

Survey on Alumni Career Development and Employer Satisfaction Survey Analysis Report

| National Chin-Yi University of Technology

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TABLE OF CONTENTS

3 Purpose

4 Project background

7 Employability and employer satisfaction

Survey Methodology and Procedures

Questionnaire design

Reliability and validity analysis

12 Project investigation results

Analysis of survey results and demographics

Gender and Departments

Department

15 Analysis of the survey results of the employment status of alumni graduated in 2020

Current status of graduate alumni

Employment situation

Type of Job occupation

Job satisfaction survey

26 Employer satisfaction survey

Purpose

This research report is a survey of the current employment status, job satisfaction and latest developments of the alumni of National Chin-Yi University of Technology (NCUT) graduates in 2020, in order to understand the career development and career adaptation of the graduates, as the future of NCUT's teaching direction and the reference basis for the development of all departments

An employer satisfaction survey was conducted on the 2019 National Chin-Yi University of Technology (NCUT) graduate alumni to examine the industry employers' views on the work attitude and professional abilities of NCUT graduate alumni, so as to obtain important industry intablation. On the other hand, NCUT hopes to use the results of the questionnaire to enhance the school's future competitive advantage and the establishment and cultivation of students' employability.

According to the survey results of the graduation status and employment satisfaction of NCUT graduate alumni in 2020, analyze, discuss and make suggestions to provide teaching units with the understanding of the fit of students' learning and application in the work-place. The results of the questionnaire can also be used as a reference for the school's future employment counseling and planning a better learning environment

Project background

Following the motto of "diligence, determinacy, sincerity, and honesty," NCUT cultivates talents with professional skills and virtues – "professional know-how, humanistic concern, social responsibility, and international outlook." To achieve our mission of cultivating professional talents and renovating vocational education, we have founded a base in central Taiwan. Aspiring to satisfy the needs of the local industry in central Taiwan, NCUT cultivates professionals and promote students' ability in technology, research and development.

However, due to the large number of colleges and universities in Taiwan in recent years, many college graduates have become freshmen in the job market every year. On the other hand, with the changes in the social environment, the public's values tend to be diversified, making many people increasingly demanding the employment environment and work content and conditions when they are faced with the choice of employment situation.

In addition, affected by the global economic downturn, the domestic economy is getting worse and worse, and the unemployment rate remains high. Many companies have gradually become strict and high standards in selecting employees.

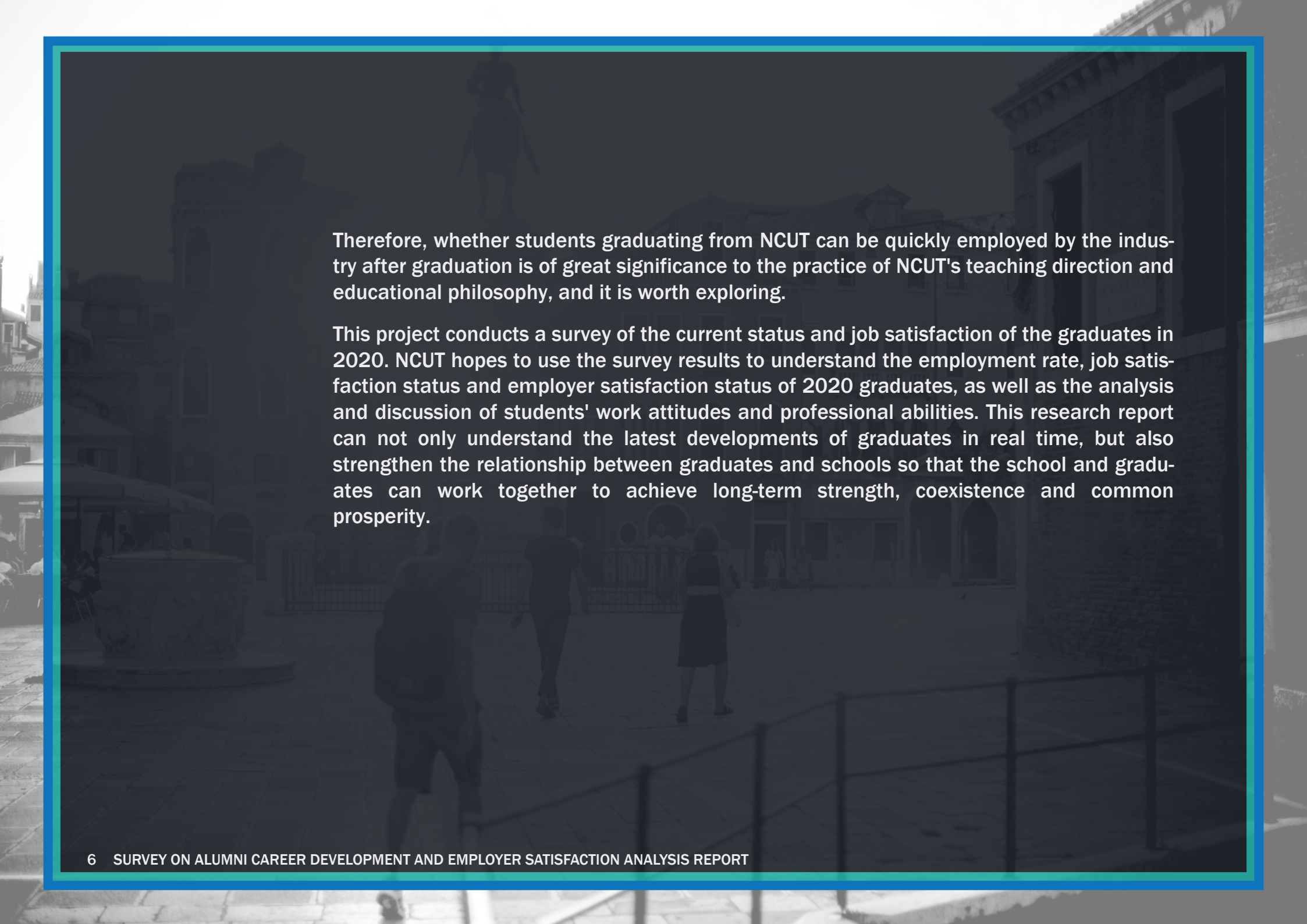
When the graduation season comes in June every year, many college graduates enter the job market. In addition to competing with alumni who graduated in the same year, they still have to compete with alumni who graduated from previous years.

Therefore, facing such a highly competitive job market with a high unemployment rate, Yu Peixuan (2002) believes that guiding or providing assistance to students' pertableance at school and continuing to understand their post-graduation development after graduation will help the school revise the curriculum to be closer to the industries' requirement, so that graduates can maintain their employment advantage in a society with high competition and high unemployment.

Therefore, the survey on the status of graduates and the establishment of a complete data-base and analysis of the surveyed data are used as a reference for teaching directions to enhance the employability of students.

The employment rate and employment status of school graduates are one of the important evaluation indicators for evaluating school pertableance. For more than 30 years since the establishment of NCUT, graduate alumni have served various enterprises and have been generally welcomed and affirmed by the industry.

However, social changes have led to great changes in the employment environment. Coupled with the presence of additional universities, the number of fresh people in the workplace trained by each school is increasing every year. The sources of manpower with the same skills tend to be more diversified, so companies have more choices in recruiting talents, and the competition between schools and schools has gradually become fierce.

The background image is a grayscale photograph of a university campus. In the foreground, there is a paved plaza with a low metal railing. Several people are walking across the plaza. In the background, there is a large, multi-story building with many windows and a central entrance. To the left of the building, there is a statue of a person standing on a pedestal. The overall scene is a typical university courtyard.

Therefore, whether students graduating from NCUT can be quickly employed by the industry after graduation is of great significance to the practice of NCUT's teaching direction and educational philosophy, and it is worth exploring.

This project conducts a survey of the current status and job satisfaction of the graduates in 2020. NCUT hopes to use the survey results to understand the employment rate, job satisfaction status and employer satisfaction status of 2020 graduates, as well as the analysis and discussion of students' work attitudes and professional abilities. This research report can not only understand the latest developments of graduates in real time, but also strengthen the relationship between graduates and schools so that the school and graduates can work together to achieve long-term strength, coexistence and common prosperity.

