



FRAMEWORK OF THE QUESTIONNAIRE ADMINISTERED TO BUSINESSES IN 2022

EMPLOYMENT ESTIMATE AS OF 31 DECEMBER 2021 AND PRODUCTION TREND FORECASTS

INDICATE THE TOTAL NUMBER OF EMPLOYEES AS OF 31/12/2021 BY CONTRACT TYPE

	CONTRACT TYPE			TOTAL
	EMPLOYEES	AGENCY WORKERS (FORMERLY TEMPORARY)	COLLABORATORS (CONTRACT WORKERS)	
Employees as of 31 December 2021				

THE TREND IN THE PRODUCTION OF GOODS/SERVICES IN YOUR SECTOR/TERRITORY FOR THE NEXT 3 MONTHS COMPARED TO THAT OF THE PREVIOUS 3 MONTHS

- Will increase
- Will remain unchanged
- Will decrease
- No indication

ACTIVATION OF CONTRACTS FOR PROFESSIONAL FIGURES AND/OR ANY TERMINATIONS IN THE FORECAST TRIMESTER

WITH RESPECT TO THE TOTAL NUMBER OF PERSONS EMPLOYED, EMPLOYEES AND NON-EMPLOYEES, CAN YOU INDICATE WHETHER ANY TERMINATIONS OF EMPLOYMENT RELATIONSHIPS ARE EXPECTED DURING THE PERIOD FROM "MONTH 1" TO "MONTH 3" OF 2022? (YOUR ANSWER SHOULD TAKE TERMINATIONS OF BOTH EMPLOYEES AND NON-SALARIED WORKERS INTO CONSIDERATION).

- Yes, terminations are expected
- No, no terminations are expected
- No. of terminations expected _____

ARE ANY NEW WORK RELATIONSHIPS UNDER DIRECT EMPLOYMENT OR UNDER OTHER TYPES OF CONTRACTS, SUCH AS AGENCY WORKERS, COLLABORATORS (CONTRACT WORKERS), OR OTHER NON-SALARIED WORKERS (E.G. SELF-EMPLOYED), EXPECTED TO BE ACTIVATED DURING THE TRIMESTER, MEANING FROM "MONTH 1" TO "MONTH 3" OF 2022, EVEN TO COMPENSATE FOR ANY REDUCTIONS IN THE WORKFORCE?

- Yes, we will activate new contracts
- No, no new contracts are expected to be activated

PROVIDE A BRIEF DESCRIPTION OF THE VARIOUS PROFESSIONAL FIGURES, AND A THREE-MONTH AND MONTHLY FORECAST OF THE NUMBER OF THOSE WHO WILL BEGIN EMPLOYMENT RELATIONSHIPS WITH YOUR COMPANY, EITHER DIRECTLY OR UNDER OTHER TYPES OF CONTRACTS, SUCH AS AGENCY WORKERS, COLLABORATORS (CONTRACT WORKERS), OTHER NON-SALARIED WORKERS (E.G. SELF-EMPLOYED) DURING THE PERIOD FROM "MONTH 1" TO "MONTH 3" OF 2022, BREAKING DOWN THE INFORMATION BY PROFESSIONAL FIGURE, IF POSSIBLE.

	NO. OF WORKERS EXPECTED TO BE HIRED DURING THE QUARTER FROM "MONTH 1" TO "MONTH 3" OF 2022	OF WHICH: NO. OF WORKERS EXPECTED TO BE HIRED DURING "MONTH 1" OF 2022	OF WHICH: NO. OF WORKERS EXPECTED TO BE HIRED DURING "MONTH 2" OF 2022	OF WHICH: NO. OF WORKERS EXPECTED TO BE HIRED DURING "MONTH 3" OF 2022	SPECIFY THE FUNCTIONAL AREA/DUTIES OF THE PROFESSIONAL FIGURE
BRIEF DESCRIPTION OF THE PROFESSIONAL FIGURE 1 (SPECIFY AT LEAST 10 CHARACTERISTICS)					
.....					
TOTAL ACTIVATIONS					

INFLOW OF PROFESSIONAL FIGURES FROM “MONTH 1” TO “MONTH 3” OF 2022

DESCRIBE SEVERAL ASPECTS THAT CHARACTERISE THE ACTIVITY TO BE CARRIED OUT BY THE PROFESSIONAL FIGURE BEING HIRED BY YOUR COMPANY

WHAT WILL THEIR DUTIES BE?

