

Questionnaire Number: _____

Jordan NOW 2.0 Firm Follow Up

Note to enumerator: please make sure to record the number of attempts we make to call people.

Pre-Interview

A1	Firm ID	
A2	Firm Name:	
A3	Contact Name:	
A4	Phone number:	
A5	Number of Attempts to Call <i>Please tally call attempts so we know how many phone calls you made to speak with the participant</i>	
A6	Date of Interview	Day Month
A7	Enumerator ID	
A8	Data Entry ID	
A9	Interview Location	1. Over the phone 2. At firm 3. Other (please specify)

“We, Dajani Consulting, are calling you to follow up on your experience with BDC’s matching service *Jordan NOW*. We work in partnership with BDC and the World Bank to match firms with recent graduates, and we’d like to ask you a few questions that will help us improve our services and help you better find better employee matches; you’re under no obligation to answer any question that you don’t feel comfortable with.”

Interview

B1	Does your firm know about BDC’s matchmaking services called “Jordan NOW?”	1. Yes 2. No – <i>If no, please ask to speak to the individual in charge of hiring who has spoken with BDC</i>	
B2	Are you in charge of hiring decisions at this firm?	1. Yes 2. No – <i>If no, please double check that he/she has spoken with BDC</i>	
B3	What is your full name? <i>Please check against contact name</i>		
B4	When did you first learn about BDC’s employment matching service?	Month Year	B4m B4y
B5	How did you learn about BDC’s employment matching service?	1. Newspaper 2. Television 3. Direct phone call 4. Referral from friend 5. Other (please specify)	
B6	How many different BDC matchmakers did you speak with? <i>If 0, please ask to speak to individual in charge of hiring who has spoken with BDC.</i>		
B7	What are the names of these BDC employees? <i>Please record the first name and last name if known</i>		B7a B7b B7c
B8	Did you ever request potential matches from BDC?	1. Yes 2. No → B34	
B9	What position/s did you request a match for? (Please list all positions)		B9a B9b B9c B9d B9e

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B10	Did any of these positions potentially include any of the following duties: 1. Yes 2. No	Outdoor sales	B10a
		Indoor sales	B10b
		Telemarketing	B10c
		Data entry	B10d
		Some office cleaning duties	B10e
B11	Did you know that you the Jordan NOW matching service allows you to screen candidates on the following? 1. Yes 2. No	Mental abilities (quantitative, verbal, and spatial)	B11a
		Personality characteristics (tolerance, extroversion, traditional values, organization)	B11b
		Soft skills (leadership, teamwork, clear communication, confidence)	B11c
		Career aspirations	B11d
		English proficiency	B11e
		Excel/Computer proficiency	B11f
		University	B11g
		Academic specialization	B11h
		Location	B11i
		Gender	B11j
B12	On average, how many days did it take for BDC to provide you a match? <i>If no matches were provided, record 98 and skip to B23</i>		
B13	Did you find the CVs informative and easy to understand?	1. Informative and easy to understand 2. Informative but NOT easy to understand 3. Easy to understand but NOT informative 4. Neither informative nor easy to understand. 5. I did not see receive any CVs from BDC	
B14	Did BDC provide you detailed analysis as to why these CVs were chosen from the pool of over 1000 candidates?	1. Yes 2. No	
B15	Which of the following other ways did you also use to obtain potential candidates for these jobs? 1. Yes 2. No	Employee recommendations	B14a
		Contacts through family and friends	B14b
		Online advertisement	B14c
		Newspaper advertisement	B14d
		Other (Please specify)	B14e
B16	How would you rate the quality of BDC's matches relative to other people whom you considered for the job?	1. Much better than the others 2. Slightly better than the others 3. About the same 4. Slightly worse than the others 5. Much worse than the others 6. Didn't consider others for the job	
B17	Do you trust the information about IQ, personality types, and soft skills assessments provided by BDC?	1. Yes, completely 2. Only to a degree 3. No, not at all	
B18	How many people did BDC refer to you through giving you CVs or their contact information? <i>Please refer to B9 to confirm how many different positions the firm sought employment for.</i>	Position 1	B17a
		Position 2	B17b
		Position 3	B17c
		Position 4	B17d
		Position 5	B17e
B19	How many people referred by BDC did you interview for these positions?	Position 1	B18a
		Position 2	B18b
		Position 3	B18c
		Position 4	B18d
		Position 5	B18e

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B20	If B19 equals zero, what was the main reason you decided not to interview these people BDC provided you with details of:		1. Had already filled job by other means 2. Changed my mind about hiring someone for this job 3. None of the candidates provided had the right technical background 4. None of the candidates provided had the right social background 5. I tried to contact the candidates but couldn't get hold of them 6. Other (specify) _____										
B21	How many people who were scheduled to interview did not show up?												
B22	How many people showed up and did not have any idea about what your firm actually does?												
Enumerator: For B23-B33, please refer to the interview record list and if there are more than 6 candidates, please use extra paper			(a)	(b)	(c)	(d)	(e)	(f)					
Enumerator: Please record the interviewee's ID number in the boxes on the right.													
B23	According to our BDC's records, you interviewed (name) is this correct?	1. Yes 2. No											
B24	Which position did you interview (name) for?												
B25	Did this candidate meet your requirements in the following areas: 1 = Met requirements 2 = Didn't meet requirements 3 = Job did not have any requirement for this 4 = Can't remember/don't know	Knowledge about what your firm does in general and the general responsibilities of the job											
		Educational background											
		Personality											
		Intelligence											
		Presentability											
		Enthusiasm for the job											
		Wasta/connections											
		English											
		Computer skills											
B26	Did you offer this candidate a job?	1. Yes → B28 2. No											
B27	Why not? (main reason)	1. Another candidate was more qualified 2. Candidate was not qualified 3. Candidate was not interested 4. Another candidate has wasta Skip → B27											
B28	Did the candidate accept?	1. Yes → B31 2. No											
B29	Why not?	1. The candidate is opposed to working in this type of job 2. The candidate demanded a higher salary for this											