Employability and employer satisfaction

The Cheers magazine has already been conducting the survey in “the most popular college students from industries” for twenty years long. Continuing to pay attention to the changes of Taiwanese enterprises and talents; becoming a communication channel between enterprises and academia. Eight indicators scores were conducted from millions of large enterprises. The eight indicators are as following: Professional Knowledge and Technology, High stability and compression resistance, Ability to solve problems, Have an international outlook and foreign language ability, Creativity, Integrative ability, Strong learning intention and high plasticity. NCUT students ranked 9th among the most favorite students in 2021 and it indicates that NCUT continued excellence in running a school; the students’ pertableance who graduated from NCUT is getting affirmed day by day. (Cheers, 2021)

Table 1. Top 5 popular technical and vocational students in 2021

Rank	School
1	National Taipei University of Science and Technology
2	National Taiwan University of Science and Technology
3	National Kaohsiung University of Science and Technology
4	National Yunlin University of Science and Technology
5	Lunghwa University of Science and Technology
6	National Formosa University
7	National Chin-Yi University of Technology
8	National Pingtung University of Science and Technology
9	Chaoyang University of Technology
10	National Taichung University of Science and Technology
11	Southern Taiwan University of Science and Technology
12	National Taipei University of Business
13	National Kaohsiung University of Hospitality and Tourism
14	Chihlee University of Technology
15	Wenzao Ursuline University of Languages

Table 2. Overall ranking of Taiwan companies' favorite college students in 2021

Rank	School	Rank	School
1	National Taiwan University	16	National Taipei University
2	National Cheng Kung University	17	National Kaohsiung University of Science and Technology
3	National Tsing Hua University	18	Yuan Ze University
4	National Chiao Tung University	19	Soochow University
5	National Chengchi University	20	National Yunlin University of Science and Technology
6	National Taipei University of Science and Technology	21	Tunghai University
7	National Central University	22	Lunghwa University of Science and Technology
8	National Sun Yat-Sen University	23	National Formosa University
9	National Taiwan University of Science and Technology	24	Chinese Culture University
10	Tamkang University	25	Ming Chuan University
11	Fu Jen Catholic University	26	National Taiwan Normal University
12	National Chung Hsing University	27	National University of Kaohsiung
13	National Chung Cheng University	28	National Chin-Yi University of Technology
14	Feng Chia University	29	National Pingtung University of Science and Technology
15	Chung Yuan Christian University	30	Shih Hsin University

This survey takes the views of the above-mentioned enterprises through the Employer Satisfaction Questionnaire to understand the employer's satisfaction with the pertableance from the alumni of NCUT. First, we analyze employers' satisfaction with the overall pertableance of NCUT alumni; the questionnaire including five parts. The first part is about the actual pertableance of NCUT alumni in the workplace. The second part is whether the pertableance of NCUT alumni is in line with what they learned in the school. The third part is to enhance the needs from the alumni of NCUT, and employers suggest where schools can proceed with the enhanced projects. The fourth part is the priority factor for employers to consider when hiring new employees. The fifth part is whether the employer will continue to employ the staffs in the future.

Survey Methodology and Procedures

After the introduction of the research motivation and literature discussion, we start a survey to the students who graduated from NCUT in 2020. The first step, we make a phone call to conduct a comprehensive census. The second step, we use mail, e-mail, fax or phone call method to conduct the employer satisfaction survey.

Questionnaire design

The questionnaire for NCUT graduates in 2020 is mainly divided into three parts. The first part is the employment flow: job status and business type, job occupation type, how long it takes to find the first job after graduation, and the average monthly income of the job, location. If it is unemployed, the reason for not being employed (advancing to higher education, serving or waiting for service, preparing for an exam, resigning and looking for other jobs).

The second part is the employment conditions: including the current professional ability and the degree of compliance with the job (company director) requirements, the current job content, do you need to have a professional license? Overall satisfaction with the current job.

The third part is learning feedback: the relevance of job skills requirements and what you have learned during school, whether the "learning experience" and internships during school are helpful to career development, and those professional abilities and career activities or employment service activities have an impact on the workplace employment.

Measured by Likert's five-point scale, the order of the answers is strongly disagree, disagree, general, agree, and strongly agree. Points are given 1, 2, 3, 4, and 5 respectively. The higher the degree of agreement, the higher the score.

Reliability and validity analysis

The most important thing to the survey is to conduct the questionnaire validity analysis; to ensure the reliability and feasibility of the questionnaire. Take the survey that we conducted to the alumni who graduated in 2020 for example. We have 2880 questionnaires in the school; the questionnaire has 2593 surveyed and the recovery rate is 90.03%. We take these 2593 surveys as employed and unemployed in the table 3.

The table 3 indicates that the questionnaires vector to Cronbach's Alpha coefficient value is 0.620. The definition of Cronbach's Alpha is $0.5 < \alpha \leq 0.7$ and it shows that the questionnaires are available.

We also use KMO and Bartlett verification result to indicate whether the questionnaire is suitable for factor analysis. We can find out that the KMO is 0.712. The definition is that if the value more than 0.5 and is efficacious and acceptable. Furthermore, if the significance is $0.000 < \alpha \leq 0.05$ and it shows that the data is suitable for factor analysis.

Table 3. Number and percentage of alumni.

Current Situation	Numbers of alumni	Percentage
Employed	1898	73.2%
Unemployed	695	26.8%
Total	2593	100.00%

Table 4. Questionnaire reliability.

Reliability statistics	
Cronbach's Alpha	Numbers of subject
0.620	3

Table 5. Questionnaire reliability.

KMO and Bartlett verification		
Appropriateness of Kaiser-Meyer-Olkin measurement		0.712
The Ball type verification of Bartlett	Approximately Chi-square	1723.152
	df	6
	significance	0.000

Project investigation results

Analysis of survey results and demographics

In the 2019 academic year, there were 2880 graduated alumni, of which 73.3% were male (2111) and 26.7% (769) were female. Among them, a total of 2,593 alumni accepted the post-graduation employment survey, with a completion rate of 90.03%.

The number of alumni, the number of completed questionnaires and the completion rate of each department are shown in the following table

