2017 Job Skills Training and Career Development Survey
American Psychological Association

October 2017
Executive Summary
Executive Summary

• Nearly half of American workers are concerned about the changing nature of work, and although most report that they have the skills they need to perform their current job well, those without supervisor support for career development are more likely to distrust their employer and plan on leaving within the next year, according to a new survey released by the American Psychological Association.

• For employees whose supervisors do not support and encourage their career development, only 15 percent say that their employer provides opportunities for them to develop the technical skills they will need in the future, only 20 percent say their employer provides training in necessary “soft skills,” such as teamwork and communication, and just 8 percent report having the opportunity to develop necessary leadership and management skills.
Executive Summary

- Lack of supervisor support for career development was also linked to important organizational outcomes. For working Americans without supervisor support, less than half (48 percent) say they are motivated to do their best at work (vs. 88 percent who report having supervisor support), 39 percent are satisfied with their job (vs. 86 percent), 16 percent say their company or organization makes them feel valued (vs. 80 percent) and 22 percent would recommend their organization as a good place to work (vs. 79 percent).

- Additionally, in the absence of supervisor support, more than half of U.S. workers say they do not trust their employer (56 percent) and intend to seek employment outside the organization within the next year (53 percent).
Executive Summary

• As talk of automation, artificial intelligence and skills retraining dominate conversations about the future of jobs, 43 percent of employed Americans say they are concerned about the changing nature of work.

• As a whole, 87 percent of working Americans report that they have the skills they need to perform their current job well, and 61 percent say their employer is providing opportunities for development of the technical and soft skills needed in the future.

• But fewer (52 percent) report they have adequate time for career development activities and only half (50 percent) say their employer provides career development opportunities that meet their needs and sufficient opportunities for advancement (50 percent).
Executive Summary

• The survey also found differences between how men and women view their opportunities for training and career development, with women faring worse than men.

• Both men (89 percent) and women (85 percent) report that they have the technical skills necessary to perform their current jobs well, but fewer women than men report that their employer is providing them with opportunities to develop the technical, soft or leadership skills they’ll need in the future.

• Sixty-eight percent of men said their employer provides training for technical skills needed in the future (vs. 53 percent of women), 65 percent of men report trainings for future-needed soft skills (vs. 56 percent of women) and 60 percent of men report opportunities for them to develop the leadership and management skills they’ll need (vs. 47 percent of women).

• Despite these differences, fewer women than men are concerned about the changing nature of work (37 percent of women vs. 49 percent of men) and women and men equally (77 percent) feel motivated to do their best at work.
Executive Summary

• The survey results also highlight gaps between employees with and without a college degree.

• Nearly three-fourths (74 percent) of employees with a college degree said their employer values training and development while 64 percent of those without one said the same.

• Regarding technical skills needed for the future, 72 percent of those with college degrees said their employer provides opportunities for training and development vs. 52 percent without a degree.

• The “2017 Job Skills Training and Career Development Survey” from APA’s Center for Organizational Excellence was conducted online by Harris Poll from Sept. 6-8, 2017, among 1,076 U.S. adults who are employed full or part time.
Detailed Findings
Organizational Support for Training and Development

% of Working Americans Who Strongly Agree or Agree

- Employer values training and development: 68%
- Supervisor supports and encourages career development: 63%
- Employees expected to participate in job-related training activities: 69%
- Employees expected to participate in career development activities: 54%
- Time during work hours set aside for job training: 59%
- Time during work hours set aside for career development: 45%

BASE: Employed FT/PT; n=1,076
Current and Future Job Skills

% of Working Americans Who Strongly Agree or Agree

- Concerned about the changing nature of work: 43%
- Have technical skills necessary for current job: 87%
- Employer provides opportunities to develop technical skills needed in the future: 61%
- Have "soft skills" necessary for current job: 87%
- Employer provides opportunities to develop "soft skills" needed in the future: 61%
- Have management/leadership skills necessary for current job: 80%
- Employer provides opportunities to develop management/leadership skills needed in the future: 54%
Employee Experiences with Training and Development

