / distributors, peripheral & equipment manufactures)
Insurance
Transport & storage
Defence

Health & community services
Communications & media (inc TV, Australia Post, Telstra, Newspapers)
Electricity and gas supply / utilities
Research & development
Computer suppliers / distributors
Computer, peripheral, equipment manufactures
Retail
Mining or quarrying
Printing / publishing
Property & business services
Construction
Hospitality (hotels, restaurants etc)
Agriculture

7.00. Which of the following best describes your main job responsibility for the majority of your ICT career?
Development and Implementation
Management and Administration
Sales and Marketing
Service Delivery
Strategy and Planning
Technical Support and Maintenance

7.10. Within Development and Implementation, which of the following specialisations did you work in?
Systems Installation / Decommissioning
Documentation
Systems Integration
Analyst Programmer
Business Analysis
Data Analysis
Database Design
Media and Content
Programming / Software Development
Systems Design
Systems Ergonomics / Design
Systems Testing
Technical Authority
Web Design

7.20. Within Management and Administration, which of the following specialisations did you work in?
CIO
ICT Director / Division Head
Program Management
Project Office
Compliance
Quality Assurance
Asset Management
Education & Training Management

ICT Management
Systems Integrator
IS Coordination
Service Delivery Management
Systems Development Manager
Contract Manager
Procurement
Quality Management
CEO / CFO / Other Executive

7.30. Within Sales and Marketing, which of the following specialisations did you work in?
Account Management
Marketing
Sales and support
Selling

7.40. Within Service Delivery, which of the following specialisations did you work in?
Education & Training Delivery
Communications & Network Engineer
Hardware Engineer
System Engineer
Capacity Management
Configuration Management
Network Control
Security Administration
Application & Systems Support
Database Administration
ICT Operations
Service Level Control
Network & Administration Support
User Support
Enterprise Architecture

7.50. Within Strategy and Planning, which of the following specialisations did you work in?
Business Process Improvement
Business Risk Management
IS Strategy & Planning
Consultancy
Information Resource Management
Technical Specialist
Business Continuity Planning
Change Control
Emerging Technology
Methods & Tools
Network Planning
Systems Architecture

8.00. How many hours do you work a week?
None
Under 10 hours

10 to 19 hours
20 to 29 hours
30 to 39 hours
40 to 49 hours
Over 50 hours

9.00. How open are you to taking an ICT position involving new skill sets?
Very open
Depends on the skill sets needed
Depends on the position
Not at all amenable
Depends on the location

10.00. What training, via courses/conferences/seminars have you undertaken in the past three (3) years?
ICT related training
Business related training
Personal Development
No training undertaken
Training in another discipline (other than ICT)

11.00. How amenable are you to undertaking new training and/or retraining?
Very open
Depends on the future possibilities that would eventuate from this training
Not very amenable

12.00. What do you find to be the best source of ICT training? Please select each box then rank in order 1 to 5, 1 being the best
Seminars and Conferences
Tertiary education courses
The ACS - forums, personal development & events
Vendors and suppliers
User groups and Special Interest Groups

13.00. Who is responsible for determining your training needs?
Me
My Employer
Me and My Employer
14.00. Does your employer pay or contribute to your training
Yes
No

15.00. How often do you need to undertake training/retraining to keep your skills current?
1-3 years
3-5 years
5-10 years

16.00. What is the main challenge you face in undertaking courses to enhance your ICT skill sets?
Finding out they are available
The cost of these courses

Sparing the time to attend these courses
Getting to the places where this training is held
Unsure if the courses will enhance my skill sets and enable me to improve my employment prospects
Do not consider I need more training
Getting time off work

17.00. Do you have academic or industry computing qualifications?
No formal qualifications
Vendor accreditation
Diploma
Bachelor Degree with Honours
Bachelor Degree without Honours
Graduate Diploma
MA / MBA
PHD
Other

18.00. If you have formal qualifications where were they gained and in what discipline?
Australia, please specify discipline
Elsewhere, please specify (Country and discipline)

19.00. What do you find as the best source of new ICT positions? Please select each box then rank in order 1 to 4, 1 being the best
Newspapers
Recruitment Agencies
The Internet
Word of mouth / networking

20.00. How long have you worked in an ICT professional or technical role?
Never worked in ICT in Australia
Under two years
Two to five years
Five to ten years
Over ten years

21.00. How many years experience do you have as a computing or ICT professional? Please select each box then type in numeric only
Year(s):
Month(s):

22.00. Do you currently consider yourself as employed in the ICT industry
Yes
No

23.00. Have you worked in other than an ICT professional or technical role during your career?
Yes
No

24.00. Did you move into an ICT related career from another area?

Yes
No

25.00. Over the last five years, for what periods in total have you been unemployed? If applicable, please select each box then type in numeric only
Year:
Month:

26.00. Would you benefit or consider it beneficial for the ACS to provide Professional Indemnity insurance as part of its membership benefits (at no additional cost) that would cover members who undertake activities outside of their formal work functions, where they might not otherwise be covered, such as volunteer work, second job, helping friends with computing problems etc
Yes
No

27.00. In applying for ICT positions, do you believe you have ever encountered any of the following forms of discrimination?
Discrimination against your age
Discrimination against your sex
Discrimination against your race or ethnicity
Never experienced any discrimination

28.00. If you are interested in receiving the results of the survey, please enter your return email address here