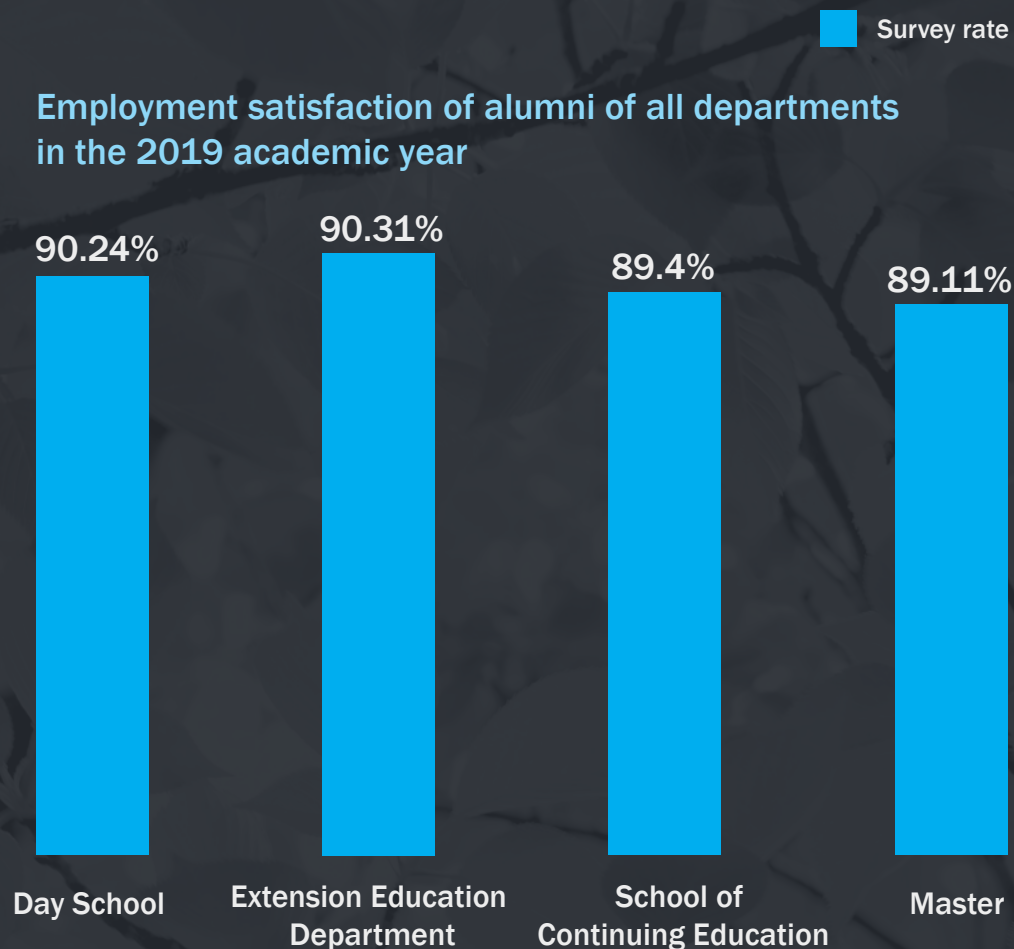


Chart 1. The distribution of the Alumni Career Development Survey

Gender and Departments

As shown in the figure, among the 2593 graduated alumni surveyed in the 2020 academic year, 53.14% (1378 alumni) for Day School, 24.45% (634 alumni) for the Extension Education Department, 10.41% (270 alumni) for the School of Continuing Education, and Master program is 11.99% (311 alumni).

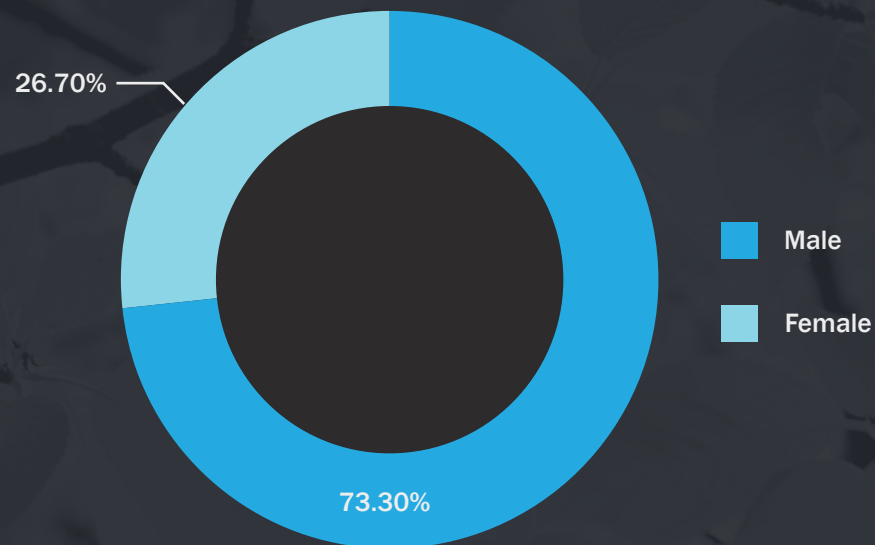


Chart 2. Gender distribution of graduates.

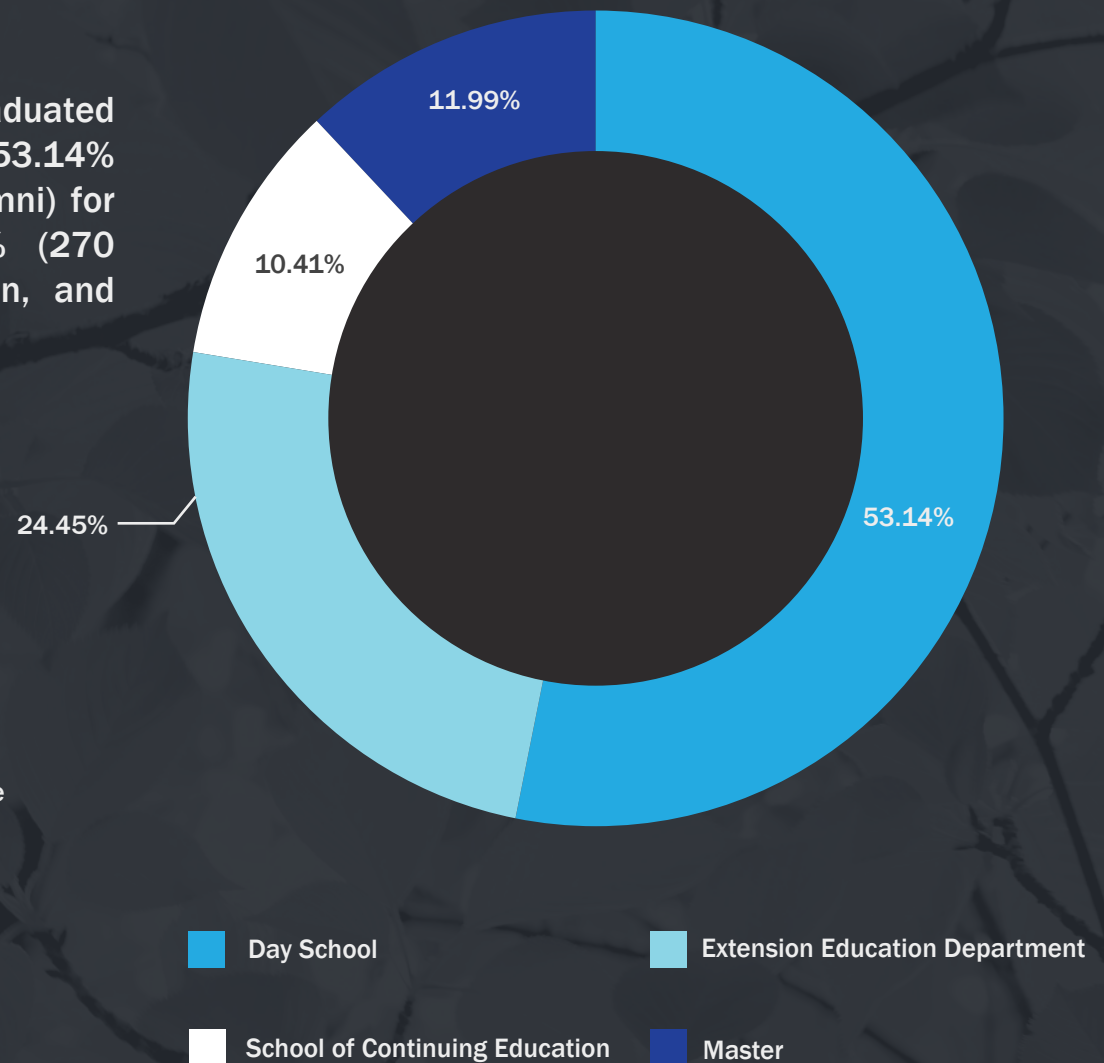


Chart 3 Divisional distribution of the Alumni Career Development Survey.

Department

It is known from the survey that the Department of Industrial Engineering & Management accounted for 14.19% of the surveyed alumni, which was the highest, followed by the Mechanical Engineering Department 13.19% and the percentage is 11.42% for the Department of Electrical Engineering.

Table 6. Distribution of departments participating in the Alumni Career Development Survey.

Department	Number of Alumni	Percentage
Department of Mechanical Engineering	342	13.19%
Department of Industrial Engineering & Management	368	14.19%
Department of Electrical Engineering	296	11.42%
Department of Electronics Engineering	273	10.53%
Department of Refrigeration, Air Conditioning and Energy Engineering	224	8.64%
Department of Chemical and Materials Engineering	163	6.29%
Department of Information Management	163	6.29%
Department of Business Management	173	6.67%
Department of Computer Science and Information Engineering	176	6.79%
Department of Distribution Management	148	5.71%
Department of Leisure Industry Management	94	3.63%
Department of Applied English	74	2.85%
Department of Landscape Architecture	53	2.04%
Department of Cultural and Creative Industries	46	1.77%
Total	2593	100.00%

Analysis of the survey results of the employment status of alumni graduated in 2020

Current status of graduate alumni

According to statistics, among the 2593 graduate alumni who successfully completed the survey, 73.2% were employed, followed by 11.61% for further education. The higher proportion of unemployed persons are unemployed and further studies. Obviously, the unemployed mainly come from unemployed but seeking employment after graduation and further study.