% of Working Americans Who Strongly Agree or Agree

- Satisfied with growth and development opportunities offered by employer: 57%
- Regularly participate in training and development activities: 58%
- Employer provides opportunities to apply new knowledge and skills developed during training: 58%
- Employer provides sufficient opportunities for internal career advancement: 50%

BASE: Employed FT/PT; n=1,076
Adequacy of Training and Development Opportunities

% of Working Americans Who Strongly Agree or Agree

- Have adequate time to participate in job-related training: 58%
- Have adequate time to participate in career development activities: 52%
- Employer provides job training opportunities that meet my needs: 58%
- Employer provides career development opportunities that meet my needs: 50%

BASE: Employed FT/PT; n=1,076
Employee Experiences with Training and Development

% of Working Americans Who Strongly Agree or Agree

- Find job-related training activities stressful: 28%
- Find career development activities stressful: 27%
- Remain with employer because of training and development opportunities: 32%
- Have considered leaving employer due to lack of training and development opportunities: 23%

BASE: Employed FT/PT; n=1,076
Employee and Organizational Outcomes

% of Working Americans Who Strongly Agree or Agree

- Motivated to do very best: 77%
- Satisfied with job: 74%
- Feel valued by employer: 63%
- Would recommend as a good place to work: 64%
- Turnover intent within next year: 33%
- Don't trust employer: 26%

BASE: Employed FT/PT; n=1,076
Supervisor Support
Training and Development and Supervisor Support

% Strongly Agree or Agree

- Employer values training and development: 88% with supervisor support, 20% without.
- Employees expected to participate in job-related training activities: 84% with supervisor support, 34% without.
- Employees expected to participate in career development activities: 73% with supervisor support, 12% without.
- Time during work hours set aside for job training: 76% with supervisor support, 19% without.
- Time during work hours set aside for career development: 63% with supervisor support, 6% without.

BASE: Employed FT/PT; n=1,076
## Current and Future Job Skills and Supervisor Support

<table>
<thead>
<tr>
<th>Skill Description</th>
<th>Strongly Agree or Agree</th>
<th>With Supervisor Support</th>
<th>Without Supervisor Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concerned about the changing nature of work</td>
<td></td>
<td>47%</td>
<td>51%</td>
</tr>
<tr>
<td>Have technical skills necessary for current job</td>
<td></td>
<td>94%</td>
<td>87%</td>
</tr>
<tr>
<td>Employer provides opportunities to develop technical skills needed in the future</td>
<td></td>
<td>15%</td>
<td>81%</td>
</tr>
<tr>
<td>Have &quot;soft skills&quot; necessary for current job</td>
<td></td>
<td>94%</td>
<td>83%</td>
</tr>
<tr>
<td>Employer provides opportunities to develop &quot;soft skills&quot; needed in the future</td>
<td></td>
<td>20%</td>
<td>78%</td>
</tr>
<tr>
<td>Have management/leadership skills necessary for current job</td>
<td></td>
<td>71%</td>
<td>89%</td>
</tr>
<tr>
<td>Employer provides opportunities to develop management/leadership skills needed</td>
<td></td>
<td>8%</td>
<td>75%</td>
</tr>
</tbody>
</table>

**BASE:** Employed FT/PT; n=1,076

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Employee Experiences with Training and Development and Supervisor Support

% Strongly Agree or Agree

- Satisfied with growth and development opportunities offered by employer: 75% (With Supervisor Support) 12% (Without Supervisor Support)
- Regularly participate in training and development activities: 74% (With Supervisor Support) 26% (Without Supervisor Support)
- Employer provides opportunities to apply new knowledge and skills developed during training: 76% (With Supervisor Support) 13% (Without Supervisor Support)
- Employer provides sufficient opportunities for internal career advancement: 69% (With Supervisor Support) 8% (Without Supervisor Support)

BASE: Employed FT/PT; n=1,076

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Adequacy of Training and Development Opportunities and Supervisor Support

% Strongly Agree or Agree

- Have adequate time to participate in job-related training: 73% with supervisor support, 24% without.
- Have adequate time to participate in career development activities: 68% with supervisor support, 20% without.
- Employer provides job training opportunities that meet my needs: 76% with supervisor support, 16% without.
- Employer provides career development opportunities that meet my needs: 68% with supervisor support, 7% without.