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		kind of job 3. Other (please specify)						
B30	Did you fill this position with someone else?	1. Yes 2. No → Skip to next person interviewed or B31 if no more people interviewed						
B31	Can you tell me a little about the person you gave this job to?	What is his/her gender? 1. Male 2. Female						
		What is his/her age						
		What salary did you offer him/her?						
		How did you find this person? 1. Personal contacts of someone at this firm 2. Previously unknown applicant 3. Other (Please specify)						
		Is this person related to anyone in the company? 1. Yes 2. No						
B32	Is this person still working for your firm?	1. Yes → B35 2. No						
B33	Why is he no longer working for you?	1. He quit 2. He was fired 3. Other (Please specify) ALL SKIP TO B35						
B34	Why did you not try BDC's matching services out for free?	1. I thought there was a fee (or hidden fee) for BDC's matching services 2. I prefer to hire through my own network 3. I didn't have time to learn about BDC's services						
Enumerator: Please read, For the next set of questions (B35-B39), I will ask you to rate BDC's matching service on the following scale from 1 to 5 where 1 means very poor and 5 means excellent. If the respondent really doesn't know, the record 8.								
B35	How would you rate your overall experience with BDC?	1. Very Poor 2. Poor 3. Satisfactory 4. Good 5. Excellent						
B36	How would you rate the ability of BDC to provide you with the right candidates for your positions?							
B37	How would you rate the responsiveness of the BDC matchmakers to your questions, concerns, and deadlines?							
B38	How would you rate the professionalism of BDC matchmakers?							
B39	How would you rate the quality of data presented in BDC's matchmaking CVs?							
B40	In total, how many times have you spoken to BDC about matching since you first heard of BDC's matching services? <i>Don't just answer "Don't Know", please estimate. If 0 →</i>							
B41	Did you ever have a difficult time getting into contact with BDC?	1. Yes 2. No						
B42	Are you currently working with BDC to find candidates for an open position?	1. Yes 2. No						

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B43	How many weeks does it usually take you to fill a position for a fresh graduate (from when you decided you wanted a new employee to when you offer the job)?					
C1	How many full time employees work at this firm?					
C2	How many part time employees work at this firm?					
C3	How many full time employees under age 26 work at this firm?					
C4	How many part time employees under age 26 work at this firm?					
C5	How many job openings (positions that you were looking to fill) did you have on the last day of each of the following months?	October				
		September				
		August				
		July				
C6	How many people did you hire in the following months?	October				
		September				
		August				
		July				
C7	How many people quit, got laid off, or discharged in the following months?	October				
		September				
		August				
		July				
C8	In 2012, how many...	new employees did this firm hire?			C8a	
		new employees under the age of 26 did this firm hire?			C8b	
		new employees from BDC's maharat program?			C8c	
		new employees that no one in your firm knew previously?			C8d	
		how many employees left this firm?			C8e	
	how many employees under the age of 26 left this firm?				B8f	
Enumerator: Please say, Let's talk about the last 4 recent graduates whom you've hired.						
C9	Please indicate yes or no whether this describes the person who you decided to hire: 1. Yes 2. No	Has experience/technical skills that matches job position				
		Has high communication and soft skills				
		Graduated from prestigious university				
		Is a relative of someone in management				
		Is a friend of a relative of someone in management				
		Is a relative of a friend of someone in management				
		Has strong wasta				
C10	Please indicate the most important reason why you decided to hire this person	1. Experience matches job position				
		2. High communication and soft skills				
		3. Graduated from prestigious university				
		4. Is a relative of someone in management				
		5. Is a friend of a relative of someone in management				
		6. Is a relative of a friend of someone in management				
		7. Has strong wasta				
		8. Other (please specify)				
C11	When did you hire this employee	Month				
		Year				
C12	Do you have a referral incentive program for employees?	1. Yes 2. No				

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D1	Sex of respondent	1. Male 2. Female	
D2	What is your age?		
D3	What is your position in this firm?	1. Owner 2. Manager (NOT HR) 3. Human Resources Manager 4. Other (specify)	
D4	Are there any female owners of this business?	1. Yes 2. No	
D5	Do you export any goods or services?	1. Yes 2. No	
D6	Do you have any branches outside of the Middle East and North Africa?	1. Yes 2. No	
D7	In what specific sector would you classify your business?	Sector	
D8	What does this business do? Please give me a one to two sentence description.		
D9	When did this firm begin its operations?	Month (if it started in 2011 or later) Year	D9m D9y
D10	Do you provide social security for all, some or none of your employees?	1. All 2. Some 3. None	
D11	What were the firm's profits last year?	1. Less than 1,000 JD 2. More than 999 JD but less than 10,000 JD 3. More than 9,999 JD but less than 100,000 JD 4. More than 99,999 JD but less than 1,000,000 JD 5. More than 999,999 JD	

Post-interview

Z1	It is my perception that the responses to the questions were	1. Truthful 2. Somewhat truthful 3. Not truthful	
Z2	What is the work environment?	1. Conservative, all male 2. Conservative, all female 3. Conservative, mixed genders mostly men 4. Conservative, mixed genders mostly female 5. Conservative, mixed genders balanced gender 6. Progressive, all male 7. Progressive, all female 8. Progressive, mixed genders mostly men 9. Progressive, mixed genders mostly female 10. Progressive, mixed genders balanced gender	
Z3	Is it a clean and friendly work environment?	1. Yes 2. No	
Z4	Interviewer Comments		