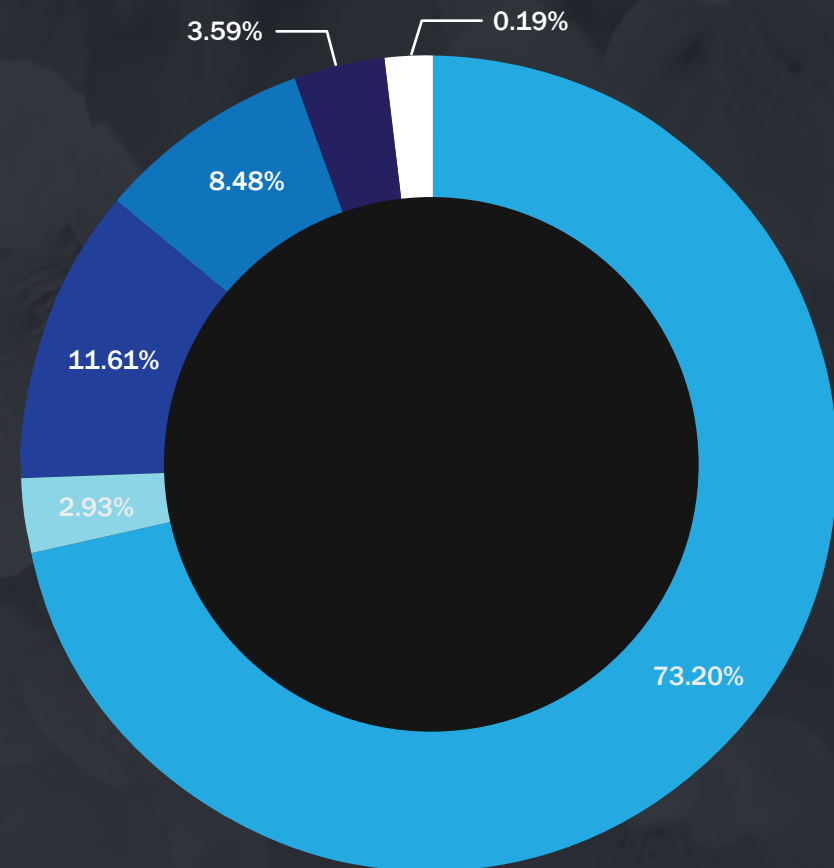
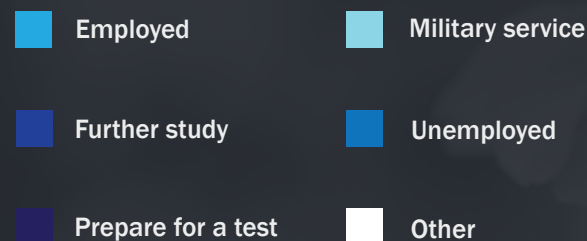


Chart 4. Distribution of the employment status of alumni.

Further analysis shows that from the statistical data, there are differences in the career development of alumni of bachelor and master graduates. The main difference lies in the proportion of employment and continuing education. The difference between the employment ratio of bachelor alumni and master alumni is 16.93%.

Table 7. Comparison table of Alumni Career Development between master's and bachelor's programs.

	Number of Alumni	Number of surveys	Survey rate
Bachelor	2531	2282	90.16%
Master	349	311	89.11%

2020 Bachelor's Alumni Career Development

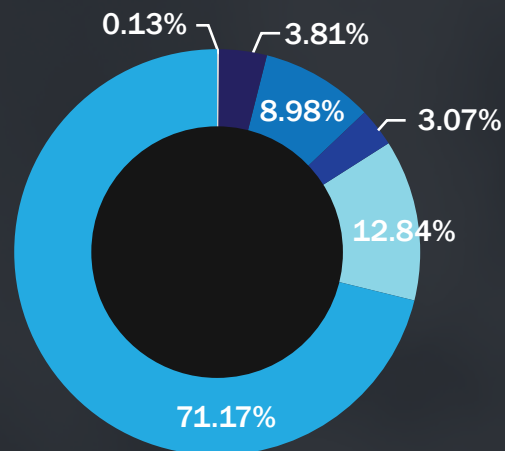


Chart 5. Alumni Career Development of the undergraduate program.

2020 Master's Alumni Career Development

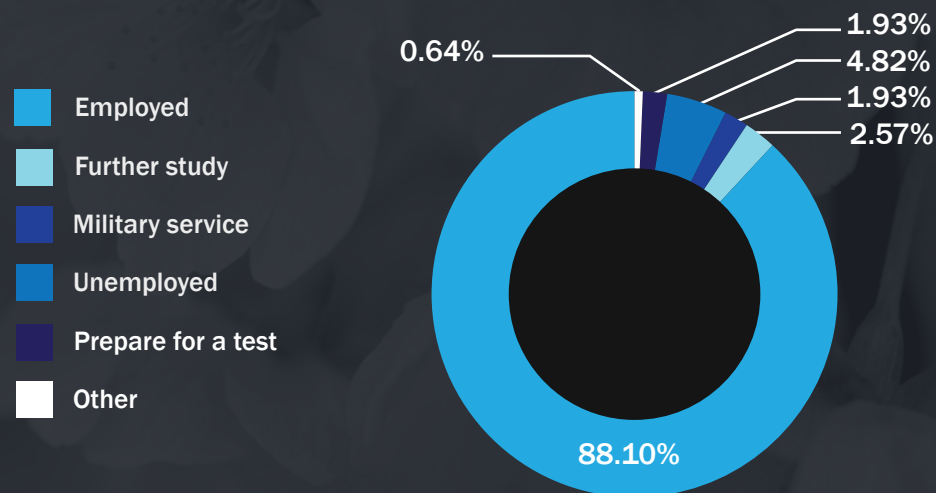


Chart 6. Alumni Career Development of the master's program.

Employment situation

According to the table, among the 1,898 employed graduates surveyed, 91.83% are private entrepreneurs, 3.53% are government departments, 1.11% are schools, and 3.53% are entrepreneurship, non-profit work or freelancers.

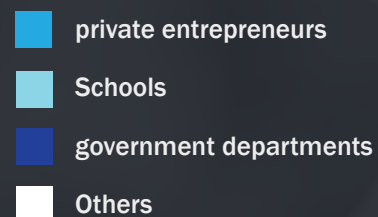


Chart 7. Employment situation

It can be known from the table below that 34.30% Employer satisfaction survey of the graduates of the bachelor's degree have a job before graduation, and 34.54% of them have found a job within 1 month; 45.99% of the graduates of the master's degree have a job before graduation, and 24.09% of them found a job within 1 month.

Table 8. How long it took graduates to find a job

How long it took graduates to find a job	Bachelor	Master
within about 1 month	34.54%	24.09%
More than 1 month to within 2 months	10.59%	9.85%
More than 2 month to within 3 months	6.53%	8.76%
More than 3 month to within 4 months	3.26%	2.92%
More than 4 month to within 6 months	4.00%	3.28%
More than 6 month to within 7 months	1.66%	1.09%
More than 6 month to within 8 months	1.79%	1.09%
More than 6 month to within 9 months	1.05%	1.46%
More than 6 month to within 10 months	1.29%	0.73%
More than 6 month to within 11 months	0.99%	0.73%
Full-time employment prior to graduation	34.30%	45.99%
Total	100.00%	100.00%

Type of Job occupation

Among the 1,898 employed graduates, the most types of jobs are manufacturing, accounting for 31.88%, followed by science, technology, engineering, mathematics, 23.97%, and marketing and sales, 8.06%.

Among them, there are 1,624 graduates with a bachelor's degree, and their job types are most in manufacturing, accounting for 32.02%, followed by science, technology, engineering, and mathematics, accounting for 22.66%; and there are 274 graduates with a master's degree, accounting for 22.66%. The types of work are science, technology, engineering and mathematics, accounting for 31.75%, followed by manufacturing, accounting for 31.02%.

