TRACK AND TRACER STUDY REPORT

A DESCRIPTIVE ANALYSIS OF LEARNERS THAT FOUND JOBS

2019 - 2020

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1. INTRODUCTION TO THE STUDY

The Health and Welfare Sector Education Training Authority (HWSETA), as mandated by the Skills Development Act (SDA), 1998, is responsible for funding and facilitating education, training and skills development interventions at workplaces of the health and social development sectors. The ultimate goal of these interventions is to close the skills gap in the sector by increasing the employability of the unemployed and career progression for those already employed. The HWSETA also carries a responsibility of evaluating the outcomes of these education, training, and skills development interventions.

The Skills Development Act (SDA), 1998, provides a framework for improving the skills of the South African workforce through national and local workplace strategies. This framework also provides for an investment in the education and training of unemployed persons. The intended outcomes of these investments are prospects of employment and self-employment of unemployed persons; improved productivity in the sector, and ultimately the quality of life of the workforce in the sector. To this end, the HWSETA tracer study seeks to draw lessons for improved skills development strategies and policies.

This track and tracer study focused on unemployed persons who completed the HWSETA funded Artisan, Bursary, Learnership, and Internship programmes during the 2019/20 financial year period. The track and trace study is a critical evaluation tool for the organisation. Evaluation is a process that critically examines projects and program. It involves collecting and analysing information about a program's activities, characteristics, and outcomes with the aim of improving its design and efficiency, and also, ensuring its effectiveness, sustainability and impact. This report provides a descriptive analysis of learners that found jobs after completing learning programmes funded by the HWSETA. The premise of this evaluation is based on indicator 5 of the Annual Performance Plan (APP) 2019-2020. Table 1 below displays this target as contained in the 2019-2020 APP.

Table 1: Indicator 5 - 2019-2020 APP Target

Programme 2: Indicator 5		
Strategic objective 5: 80% of HWSETA funded work-ready graduates finding employment in their trades and occupations in the health and welfare sector in the strategic period.		
Five Year Success Indicator	**Performance Indicator**	**APP Target 2019-2020**
The percentage of qualified technicians and artisans and unemployed leaners previously funded by the HWSETA finding employment within six months of completing the learning programme in the reporting period.	Percentage of qualified technicians, artisans and unemployed learners previously funded by the HWSETA finding employment per year	80%

The evaluation standard of success as stipulated in indicator 5 of the APP (2019-2020), considers 80% of the employment of unemployed persons who complete skills development interventions as the desired outcome level. The results framework for conducting the track and trace evaluation study is based on this level of outcome as follows:

Figure 1: Results Framework for the track and trace study
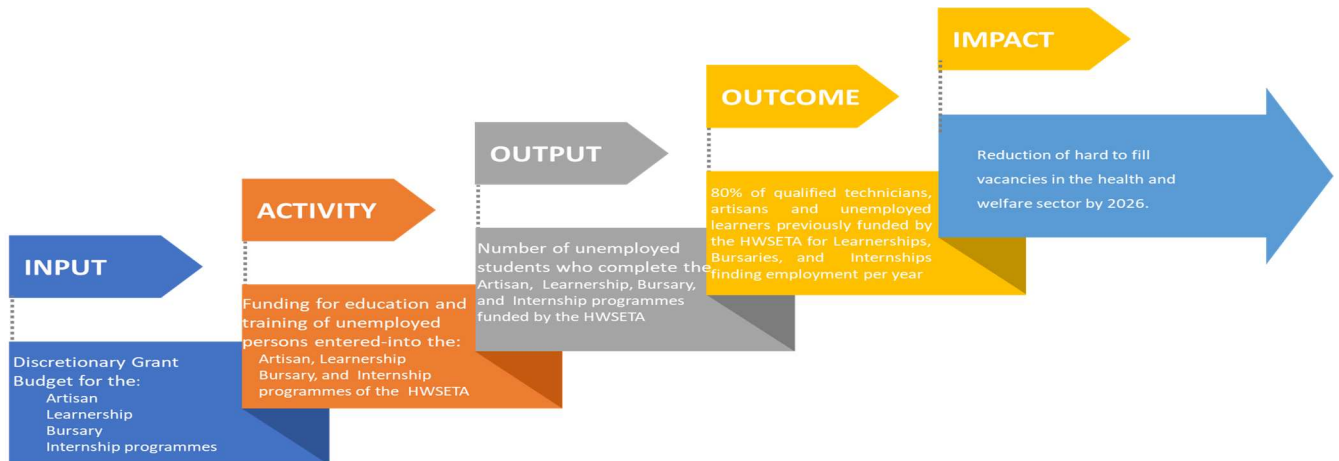
1.1 Aims and Objectives of the Study

The aim of this study is to evaluate the outcome of HWSETA funded learning programmes for the unemployed, which include the Artisanship, Bursary, Internship, and Learnership programmes.