WHAT TOOLS/TECHNIQUES WILL THEY USE?

WHAT TECHNICAL KNOWLEDGE AND/OR KNOWLEDGE RELATING TO A PARTICULAR DISCIPLINARY AREA MUST THEY HAVE?

WITH WHOM WILL THEY HAVE TO INTERACT/COLLABORATE (INSIDE OR OUTSIDE THE COMPANY)?

WITHIN THE CONTEXT OF THEIR ACTIVITIES, THEY WILL HAVE TO APPLY SOLUTIONS/PROCEDURES OF THE FOLLOWING TYPES:

- Standard (the same solution is repeated multiple times) Creative (new and non-repeatable solutions are applied)
 Innovative (development of new knowledge and procedure)

WILL THIS PROFESSIONAL FIGURE COORDINATE OTHER PEOPLE?

- YES NO

WILL THIS PROFESSIONAL FIGURE BE COORDINATED BY A MANAGER?

- YES, with partial autonomy YES, with no autonomy NO

WHAT KIND OF EXPERIENCE IS REQUIRED OF THE INCOMING PROFESSIONAL FIGURE FOR THE ACTIVITY TO BE CARRIED OUT AT YOUR COMPANY?

- Specific professional experience Generic work experience
 Experience in the same sector No experience

WHICH OF THE FOLLOWING COMPETENCES MUST THE CANDIDATE HAVE IN ADDITION TO THE SPECIALISED COMPETENCES/KNOWLEDGE RELATED TO THE PROFESSION?

COMPETENCES
The ability to describe, communicate and promote the company's results, products and services in the native language of the territory (Italian/German for the Bolzano area), both internally and in relations with external customers/users/suppliers
The ability to describe, communicate and promote the company's results, products and services in one or more foreign languages (other than Italian and German for the Bolzano area), both internally and in relations with external customers/users/suppliers
The ability to use mathematical and computer languages and methods to organise and evaluate qualitative and quantitative information
The possession of digital skills, such as the use of Internet technologies, and the ability to manage and produce visual and multimedia communication tools
The ability to solve problems (<i>problem solving</i>), even by obtaining and organising information from different sources
The ability to work in groups and in a collective manner, even taking advantage of 'social' opportunities in the management of relations with the company's customers/ users/ suppliers/ teams
The ability to work independently and with a spirit of initiative and entrepreneurship
Flexibility and adaptability in the management of one's own tasks
Aptitude for energy savings and for reducing the environmental impact of the company's activities
The ability to manage innovative solutions by applying robotics, Big Data analytics, Internet of Things, etc. to the business processes, even in keeping with the provisions of the Industry 4.0 Package

WHICH LANGUAGES IN PARTICULAR DO YOU CONSIDER NECESSARY FOR PROMOTING COMPANY SERVICES AND PRODUCTS?

- ENGLISH
 GERMAN
 FRENCH
 SPANISH
 CHINESE
 RUSSIAN
 OTHER (SPECIFY)

WHAT LEVEL OF EDUCATION DO YOU BELIEVE TO BE OPTIMAL/IDEAL FOR THIS PROFESSIONAL FIGURE?

- Master's / single cycle degree (5 years)
 Bachelor's Degree (3 years)
 Post-diploma courses
 Upper secondary school diploma (5 years)
 Vocational training qualification or professional diploma
 No qualification

HOW MUCH TIME WAS NEEDED TO FIND THIS PROFESSIONAL FIGURE FROM THE MOMENT WHEN THE SEARCH STARTED TO THE MOMENT WHEN, IN THE MONTH OF REFERENCE, THEY JOINED THE COMPANY?

- 1 month
- 2 months
- 3 months
- 4 months
- 5 months
- 6 months
- from 7 to 9 months
- from 10 to 12 months
- over a year

IS THE FIGURE IN QUESTION DIFFICULT TO RECRUIT WITHIN THE PROVINCE?

- YES NO

IF DIFFICULTIES IN RECRUITING FOR THE PROFESSIONAL FIGURE IN QUESTION ARE EXPECTED TO BE ENCOUNTERED, INDICATE THE MAIN REASON BELOW

- limited number of candidates inadequate candidate training/skills Other (*specify*) _____

WHAT ACTION DOES THE COMPANY PLAN TO TAKE IN ORDER TO FIND THIS PROFESSIONAL FIGURE?