Table 9. Types of job occupations employed for graduates

Type of jobs	All employed graduates	bachelor's employment	master's employment
Natural resources, food and agriculture	1.42%	1.48%	1.09%
Judicial, legal and public safety	0.63%	0.74%	-
Business management	5.37%	5.73%	3.28%
Leisure and tourism category	3.74%	4.19%	1.09%
Marketing and Sales	8.06%	8.56%	5.11%
Transportation logistics	1.90%	2.09%	0.73%
Financial Finance	3.00%	3.14%	2.19%
Building construction	4.74%	4.50%	6.20%
Government public affairs	3.06%	3.26%	1.82%
Science, technology, engineering, mathematics	23.97%	22.66%	31.75%
Personal and social services	0.90%	1.05%	-
Education and training	2.37%	2.22%	3.28%
Information Technology	5.85%	5.11%	10.22%
Manufacturing	31.88%	32.02%	31.02%
Healthcare	1.21%	1.29%	0.73%
Art and audiovisual communication	1.90%	1.97%	1.46%

Job satisfaction survey

The employment survey of the graduates is based on whether the work ability is in line with the job, whether the job requires a professional license, whether the current job matches the school training course, and the overall job satisfaction. A five-point scale was used to evaluate from very dissatisfied, dissatisfied, average, satisfied, very satisfied.

The number of respondents and the satisfaction results are as follows (in descending order of satisfaction): overall satisfaction (98.95%), job ability and job satisfaction (97.15%), job and school training courses Satisfaction (93.94%), professional license required for work (27.29%).

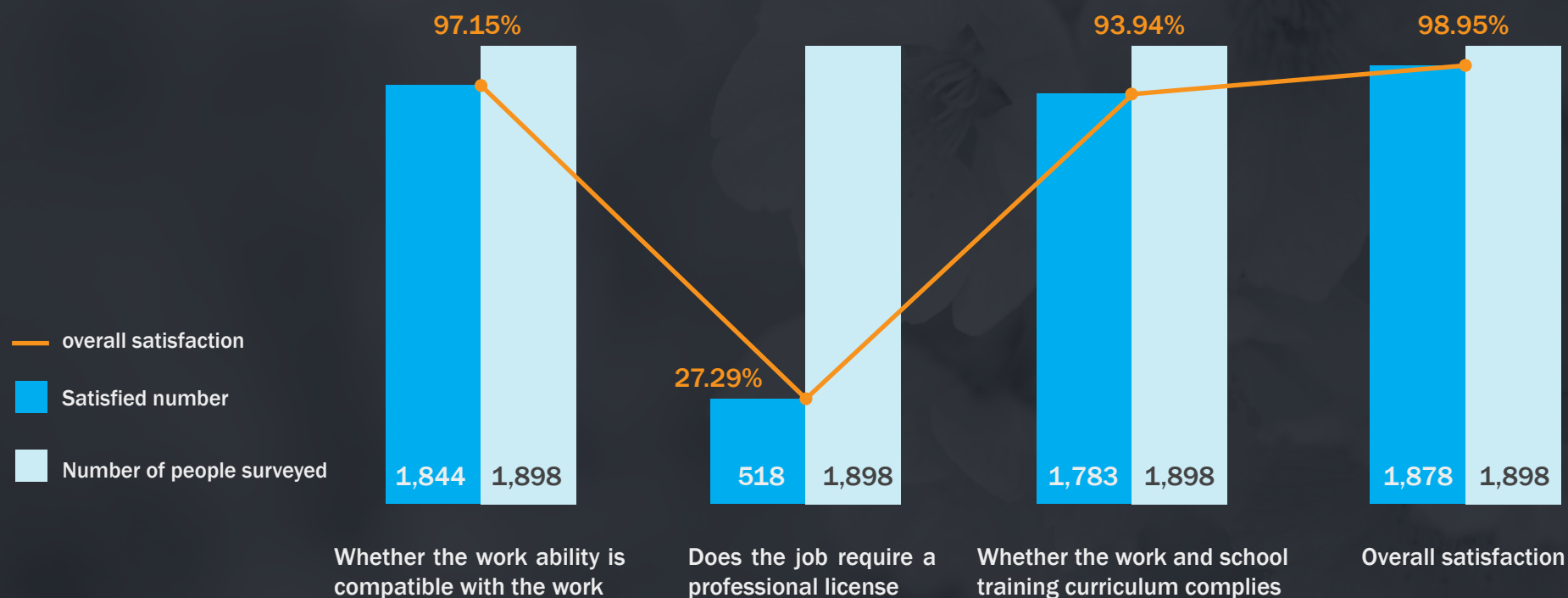


Chart 8. Graduate employment satisfaction

It shows from the above figure, in the employment satisfaction survey, more than 70% of the respondents were satisfied, indicating that more than half of the graduates of National Chin-Yi University of Technology in the 2019 academic year were satisfied with their current jobs (overall satisfaction 98.95%) , especially overall job satisfaction has the highest satisfaction.

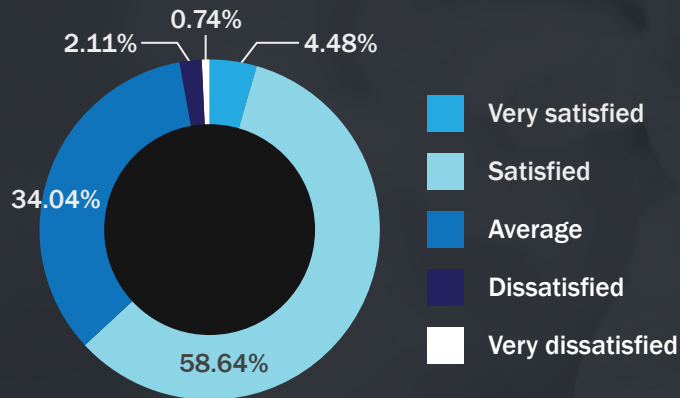


Chart 9. Whether work ability is in line with employment satisfaction

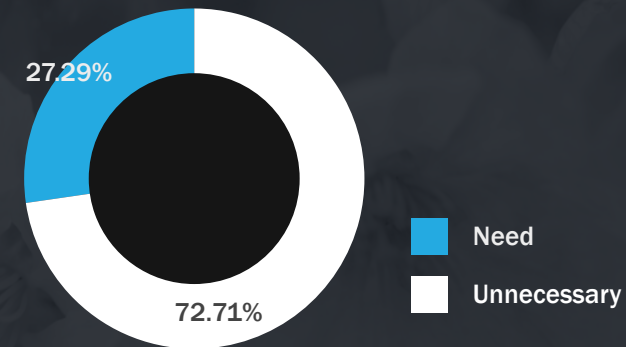


Chart 10. Do graduate jobs require a professional license

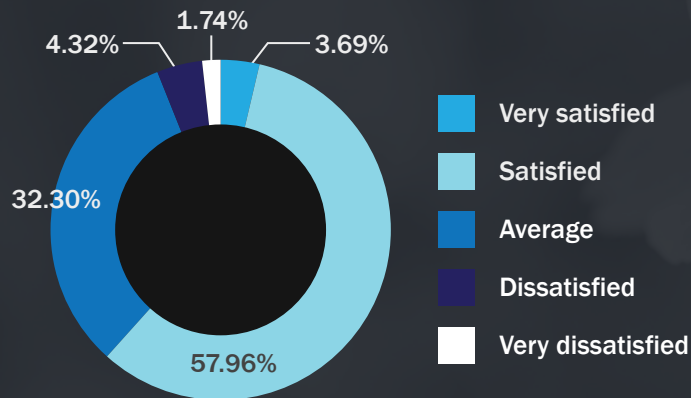


Chart 11. Whether the graduate's current job and school training program are in line with employment satisfaction

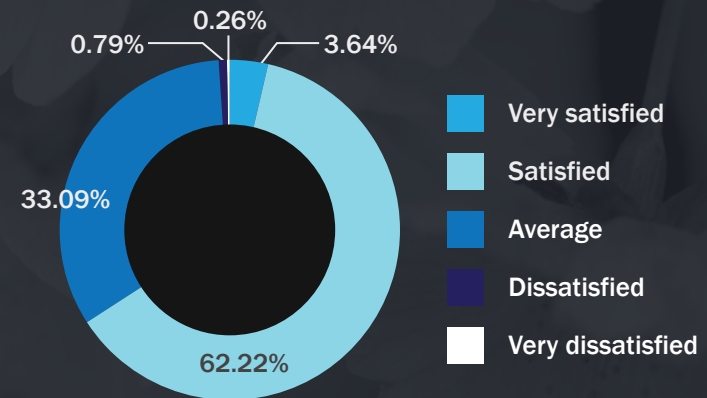


Chart 12. Graduate overall job satisfaction

Among them, 1,898 of the graduates answered which kind of study experience they had during their studies were most helpful in their post-graduate work. The answer options to the questions include professional knowledge, imparting knowledge and ability, building student and teacher connections, industry internships, club activities, language learning, participating in international exchange activities, volunteering, service learning, research or teaching assistantships. This question can be filled with two or more items.