The track and trace study pursued the following objectives:
- Determining the rate of employment rate these learners,
- Determining whether these learners found jobs within six months upon successful completion of the programmes.
- Evaluating the nature of the employment provided to the learners that participated on the programmes.

2. METHODOLOGY OF THE TRACER STUDY

2.1 Collection and Compilation of Learner Databases

The scope of work for the study started with the collection of a database and ensuring that it contained all the information required to collect data through telephone interviews. This involved the acquisition of databases from the Seta Quarterly Management Reporting database (SQMR). The SQMR database provides a list of unemployed learners who had completed their specific

programmes in the period under review; this included learners who completed the artisan, bursary, internship, and learnership programmes, and were thus reported in the quarters 3 and 4, 2018/19 performance information reports. The SQMR had learner's demographic and programme details except for learners contact details, which is a primary requirement for the telephonic interviews. Learners contact details were then captured from the learner registration forms for the bursary and internship programme. The learner contact details for the artisan programme were derived from a learner database provided by SACCI, while the learner contact details for the learnership programme were drawn from the SETA Management System (SMS). All missing data on the collected databases was captured and then verified for accuracy.

2.2   The Development of the Questionnaire

Questionnaire development involved the alignment of the HWSETA questionnaire used in the previous year's track and trace study and a questionnaire provided by the Department of Higher Education (DHET) for the collection of data for their track and trace study. These questionnaires contained similar questions, however, the HWSETA questionnaire contained more questions than the DHET questionnaire as it sought information on the nature of employment and progression, which the DHET did not seek for. It should be noted that the DHET embarked on a mission to introduce track and trace studies in the SETA environment, and therefore required each SETA to conduct a track and trace study on a sub-set of learners using their questionnaire. Since the track and trace study have been institutionalized in the HWSETA, the DHET track and trace study had to be aligned to the HWSETA study. The questionnaire was programmed into a computer programme called the Computer Aided Telephonic Interviews (CATI) tool in order to facilitate computer aided telephone interviews. Upon the completion of questionnaire programming, interviewers were inducted on the questionnaires through piloting. The study was therefore quantitative and descriptive in nature.

2.3   Sampling and Data Collection

The study followed two phases for data collection, the first phase was the collection of data from the sample required by the DHET and then the sample of the HWSETA data collection phase. The results from both samples are reported in this report. Only those learners whose contact details were available formed part of the sample, which means availability sampling was used as a sampling technique for this study. Unavailability of contact details rendered a learner unavailable as there was no way of contacting or reaching those learners because they were no longer with their institutions of training nor the employers they were placed with.

The total number of learners who responded to the telephone interviews across learning programmes was 329 out of a total sample of 1199, which constituted 27% of the sample. This therefore means 870 (73%) learners did not respond to the telephone interviews as most of them could not be reached through the contact numbers found in the records of the HWSETA. The artisan programme had the highest response rate than the other learning programmes as 45% of the learners in the sample responded to the telephone interviews, and the internship programme had the lowest response rate as only 21% of learners in the sample responded to the telephone interviews. The response rate per programme is tabulated in table 2 as follows:

Table 2: Response rate by learning programme

	Total Sample	Total Responses	% of Responses	Non-Responses	% Non-Responses
Artisanship Programme	65	29	45%	36	55%
Learnership Programme	666	197	30%	469	70%
Bursary Programme	224	51	23%	173	77%
Internship Programme	244	52	21%	192	79%
	1199	**329**	**27%**	**870**	**73%**

Due to the high non-response rate the employment status of 73% of students who completed their qualifications which were funded by the HWSETA remains unknown.

3. PRESENTATION AND DISCUSSION OF FINDINGS YEILDED BY THE STUDY

The findings of the study are based on the 329 learners that responded to the telephone interviews across learning programmes. The findings are presented in line with the objectives of the study.

3.1   Rate of employment

From the 329 learners that could be interviewed 197 learners found jobs, which constitutes 60%. Looking into each of the learning programmes, the artisan programme had the highest employment rate as 69% (20/29) of learners who participated in the study were employed. The internship programme had the second highest employment rate of 62% (32/52) from learners who participated in the study, followed by the bursary programme with 61% (31/51) and then the learnership programme with the lowest employment rate of 58% (114/197). The employment rate yielded by the study is tabulated in table 3 as follows:

Table 3: Employment rate by learning programme

	Total Responses	No. of Learners Employed	% of Learners Employed
Artisanship Programme	29	20	69%
Internship Programme	52	32	62%
Bursary Programme	51	31	61%
Learnership Programme	197	114	58%
	329	**197**	**60%**

The pie chart in figure 2 shows the percentage of employed and unemployed learners per programme.