- Above-average pay or other incentives
- Search for the figure in other provinces
- The company may hire a figure with similar skills and will train them internally
- The company will use search methods not previously used
- Other

WILL THE PROFESSIONAL FIGURE BE HIRED IN PLACE OF A SIMILAR OUTGOING ONE?

- YES NO

IS THIS FIGURE ALREADY PRESENT WITHIN THE COMPANY?

- YES NO

CAN YOU INDICATE WHETHER YOUR COMPANY CONSIDERS A FEMALE OR MALE FIGURE TO BE MORE SUITABLE FOR THIS POSITION?

- Female figure Male figure Indifferent

WHAT AGE GROUP IS CONSIDERED TO BE MOST SUITABLE FOR THIS POSITION?

- up to 24 years 30-44 years over 54 years
 25-29 years 45-54 years not relevant

HAS YOUR COMPANY ALREADY DECIDED TO OR DOES IT PLAN TO HIRE IMMIGRANT PERSONNEL FOR THIS POSITION?

- YES NO Undecided

DOES THE COMPANY PLAN TO CARRY OUT TRAINING ACTIVITIES FOR THE PROFESSIONAL FIGURE INDICATED? (MAX. 3 ANSWERS)

- NO
- YES, with courses outside the COMPANY/COOPERATIVE
- YES, with coaching by internal staff
- YES, with other methods (short seminars, self-learning, etc.)
- YES, with courses provided in-house by the COMPANY/COOPERATIVE

CONTRACT TYPES THAT THE COMPANY MAINLY EXPECTS TO USE FOR THIS FIGURE

- | | | | |
|----------------------------|--|---|--|
| | *Duration >= 20
business days | | *Duration >= 20
business days |
| with a permanent contract | <input type="checkbox"/> | agency (formerly temporary) | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| apprenticeship contract | <input type="checkbox"/> | for coordinated and continuous collaboration | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| with a fixed-term contract | <input type="checkbox"/> YES <input type="checkbox"/> NO | Other non-salaried workers (e.g. self-employed) | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| on-call contract | <input type="checkbox"/> YES <input type="checkbox"/> NO | | |

*equivalent to approximately 30 calendar days

FOR THE RECRUITMENT OF DIRECT EMPLOYEES, INDICATE THE EMPLOYMENT LEVEL FOR THIS PROFESSIONAL FIGURE

- Manager / managerial function Blue collar and generic staff / blue collar function Middle managers, white collar administrative office staff and technicians / white collar and technical function

INFORMATION ON RECRUITMENT CHANNELS

HAS YOUR COMPANY USED THE SERVICES OFFERED BY PUBLIC EMPLOYMENT CENTRES (CPIs) IN THE LAST 12 MONTHS?

- YES, for staff recruitment and selection
- YES, for information, advice and assistance
- YES, for administrative requirements
- NO

WHAT OTHER CHANNELS HAS THE COMPANY USED FOR STAFF RECRUITMENT PURPOSES IN THE LAST 12 MONTHS?

- | | |
|--|--|
| <input type="checkbox"/> 1. Candidates known personally by the company's managers/owners | <input type="checkbox"/> 8. Temporary work agencies |
| <input type="checkbox"/> 2. CVs sent/directly submitted to the company by candidates | <input type="checkbox"/> 9. Staff recruitment companies |
| <input type="checkbox"/> 3. Friends/relatives | <input type="checkbox"/> 10. Work experience grants |
| <input type="checkbox"/> 4. Recommendations by suppliers/competitors | <input type="checkbox"/> 11. Internet |
| <input type="checkbox"/> 5. Agreements/Relations with schools/universities/training institutions (including internships or traineeships) | <input type="checkbox"/> 12. Work consultants |
| <input type="checkbox"/> 6. Trade associations/trade unions | <input type="checkbox"/> 13. Other |
| <input type="checkbox"/> 7. Classified ads | <input type="checkbox"/> 14. No staff sought in the last 12 months |

STAFF TRAINING CARRIED OUT IN 2021 AND PROSPECTS FOR 2022

WERE ANY STAFF TRAINING AND PROFESSIONAL UPDATING ACTIVITIES CARRIED OUT IN 2021?