According to the figure below, it can be seen that 1,370 respondents got the most help in the learning experience of professional knowledge and knowledge and ability, followed by the establishment of student and teacher contacts, with 585 respondents.

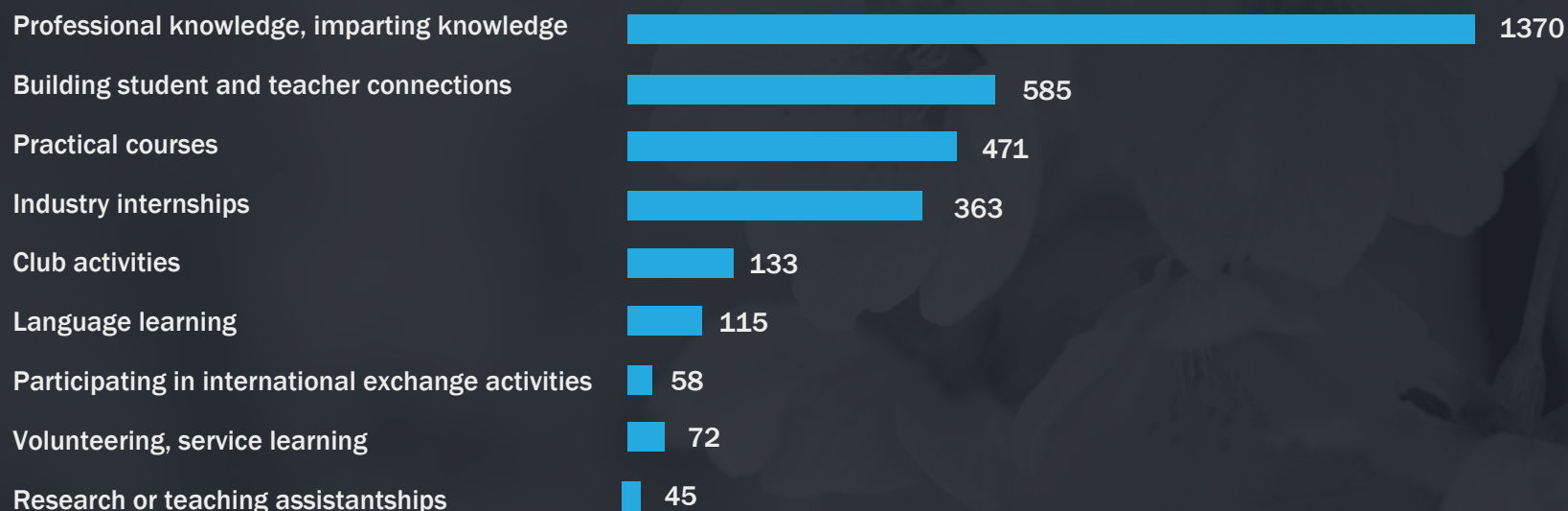


Chart 13. The study experience were helpful in the post-graduate work

Of the 2,595 alumni, 60 of them participated in career services assistance, and 229 alumni participated in self-career development. Among them, 2,533 alumni who have not participated in the employment service are the most, followed by 31 industry internships and corporate visits. Among the self-career development activities for work, 87.93% of them did not participate in any activities, followed by 5.90% of studying abroad.



Chart 14. Graduate Career Services Help

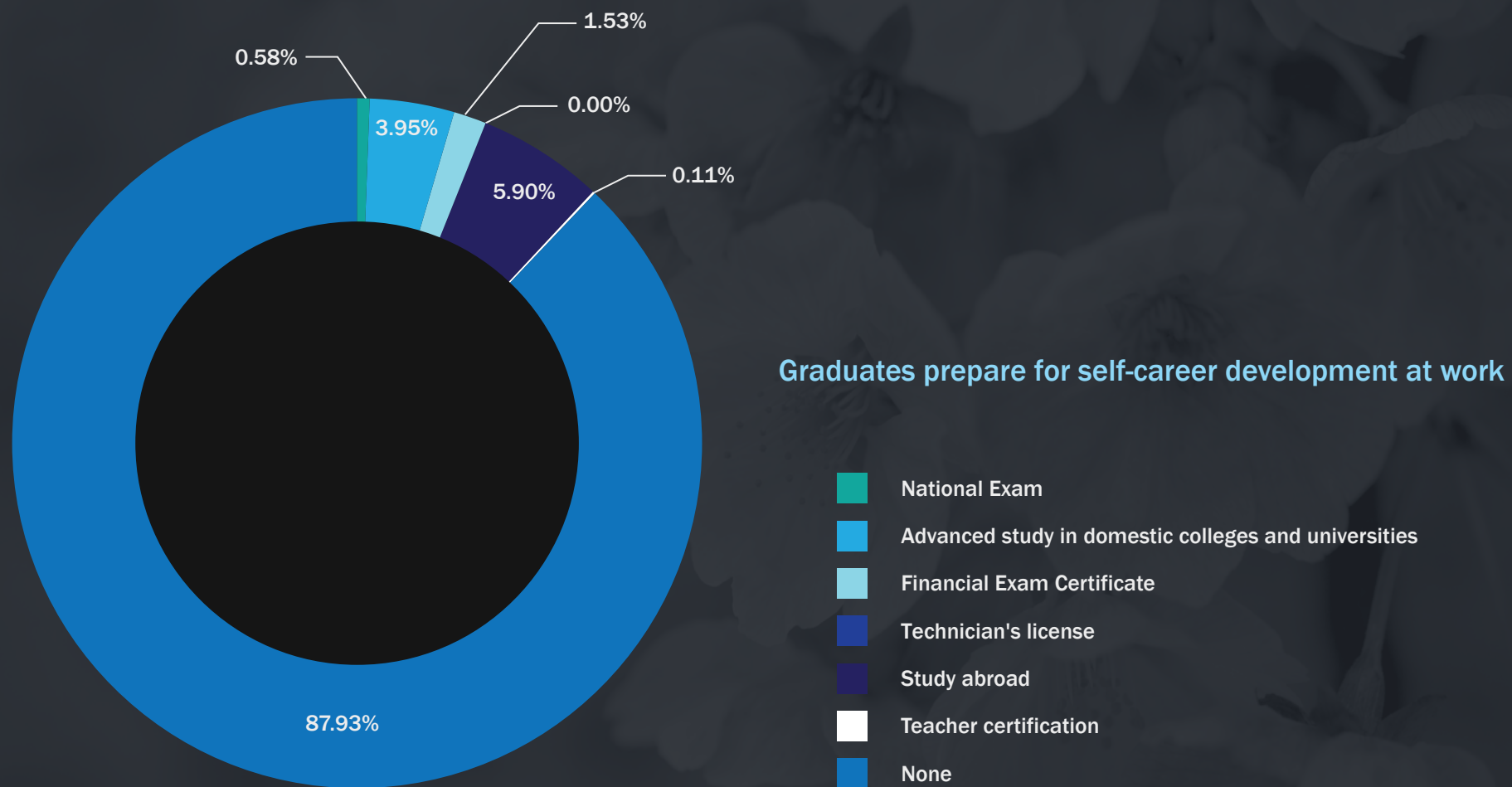


Chart 15. Graduates prepare for self-career development at work

Among the 2,595 alumni who were surveyed, 1,112 respondents answered the question "What general courses did they have during their studies that would help their current work?" 411 alumni thought that the industry courses were the most, followed by 288 alumni answered the foreign language category.