*Figure 2: Percentage of employed and unemployed learners per programme*
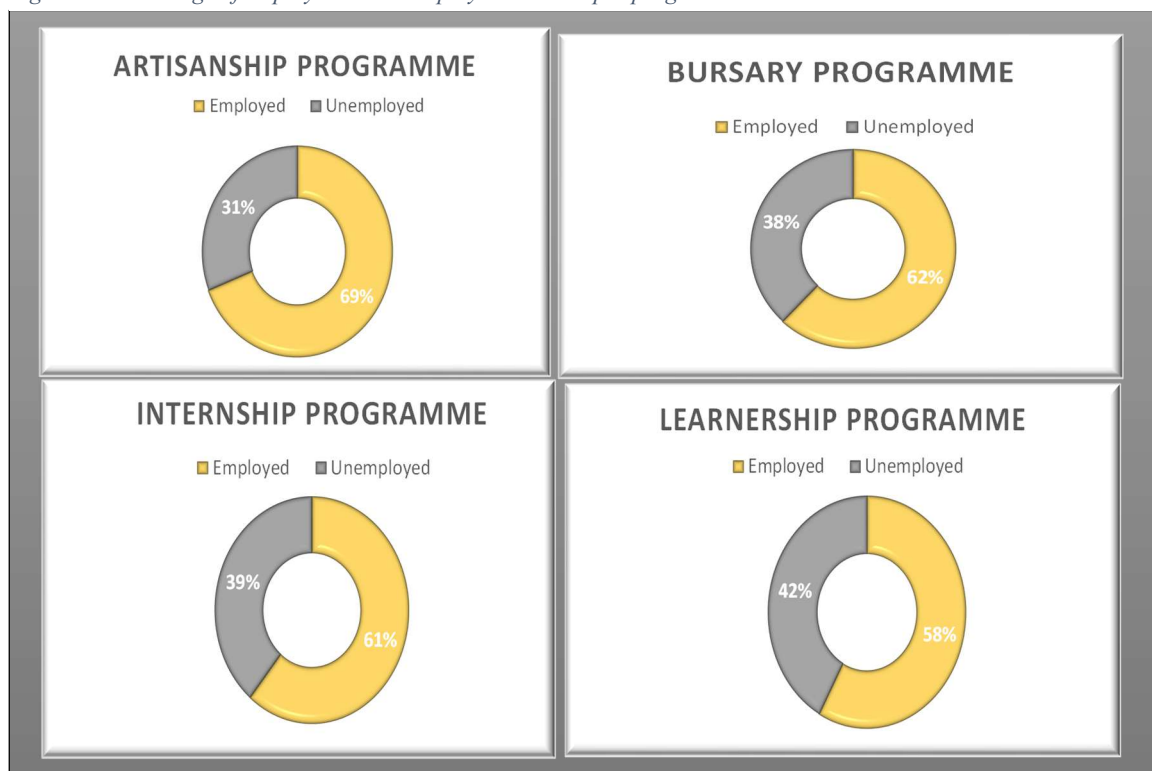
The contribution of each of the learning programmes to the 60% overall employment rate is portrayed in figure 3 below. To accurately measure the contribution of each of these programme it is important to also showcase the proportion contributed by each learning programme to the response rate. Figure 3 below shows that:

- the artisan programme had the least percentage of learners who participated in the interviews compared with other learning programmes as they constituted only 9% of the 329 learners that participated, as such the percentage number of learners employed in proportion to the 60% is 6%.

- the bursary programme had the same percentage of learners who participated in the interviews as the internship programme and each of these programmes constituted 16%

of the 329 learners that participated. The percentage number of learners employed, however constituted 9% for the bursary programme and 10% for the internship programme in proportion to the 60%.

– the learnership programme had the highest percentage of learners who participated in the interviews compared with other learning programmes as they constituted only 60% of the 329 learners that participated, as such the percentage number of learners employed in proportion to the 60% is 35%.

Figure 3: Proportion of employment by response rate per learning programme
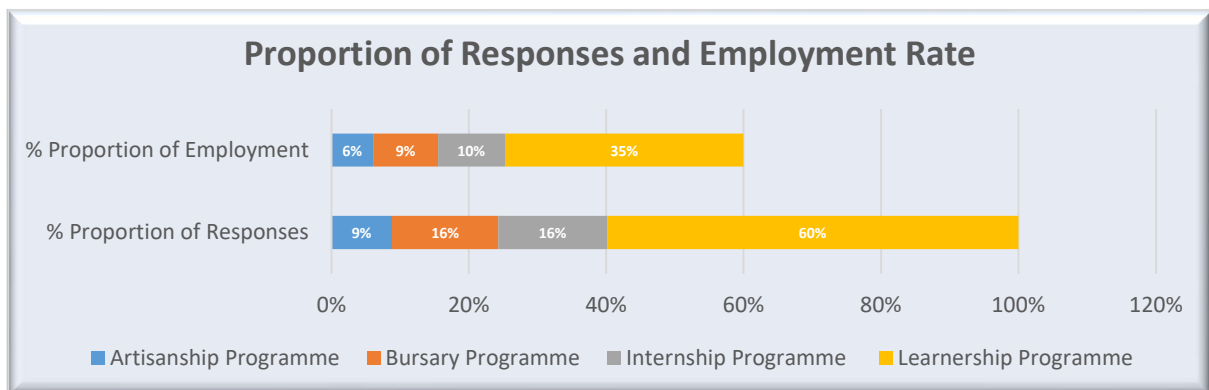
3.2   The time it took to find Employment