- NO
 YES, with courses outside the COMPANY/COOPERATIVE
 YES, with coaching by internal staff
 YES, with other methods (short seminars, self-learning, etc.)
 YES, with courses provided in-house by the COMPANY/COOPERATIVE

INDICATE THE NUMBER OF EMPLOYEES TRAINED, EXCLUSIVELY WITH REFERENCE TO IN-HOUSE AND/OR EXTERNAL TRAINING COURSES ORGANISED BY THE COMPANY IN 2021

TOTAL EMPLOYEES TRAINED

WHAT WAS THE MAIN PURPOSE OF THE TRAINING ACTIVITIES CARRIED OUT BY THE COMPANY IN 2021?

- Training new hires
 Training existing staff to perform new tasks/jobs
 Updating the company's existing staff on the tasks they have already performed

DID THE COMPANY/DOES THE COMPANY INTEND TO CARRY OUT ANY STAFF TRAINING AND PROFESSIONAL UPDATING ACTIVITIES IN 2022? (MAX. 3 ANSWERS)

- NO
 YES, with courses outside the COMPANY/COOPERATIVE
 YES, with coaching by internal staff
 YES, with other methods (short seminars, self-learning, etc.)
 YES, with courses provided in-house by the COMPANY/COOPERATIVE

WITH WHAT RESOURCES DOES THE COMPANY INTEND TO FINANCE THE TRAINING COURSES PLANNED FOR 2022?

- Structural/ESF/ERDF Funds
 Inter-professional funds
 Grants from Bilateral Entities
 In-house resources
 Other funding channels (specify)
 Indirect funding channels (specify)

WHICH SOURCES HAVE YOU FOUND/THINK YOU CAN FIND THAT CAN PROVIDE INFORMATION AND SUPPORT FOR CARRYING OUT TRAINING ACTIVITIES FOR YOUR EMPLOYEES?

- Chamber of commerce
 Trade associations
 Professional training institutions
 Work consultants and accountants or other consultants
 Regional Authorities and Local Institutions
 Employment agencies
 Other sources (specify)

WORKERS WITH INTERNSHIP/TRAINESHIP CONTRACTS

DURING 2021, DID YOUR COMPANY HOST ONE OF THE FOLLOWING PROJECTS: CURRICULAR INTERNSHIPS, EXTRACURRICULAR INTERNSHIPS, WORK-SCHOOL/CROSS-DISCIPLINARY SKILLS PROGRAMMES?

- YES NO

CAN YOU INDICATE HOW MANY INTERNS WERE INVOLVED IN THE COLLABORATION/AFFILIATIONS FOR EACH INSTITUTION LISTED BELOW?

Upper secondary school and regional professional training	no. interns ...
Higher technical education (HTE)	no. interns ...
University	no. interns ...
Extracurricular internships (Public Employment Centres)/Other Training institution	no. interns ...
	Σ

WHAT WAS THE AVERAGE DURATION OF THE EXTRACURRICULAR INTERNSHIPS ACTIVATED BY THE COMPANY IN 2021?

- Up to 3 months
 From 3 to 6 months
 Up to 12 months
 Up to 24 months (disabilities)

HOW MANY OF THESE CURRICULAR OR EXTRA-CURRICULAR INTERNSHIPS LED TO NEW HIRES OR DO YOU EXPECT WILL LEAD TO NEW HIRES IN 2022?

Number of internships that led to new hires

ADDITIONAL INFORMATION

DID THE COMPANY DEVELOP ANY NEW PRODUCTS OR SERVICES IN 2021?

- YES NO

DID THE COMPANY INVEST IN ANY PRODUCTS AND TECHNOLOGIES WITH GREATER ENERGY SAVINGS AND/OR LOWER ENVIRONMENTAL IMPACT BETWEEN 2017 AND 2021?

- YES NO

IF SO, WHICH OF THE FOLLOWING DID THESE INVESTMENTS CONCERN?

- The production process Reduction of energy and raw material consumption and/or processing waste and emissions
 The product

THESE INVESTMENTS HAVE HAD /ARE HAVING AN IMPACT

- On business costs only On business costs and other factors
 Only on factors other than business costs

WHAT FACTORS OTHER THAN BUSINESS COSTS HAVE BEEN/ARE BEING IMPACTED BY THESE INVESTMENTS?

- Increased productivity and efficiency Increased employment
 Increase in sales (possibility of entering new markets, satisfying new customers, etc.) Retraining of existing workers
 Improvement of the products and services offered (quality, design, innovation, environmental impact, etc.) Other (specify.....)