BASE: Employed FT/PT; n=1,076
Employee Experiences with Training and Development and Supervisor Support

% Strongly Agree or Agree

<table>
<thead>
<tr>
<th>Activity</th>
<th>With Supervisor Support</th>
<th>Without Supervisor Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Find job-related training activities stressful</td>
<td>31%</td>
<td>26%</td>
</tr>
<tr>
<td>Find career development activities stressful</td>
<td>32%</td>
<td>20%</td>
</tr>
<tr>
<td>Remain with employer because of training and development opportunities</td>
<td>43%</td>
<td>7%</td>
</tr>
<tr>
<td>Have considered leaving employer due to lack of training and development opportunities</td>
<td>21%</td>
<td>45%</td>
</tr>
</tbody>
</table>

BASE: Employed FT/PT; n=1,076
Employee and Organizational Outcomes and Supervisor Support

% Strongly Agree or Agree

With Supervisor Support | Without Supervisor Support

Motivated to do very best | 88% | 48%
Satisfied with job | 86% | 39%
Feel valued by employer | 80% | 16%
Would recommend as a good place to work | 79% | 22%
Turnover intent within next year | 31% | 53%
Don't trust employer | 22% | 56%

BASE: Employed FT/PT; n=1,076
Critical Aspects of Supervisor Support

- Employees reported feeling more supported by their supervisor when they were provided with opportunities to develop the technical, management and leadership skills they believe they will need in the future and when there was an expectation that employees will participate in job-related skills training and career development activities.
  - In predicting supervisor support, these factors accounted for 60% of the variance.
  - Having adequate time available to participate in career development activities and sufficient opportunities for internal career advancement were also related to perceptions of supervisor support.
Gender Comparison
Organizational Support for Training and Development by Gender

% Strongly Agree or Agree

<table>
<thead>
<tr>
<th></th>
<th>Men</th>
<th>Women</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer values training and development</td>
<td>75%</td>
<td>61%</td>
</tr>
<tr>
<td>Supervisor supports and encourages career development</td>
<td>68%</td>
<td>58%</td>
</tr>
<tr>
<td>Employees expected to participate in job-related training</td>
<td>74%</td>
<td>64%</td>
</tr>
<tr>
<td>activities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employees expected to participate in career development</td>
<td></td>
<td>62%</td>
</tr>
<tr>
<td>activities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Time during work hours set aside for job training</td>
<td>67%</td>
<td>51%</td>
</tr>
<tr>
<td>Time during work hours set aside for career development</td>
<td>55%</td>
<td>34%</td>
</tr>
</tbody>
</table>

BASE: Employed FT/PT; n=1,076
Current and Future Job Skills by Gender

% Strongly Agree or Agree

<table>
<thead>
<tr>
<th>Skill</th>
<th>Men</th>
<th>Women</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concerned about the changing nature of work</td>
<td>37%</td>
<td>49%</td>
</tr>
<tr>
<td>Have technical skills necessary for current job</td>
<td>85%</td>
<td>89%</td>
</tr>
<tr>
<td>Employer provides opportunities to develop technical skills needed in the future</td>
<td>68%</td>
<td>53%</td>
</tr>
<tr>
<td>Have &quot;soft skills&quot; necessary for current job</td>
<td>91%</td>
<td>84%</td>
</tr>
<tr>
<td>Employer provides opportunities to develop &quot;soft skills&quot; needed in the future</td>
<td>84%</td>
<td>56%</td>
</tr>
<tr>
<td>Have management/leadership skills necessary for current job</td>
<td>76%</td>
<td>83%</td>
</tr>
<tr>
<td>Employer provides opportunities to develop management/leadership skills needed in the future</td>
<td>60%</td>
<td>47%</td>
</tr>
</tbody>
</table>

BASE: Employed FT/PT; n=1,076
Employee Experiences with Training and Development by Gender

% Strongly Agree or Agree

- Satisfied with growth and development opportunities offered by employer
  - Men: 63%
  - Women: 50%

- Regularly participate in training and development activities
  - Men: 66%
  - Women: 50%