The time it took for these learners to find jobs was measured based on the five-year success indicator for indicator 5 of the 2019/2020 APP. This 5-year success indicator puts in place a time frame of 6 months, the study therefore aimed to identify the percentage of learners that found jobs within 6 months after completing the learning programmes. Figure 4 shows that 41% (81/197) of learners who found jobs did so in less than 6 months, 10% (20/197) took longer than 6 months to find jobs, and 48% (95/197) did not provide the time it took to find jobs. Figure 4 also shows a disaggregation of the time it took to find employment by learning programmes.

Figure 4: Time it took to find a job
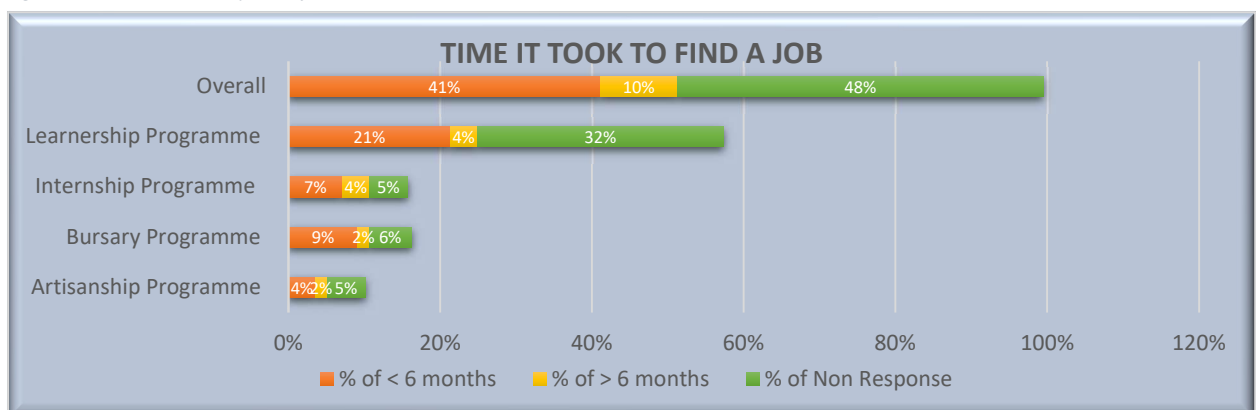
3.3 The Nature and Quality of Employment

The sector that employed a majority of learners across learning programmes is the Health sector as it employed 69% (136/197). The Social Development sector employed 14% (28/197) of learners across learning programmes. 17% (33/197) of learners found jobs in various sector that are outside the health and Social Development sector, and understandably so learners who found employment outside were mostly those from the Artisanship programme. Figure 5 presents employment by Health and Social Development sector and also provides a disaggregation of these percentages by learning programme.