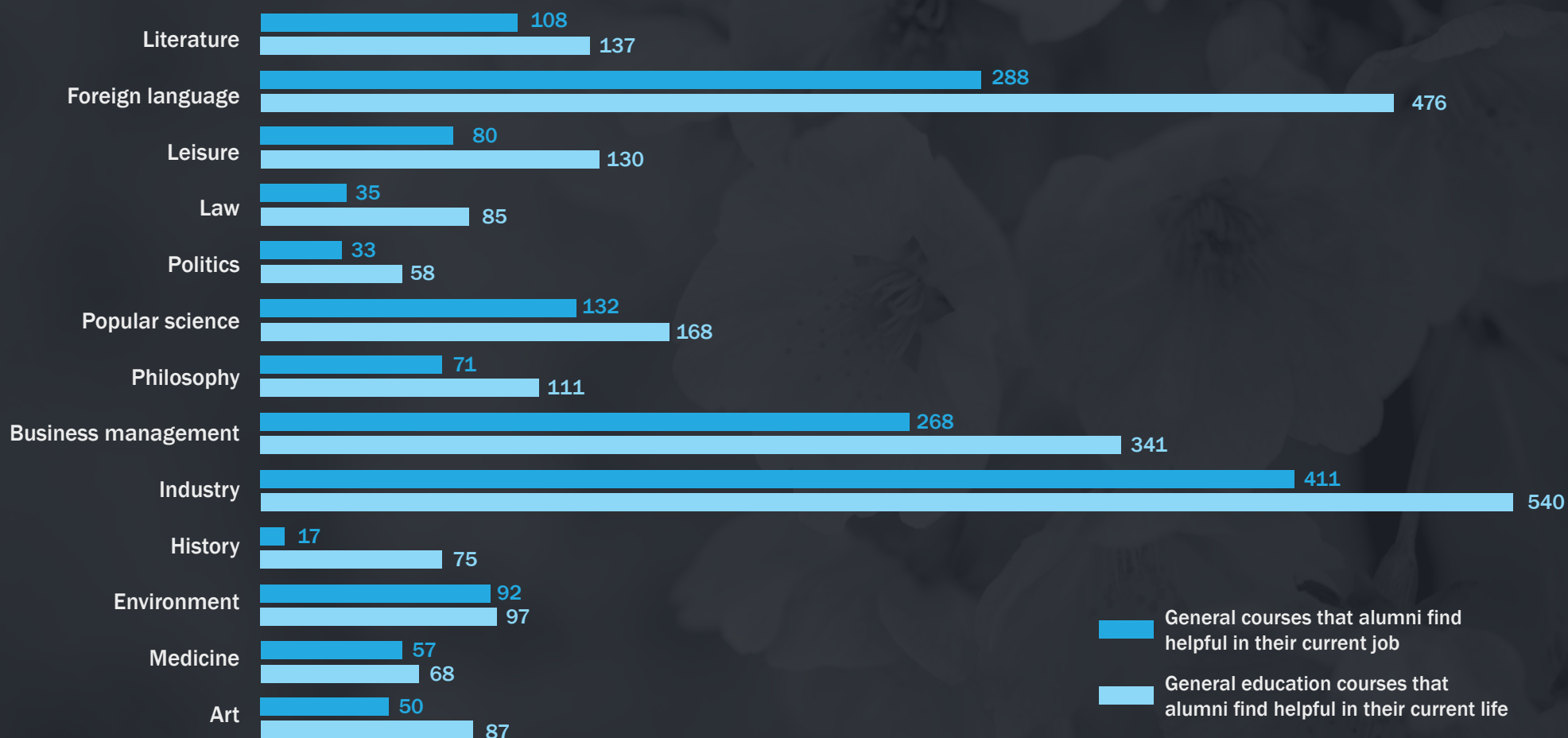


Chart 16. General education courses that will help alumni

Employer satisfaction survey

The targets of the employer satisfaction survey are the companies and direct supervisors to which the alumni belong. The questionnaires were collected through telephone interviews or sent paper questionnaires. The number of questionnaires returned was 204. Among them, 20 manufacturers belonged to the 2000 largest companies in Taiwan and many of them are well-known in the industry, which are listed in the OTC manufacturers, such as CPC Corporation, Taiwan, Everlight Electronics Co., Ltd., VICTOR TAICHUNG etc., shows that the survey results have considerable reference value.

First, analyze the company's employer's satisfaction with the overall performance of NCUT's alumni, and provide five options for evaluation: Option 1 is very dissatisfied; Option 2 is not satisfied; Option 3 is fair and acceptable; Option 4 is satisfied; Option 5 is very satisfied. The results showed that 0.00% were very dissatisfied, 0.00% were dissatisfied, 8.33% were fair, 63.24% were satisfied, and 24.83% were very satisfied.

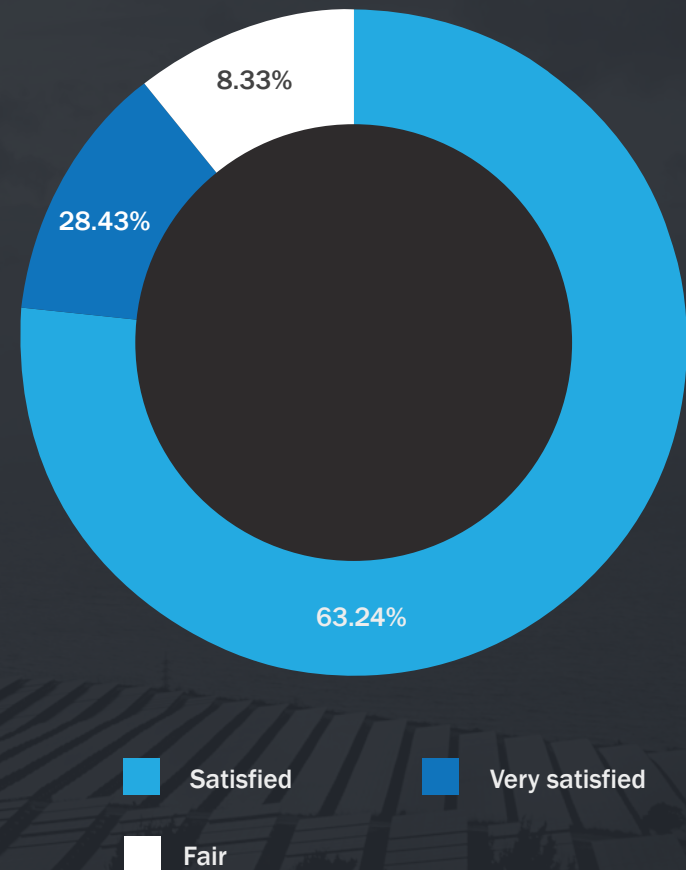


Chart 17. The employer's satisfaction with the overall performance of NCUT's alumni.

Secondly, the first part is to check the appropriate options by the direct supervisor on the actual performance of NCUT alumni in the workplace. The results are as follows.

From the following table, it can be found that the overall average of the 10 job performances of NCUT alumni by employers is 4.15, which is close to the degree of recognition. Among them, the top three items that employers most agree with NCUT alumni's work ability are: job execution (4.32), proactive work attitude (4.27), and emphasis on teamwork (4.27); and the three less satisfactory items are : Ability to communicate and express accurately (4.02), leadership and management skills (3.96), and international outlook (3.91).

Table 10. The company's recognition of the actual performance of employees.

Items	Averages	Ranking
1. Capable of execution	4.32	1
2. Positive and proactive work attitude	4.27	2
3. Value teamwork	4.27	2
4. Professional	4.23	4
5. Stress resistance	4.23	4
6. Ability to coordinate and integrate	4.16	6
7. Creative and flexible	4.10	7
8. Ability to communicate and express accurately	4.02	8
9. Capable of leadership and management	3.96	9
10. Have an international outlook	3.91	10
Average	4.15	

The second part is a survey on whether the work performance meets the learning. The results are as follows.