- Employer provides opportunities to apply new knowledge and skills developed during training
  - Men: 65%
  - Women: 50%

- Employer provides sufficient opportunities for internal career advancement
  - Men: 57%
  - Women: 42%

BASE: Employed FT/PT; n=1,076
Adequacy of Training and Development Opportunities by Gender

% Strongly Agree or Agree

- Have adequate time to participate in job-related training
  - Men: 66%
  - Women: 49%

- Have adequate time to participate in career development activities
  - Men: 60%
  - Women: 44%

- Employer provides job training opportunities that meet my needs
  - Men: 65%
  - Women: 51%

- Employer provides career development opportunities that meet my needs
  - Men: 58%
  - Women: 43%

BASE: Employed FT/PT; n=1,076
Employee Experiences with Training and Development by Gender

% Strongly Agree or Agree

- Find job-related training activities stressful:
  - Men: 31%
  - Women: 25%

- Find career development activities stressful:
  - Men: 30%
  - Women: 24%

- Remain with employer because of training and development opportunities:
  - Men: 39%
  - Women: 24%

- Have considered leaving employer due to lack of training and development opportunities:
  - Men: 27%
  - Women: 19%

BASE: Employed FT/PT; n=1,076
Employee and Organizational Outcomes by Gender

% Strongly Agree or Agree

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Men</th>
<th>Women</th>
</tr>
</thead>
<tbody>
<tr>
<td>Motivated to do very best</td>
<td>77%</td>
<td>77%</td>
</tr>
<tr>
<td>Satisfied with job</td>
<td>76%</td>
<td>73%</td>
</tr>
<tr>
<td>Feel valued by employer</td>
<td>67%</td>
<td>60%</td>
</tr>
<tr>
<td>Would recommend as a good place to work</td>
<td>69%</td>
<td>59%</td>
</tr>
<tr>
<td>Turnover intent within next year</td>
<td>35%</td>
<td>30%</td>
</tr>
<tr>
<td>Don't trust employer</td>
<td>30%</td>
<td>22%</td>
</tr>
</tbody>
</table>

BASE: Employed FT/PT; n=1,076
Education Comparison
Organizational Support for Training and Development by Education

% Strongly Agree or Agree

<table>
<thead>
<tr>
<th>Statement</th>
<th>No College Degree</th>
<th>College Degree or Higher</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer values training and development</td>
<td>64%</td>
<td>74%</td>
</tr>
<tr>
<td>Supervisor supports and encourages career development</td>
<td>55%</td>
<td>73%</td>
</tr>
<tr>
<td>Employees expected to participate in job-related training activities</td>
<td>62%</td>
<td>78%</td>
</tr>
<tr>
<td>Employees expected to participate in career development activities</td>
<td>42%</td>
<td>68%</td>
</tr>
<tr>
<td>Time during work hours set aside for job training</td>
<td>53%</td>
<td>67%</td>
</tr>
<tr>
<td>Time during work hours set aside for career development</td>
<td>35%</td>
<td>57%</td>
</tr>
</tbody>
</table>

BASE: Employed FT/PT; n=1,076
Current and Future Job Skills by Education

% Strongly Agree or Agree

<table>
<thead>
<tr>
<th>Skill Description</th>
<th>No College Degree</th>
<th>College Degree or Higher</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concerned about the changing nature of work</td>
<td>36%</td>
<td>51%</td>
</tr>
<tr>
<td>Have technical skills necessary for current job</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employer provides opportunities to develop technical skills needed in the future</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Have &quot;soft skills&quot; necessary for current job</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employer provides opportunities to develop &quot;soft skills&quot; needed in the future</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Have management/leadership skills necessary for current job</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employer provides opportunities to develop management/leadership skills needed in the future</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

BASE: Employed FT/PT; n=1,076
Employee Experiences with Training and Development by Education

% Strongly Agree or Agree

- Satisfied with growth and development opportunities offered by employer:
  - No College Degree: 52%
  - College Degree or Higher: 63%

- Regularly participate in training and development activities:
  - No College Degree: 51%
  - College Degree or Higher: 68%