Figure 5: Employment by Health and Social Development Sector
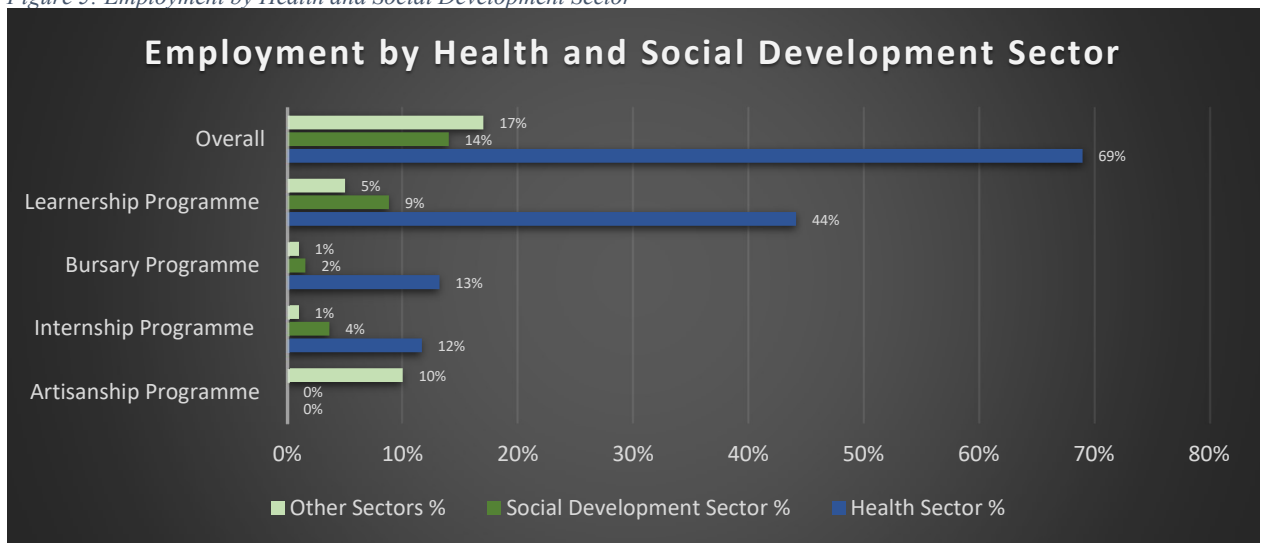
Of those learners that provided responses to a question seeking the category of organization that employed them, 34% (67/197) of the learners were employed by the private sector, 21% (41/197) were employed by the Government Departments, and 4% (8/197) were employed by the NPO/NGO sector. Figure 6 presents the category of organisations where learners are employed and also provides a disaggregation of these percentages by learning programme.