HAS THE COMPANY ALREADY INVESTED AND/OR WILL IT INVEST IN PRODUCTS AND TECHNOLOGIES WITH GREATER ENERGY SAVINGS AND/OR DECREASED ENVIRONMENTAL IMPACT IN 2022?

- YES NO

DID/WILL THE COMPANY INVEST IN THE FOLLOWING DIGITAL TRANSFORMATION AREAS BETWEEN 2017 AND 2021, AND IN PARTICULAR IN 2022, EVEN FOLLOWING THE COVID-19 PANDEMIC, AND, IF SO, WITH WHAT DEGREE OF STRATEGIC IMPORTANCE?

DIGITAL TRANSFORMATION AREAS
Technology
Business 4.0 for the acquisition and management of data in support of decision-making, the design and engineering of products/services, process analysis
High speed internet, cloud, mobile, big data analytics
IoT (Internet of Things), machine-to-machine communication technologies
Advanced robotics (3D printing, interconnected and programmable collaborative robots)
IT security
Augmented and virtual reality to support production processes
The company's organisational model
Adoption of continuous detection systems and analysis, in real time, of the "performance" of all areas of the company
Adoption of advanced management systems with the aim of promoting integration and collaboration among the company's various departments
Adoption of an integrated digital network or one that can potentially be integrated with external networks of suppliers of products/services (suppliers, logistics and assistance services)
Adoption of an integrated digital network or one that can be integrated with ext. networks of business customers (B2B)
Adoption of smart working tools (smart working, teleworking, working from home)
Strengthening of the administrative/management and legal/regulatory area following the digital transformation (security, work legislation, privacy regulations, new personnel management procedures and new ways of working)
Adoption of new rules for health security for workers, use of new aids, risk management
Development of new business models
Use of Big data for market analysis
Digital marketing (use of digital channels/tools for the promotion, sale and logistic management of products/services)
Analysis of the behaviours and needs of customers/users in order to guarantee the personalisation of the product/service offered

IN TERMS OF HUMAN CAPITAL, THESE INVESTMENTS HAVE HAD/ARE HAVING AN IMPACT ON:

- Recruitment of personnel with competences appropriate for the new technologies/new organisational and business models Activation of consulting services
 Training of existing staff to adapt their skills to the new technologies/new organisational and business models None(single answer)

INDICATE THE MAIN PROFESSIONAL FIGURE RECRUITED FOLLOWING THE IMPACT OF THE INVESTMENTS (INDICATE A FIGURE, THE MOST RELEVANT)

- ICT Account Manager/IT Strategy and Planning
- Business Analyst
- Data Scientist
- Database Administrator/Data Manager
- Application Developer/ Software Developer
- Digital Media Specialist
- ICT Consultant
- ICT Security Specialist
- e-Learning Specialist
- Network Specialist
- Systems Analyst
- Cloud Computing
- Cyber Security Architect
- Big Data Specialist
- IoT Engineer
- Robotics & Automation Manager
- Artificial Intelligence Systems Engineer
- Mobile Developer
- Digital Marketing
- Social Media Manager
- Another figure linked to the production process
- Another figure linked to the corporate organisational model
- Another figure linked to the development of new business models

WHICH CHANNEL DID THE COMPANY USE FOR THE RECRUITMENT OF THIS PROFESSIONAL FIGURE?

- Staff recruitment companies/employment agencies
- In-house knowledge/recommendation
- Classified/Want Ads (Newspapers/Monster, Indeed and other web/social media sites)
- Employment Centres/Offices
- Submitted CVs
- Agreements with universities/training institutes/schools
- Other (specify.....)

DID YOU HAVE DIFFICULTY IN RECRUITING THIS PROFESSIONAL FIGURE?

- Yes, due to the limited number of candidates
- No, no difficulty
- Yes, due to inadequate candidate training/skills

IN ORDER TO OVERCOME THE SHORTAGE OF AVAILABLE CANDIDATES, HOW MUCH MORE WOULD YOU BE WILLING TO PAY THIS PARTICULAR PROFESSIONAL FIGURE COMPARED TO THE STANDARD SALARY FOR A NEW HIRE AT THE SAME CONTRACTUAL LEVEL?

- Up to 5%
- Over 20%
- 5% to 10%
- No increase
- 10% to 20%