- Employer provides opportunities to apply new knowledge and skills developed during training:
  - No College Degree: 51%
  - College Degree or Higher: 66%

- Employer provides sufficient opportunities for internal career advancement:
  - No College Degree: 42%
  - College Degree or Higher: 60%

BASE: Employed FT/PT; n=1,076
Adequacy of Training and Development Opportunities by Education

% Strongly Agree or Agree

- Have adequate time to participate in job-related training:
  - No College Degree: 51%
  - College Degree or Higher: 67%

- Have adequate time to participate in career development activities:
  - No College Degree: 43%
  - College Degree or Higher: 64%

- Employer provides job training opportunities that meet my needs:
  - No College Degree: 52%
  - College Degree or Higher: 66%

- Employer provides career development opportunities that meet my needs:
  - No College Degree: 44%
  - College Degree or Higher: 59%

BASE: Employed FT/PT; n=1,076
Employee Experiences with Training and Development by Education

% Strongly Agree or Agree

- Find job-related training activities stressful
  - No College Degree: 24%
  - College Degree or Higher: 34%

- Find career development activities stressful
  - No College Degree: 22%
  - College Degree or Higher: 34%

- Remain with employer because of training and development opportunities
  - No College Degree: 24%
  - College Degree or Higher: 41%

- Have considered leaving employer due to lack of training and development opportunities
  - No College Degree: 20%
  - College Degree or Higher: 27%

BASE: Employed FT/PT; n=1,076
Employee and Organizational Outcomes by Education

% Strongly Agree or Agree

- Motivated to do very best: 74% (No College Degree), 81% (College Degree or Higher)
- Satisfied with job: 70% (No College Degree), 80% (College Degree or Higher)
- Feel valued by employer: 57% (No College Degree), 72% (College Degree or Higher)
- Would recommend as a good place to work: 58% (No College Degree), 72% (College Degree or Higher)
- Turnover intent within next year: 31% (No College Degree), 35% (College Degree or Higher)
- Don't trust employer: 23% (No College Degree), 30% (College Degree or Higher)

BASE: Employed FT/PT; n=1,076
Methodology

APA’s “2017 Job Skills Training and Career Development Survey” survey was conducted online within the United States on APA’s behalf by Harris Poll from Sept. 6-8, 2017, among a nationally representative sample of 1,076 U.S. adults who are employed full or part time. Figures for age, sex, race/ethnicity, education, region and household income were weighted where necessary to bring them into line with their actual proportions in the population. Propensity score weighting was used to adjust for respondents’ propensity to be online.

All sample surveys and polls, whether or not they use probability sampling, are subject to multiple sources of error which are most often not possible to quantify or estimate, including sampling error, coverage error, error associated with nonresponse, error associated with question wording and response options, and post-survey weighting and adjustments. Therefore, Harris Poll avoids the words “margin of error” as they are misleading. All that can be calculated are different possible sampling errors with different probabilities for pure, unweighted, random samples with 100% response rates. These are only theoretical because no published polls come close to this ideal.

Respondents for this survey were selected from among those who have agreed to participate in Harris Poll surveys. The data have been weighted to reflect the composition of the adult population. Because the sample is based on those who agreed to participate in the Harris Poll panel, no estimates of theoretical sampling error can be calculated.
About the American Psychological Association and APA’s Center for Organizational Excellence

The American Psychological Association, in Washington, D.C., is the largest scientific and professional organization representing psychology in the United States. APA's membership includes nearly 115,700 researchers, educators, clinicians, consultants and students. Through its divisions in 54 subfields of psychology and affiliations with 60 state, territorial and Canadian provincial associations, APA works to advance the creation, communication and application of psychological knowledge to benefit society and improve people's lives.

APA's Center for Organizational Excellence works to enhance the functioning of individuals, groups, organizations and communities through the application of psychology to a broad range of workplace issues. The center, which also houses APA's Psychologically Healthy Workplace Awards, works to engage the employer community, raise public awareness about the value psychology brings to the workplace and promote programs and policies that enhance employee well-being and organizational performance. Connect with APA’s Center for Organizational Excellence on Twitter, Facebook and LinkedIn.