Figure 6: Category of organization where learners are employed
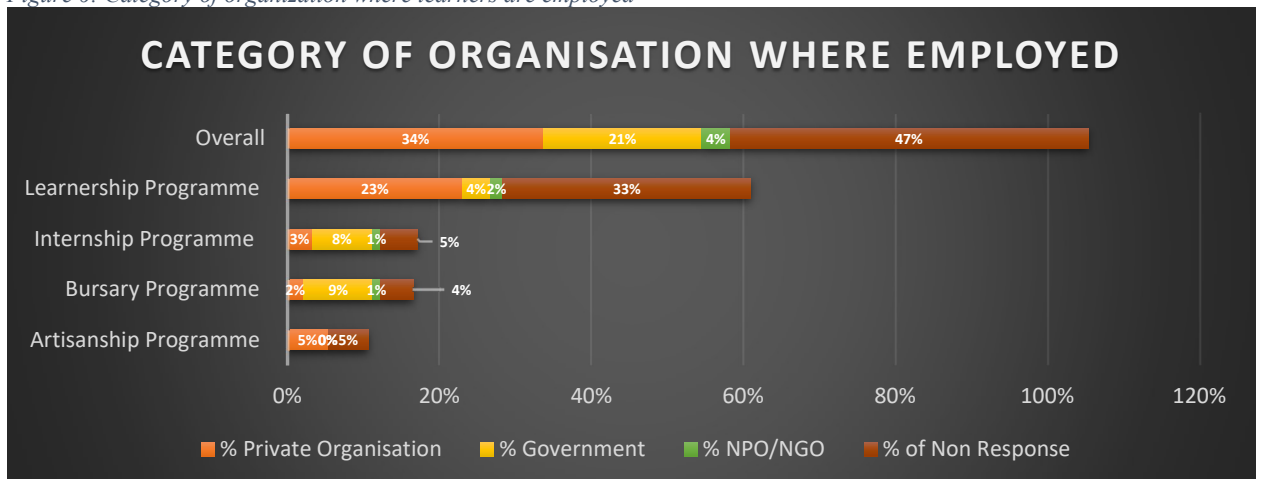
A majority of learners found permanent employment, as 86% (169/197) of the learners were permanently employed across learning programmes. Only 14% (28/197) of the learners that found jobs were employed short-term. Refer to figure 7 for a presentation of the term of employment by learning programme.
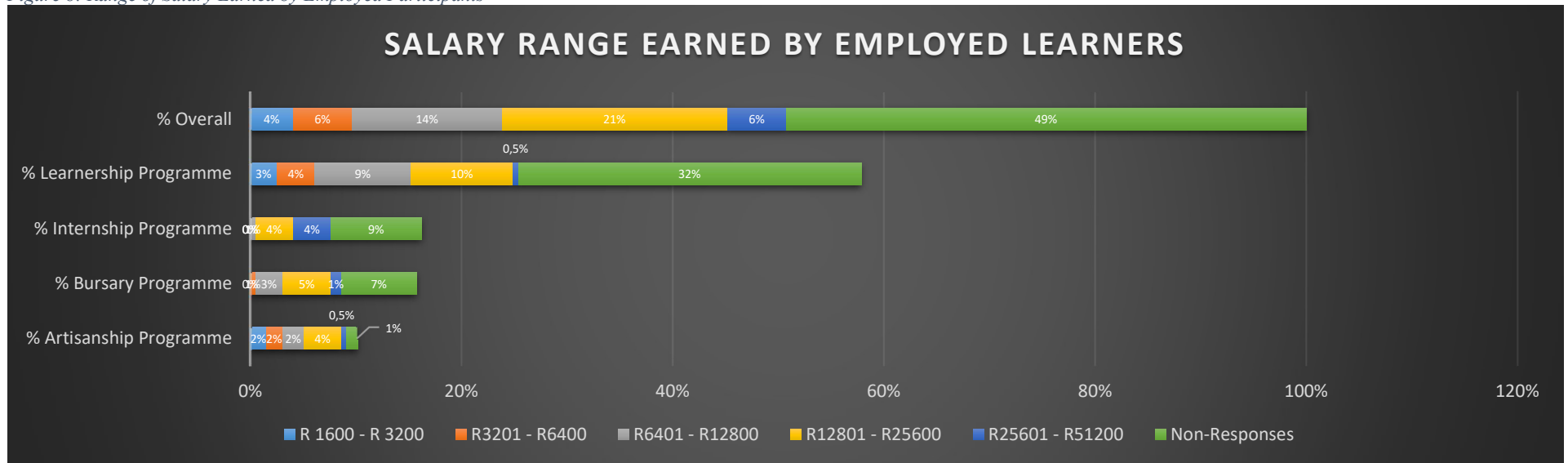
Figure 7: Term of Employment
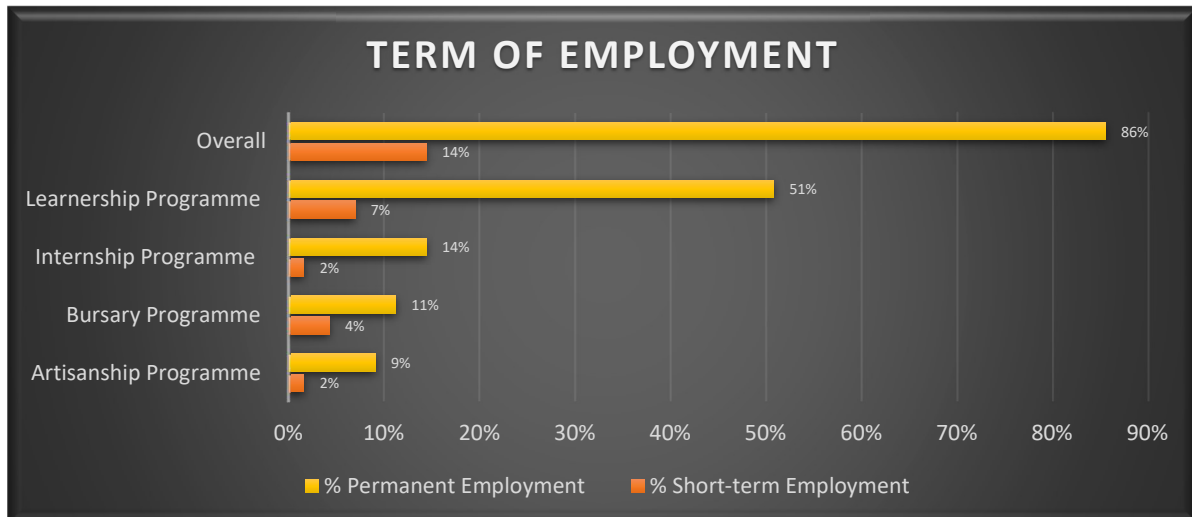
A majority (49%) (96/197) of learners did not provide a response to the range of salary they receive per month. However, the 51% (101/197) that did respond, had the following results:

- 6% (12/197) earned the highest monthly salary which ranged between R25 601 – R51 500,
- a majority, 21% (41/197) of the learners however earned a monthly salary that ranged between R12 801 – R25 600,
- followed by 14% (28/197) that earned a monthly salary that ranged between R 6 401 and R12 800,
- 6% (12/197) earned a monthly salary that ranged between R3 201 – R6 400, and
- 4% (8/197) earned a monthly salary that ranged between R1 600 – R3 200.

Refer to figure 8 on the next page for a presentation of these salary ranges and also a distribution by learning programme.