From the following table, it can be found that the employer's total agreement on the 9 core competences of NCUT alumni is 4.06. Among them, the top two items that employers most agree with NCUT alumni are: the concept of teamwork and the ability to strengthen communication and coordination (4.24), as well as the use information technology to solve problems (4.18); and the two less satisfactory items are: the ability to diagnose and rationalize industrial management (3.97) and the ability to strengthen basic English reading (3.87).

Table 11. Whether the alumni's learning at school is in line with their current work performance

	Items	Averages	Ranking
1	The concept of teamwork strengthens the ability of communication and coordination	4.24	1
2	Use information technology to solve problems	4.18	2
3	Ability to integrate resources, information, and technology	4.12	3
4	Possess the humanistic qualities and the sentiment of caring for the society	4.09	4
5	Project planning, design, evaluation and improvement capabilities	4.05	5
6	Product/process R&D and innovation capabilities	4.05	6
7	Possesses organizational team and leadership skills	3.99	7
8	Ability to diagnose and rationalize industrial management	3.97	8
9	Strengthen basic English reading ability	3.87	9
	Average	4.06	

The third part is the company's suggestions for improving the employability, competitiveness and job requirements of NCUT alumni. There are 15 multiple-choice questionnaires. Companies are asked to fill in the courses and training abilities that new professionals in the workplace must learn on campus. According to the results of the questionnaire, for improving the employability and competitiveness of NCUT alumni, the company's suggestions are to increase industry internship opportunities (47.55%), strengthen the link between courses and practice (45.10%), and increase internship courses (31.86%), and hold a job fair (30.39%), and assist students in understanding and careers planning (29.90%).

Table 12. The factors that companies consider when hiring new employees.

Items	Percentage	Ranking
1. Increase internship opportunities	47.55%	1
2. Intensify the link between curriculum and practice	45.10%	2
3. Increase internship courses	31.86%	3
4. Hold a job fair	30.39%	4
5. Assist students in understanding and career planning	29.90%	5
6. Increase opportunities for cooperation with industry	27.45%	6
7. Counseling to obtain certificates	21.08%	7
8. Strengthen language skills	14.22%	8
9. Hold seminars/events related to industry trends	13.24%	9
10. Invite industry professionals to give speeches	10.78%	10
11. others	9.31%	10
12. Organize academic and industrial exchange seminars	8.33%	12
13. Encourage dual-majors/inter-departmental elective majors to increase cross-field expertise	6.37%	13
14. Set up a website to provide career development information	3.92%	14

The fourth part is the priority of employers when hiring new employees. There are 19 multiple choices. These items include interpersonal relationships, work experience, future development potential, learning performance (scores, clubs), interview impressions, Personal career vision, time management ability, emotion management, creative thinking ability, proposal communication ability, strategy formulation ability, computer ability, language ability, appearance and expression ability, professional license, proactiveness, work ethics, work attitude and team work and others. The results show that employers prioritize the top five factors in hiring new employees: work attitude and cooperation (73.53%), proactiveness (45.59%), appearance and expression ability (21.08%), professional licenses(20.59%), and emotional management (20.10%).

Table 13. The priority of employers when hiring new employees

Items	Percentage	Ranking	Items	Percentage	Ranking
1. Work attitude and cooperation	73.53%	1	11. Proposal communication ability	14.22%	11
2. Proactive	45.59%	2	12. Creative thinking ability	9.80%	12
3. Appearance and expression ability	21.08%	3	13. Future development potential	8.82%	13
4. Professional licences	20.59%	4	14. Time management ability	8.82%	14
5. Emotional management	20.10%	5	15. Personal career vision	7.84%	15
6. Work ethics	18.63%	6	16. Interpersonal relationship	6.86%	16
7. Work experience	18.14%	7	17. learning performance (scores, clubs)	5.88%	17
8. Interview impression	16.67%	8	18. Computer skills	4.41%	18
9. Have professional licenses	16.67%	9	19. Strategy-making ability	1.47%	19
10. others	15.69%	10			

The fifth part is whether the employer is still willing to continue to hire or recommend NCUT alumni to work in other companies in the future. Five choices are provided for evaluation: Option 1 is not willing to hire alumni of NCUT; Option 2 will not be given priority, but if it should If NCUT alumni are very qualified, they will be considered; Option 3 will be considered, but it still needs to be decided according to the individual case; Option 4 is willing, will consider priority hiring/recommendation; Option 5 is highly willing, and will definitely hire/recommend. The results show that the unwilling population is 7.84%, the non-prioritization is 32.35%, the will be considered is 32.35%, the will be prior-itized is 22.06%, and 31.86% would be highly willing.

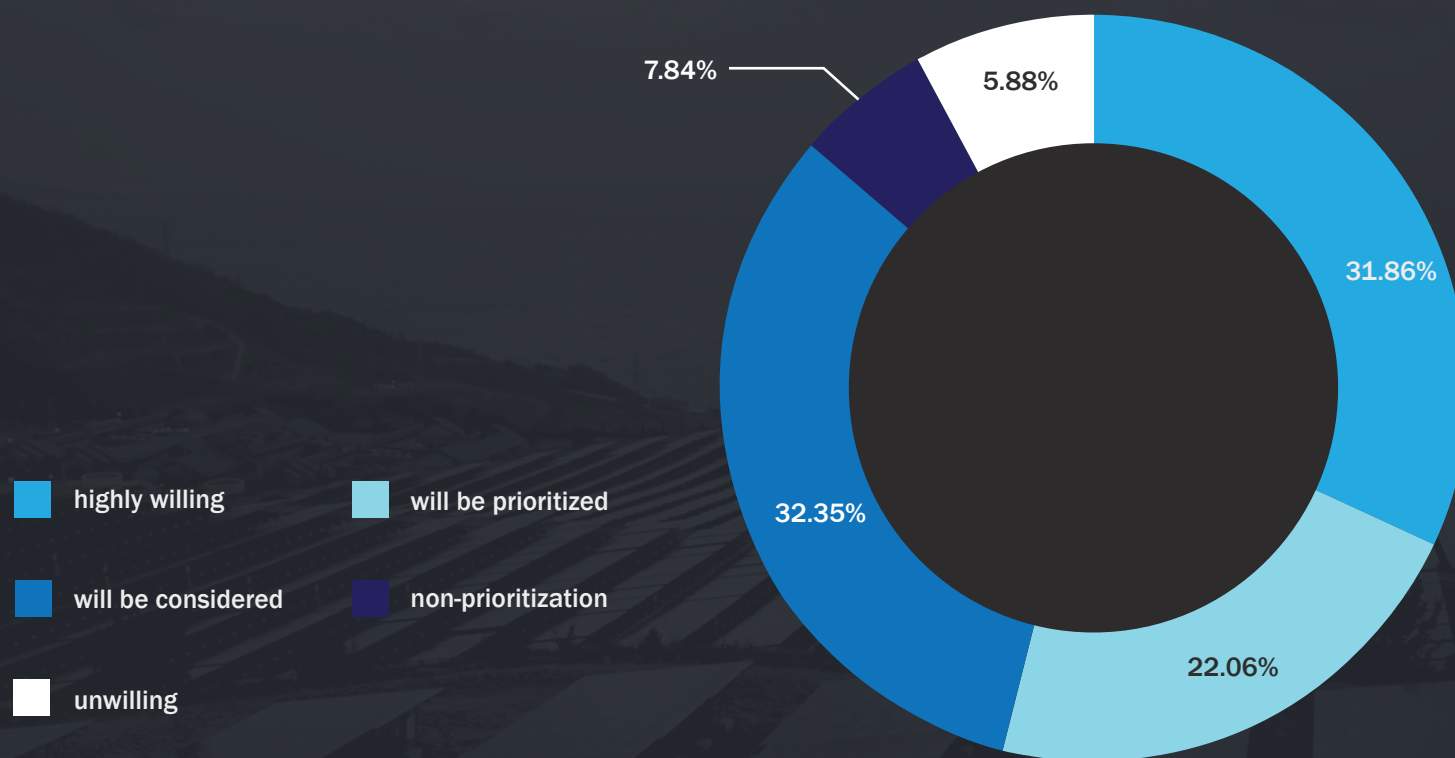


Chart 18. Questionnaire on willingness to hire NCUT alumni