Figure 8: Range of Salary Earned by Employed Participants

SALARY RANGE EARNED BY EMPLOYED LEARNERS

	R 1600 - R 3200	R3201 - R6400	R6401 - R12800	R12801 - R25600	R25601 - R51200	Non-Responses
% Overall	4%	6%	14%	21%	6%	49%
% Learnership Programme	3%	4%	9%	10%	0,5%	32%
% Internship Programme	0%		4%	4%		9%
% Bursary Programme	0%	3%		5%	1%	7%
% Artisanship Programme	2%	2%	2%	4%	0,5%	1%

To measure the quality of employment question on employer contribution to pension, Unemployment Insurance Fund (UIF) and medical aid were posed and responses to these questions are displayed in the following 3 graphs.
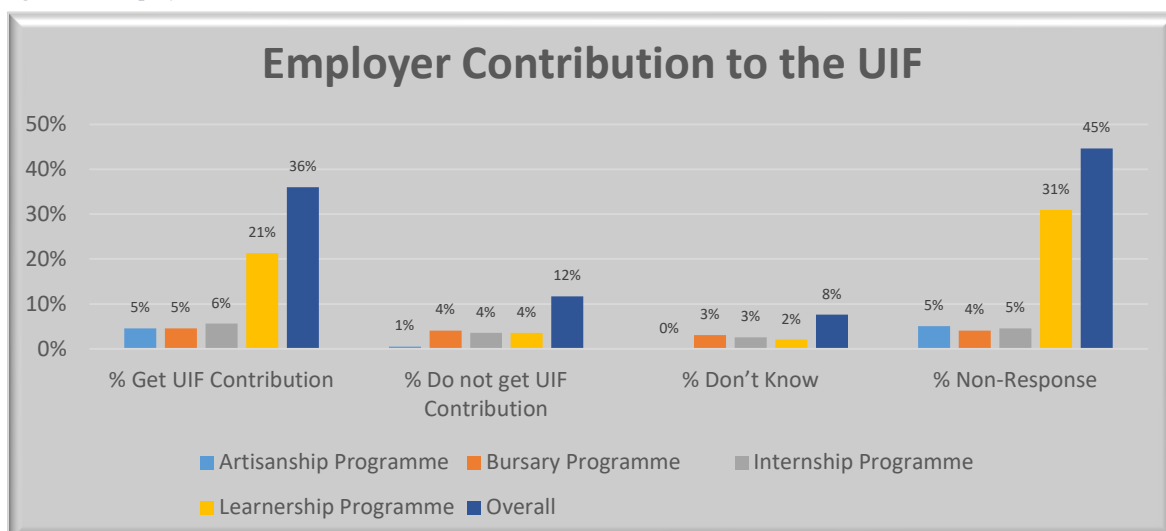
34% (67/197) of learners that found employment reported that they received an employer contribution to pension, 19% (37/197) did not receive such a contribution, 2% (4/197) did not know whether their employers contributed or not, and 45% (89/197) did not provide a response. Refer to figure 9 for visualization.

Figure 9: Employer contribution to pension
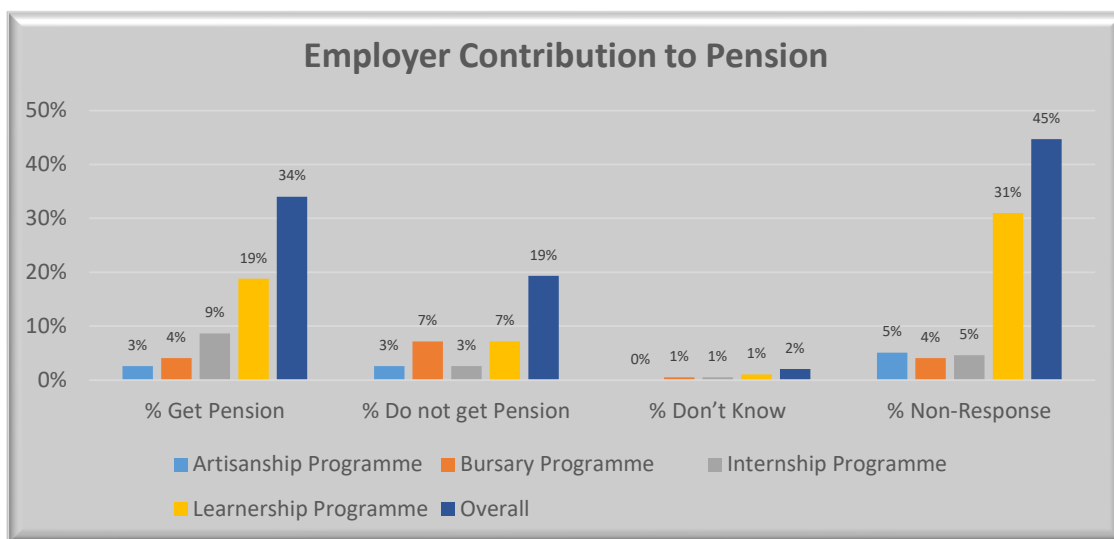
36% (71/197) of learners that found employment reported that they received an employer contribution to the Unemployed Insurance Fund (UIF), 12% (23/197) did not receive such a contribution, 8% (15/197) did not know whether their employers contributed or not, and 45% (88/197) did not provide a response. Refer to figure 10 for visualization.

Figure 10: Employer contribution to UIF

28% (55/197) of learners that found employment reported that they received an employer contribution to a Medical Aid Fund, 26% (51/197) did not receive such a contribution, 2% (3/197) did not know whether their employers contributed or not, and 45% (88/197) did not provide a response. Refer to figure 11 for visualization.

Figure 11: Employer contribution to Medical Aid Fund
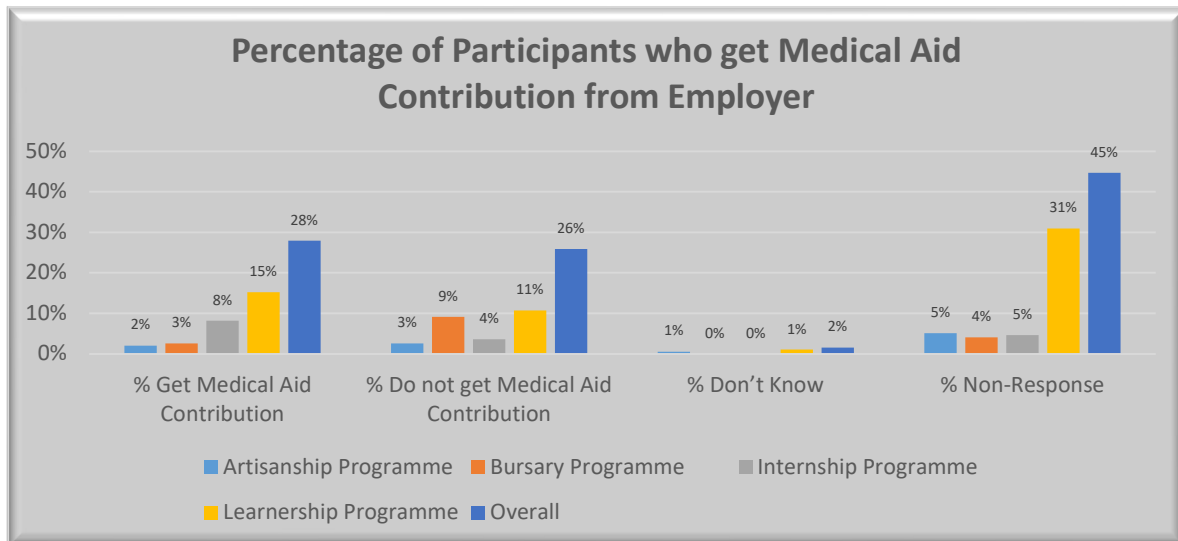
4. <u>CONCLUSION AND RECOMMENDATIONS</u>

The employment rate yielded by the track and trace study conducted in 2019-2020 is 60%. This rate did not reach the 80% target of the 2019/2020 APP, which was noted by the Board during its strategic planning process in 2019 as an ambitious target, as thus this target was reviewed to 60% for the 2020-2021 APP. The Board took into consideration the South African employment rate calculated by Statics South Africa for the period January 2017 – January 2019 which remained constant at 43% in 3 years (tradingeconomics.com). The country rate of employment gives confidence to the HWSETA to conclude that its learning programmes result into a fairly high employment, as the 60% reached is 17.5% higher than the countries employment rate.

The 5-year success indicator which requires learners to find jobs in less than 6 months after completion of learning programmes was only met by 41% of learners, as 48% did not provide responses to this question. The study has experienced non-responses as a major limitation which will require to be managed in future track and trace studies as these hinder the study from reaching conclusive results.

In this track and trace study non-responses affected individual questions aimed at responding to the objectives of the study, and also non-participation of learners, as only 27% of the sample participated in the study. The effect of non-response and non-participation is that it renders questions and the entire study results indicative, which means they cannot be generalized to the whole population. This is definitely an area for improvement which will be achieved only through automation of monitoring systems through the ERP project of the HWSETA.

The study found that the Health sector employed 69% of these learners and also the private sector employed 34% which was a majority. The nature of employment found by learners was predominantly permanent as 86% of the learners found permanent employment. The quality of employment also showed an indication of being good as a majority (21%) of learners that found jobs earned a monthly salary between R12 801 – R25 600. Also, the study saw a group of high earners, with 6% of learners earning between R25 601 – R51 200.

Despite the non-responses to questions by a majority of learners that found jobs, which hinder the study from conclusively knowing whether a majority of learners that found jobs did get employer contributions for pensions, UIF, and medical aid funds, claims can be made that there is a fair indication that a number of learners that did find jobs did receive employer contribution to pensions (34%), UIF (36%), and medical aid fund (28%).

REFERENCES

Stastics South Africa sighted in tradingeconomics.com. Accessed 10 October 2019.