



How to manage my own skills

Comparative Analysis Greece

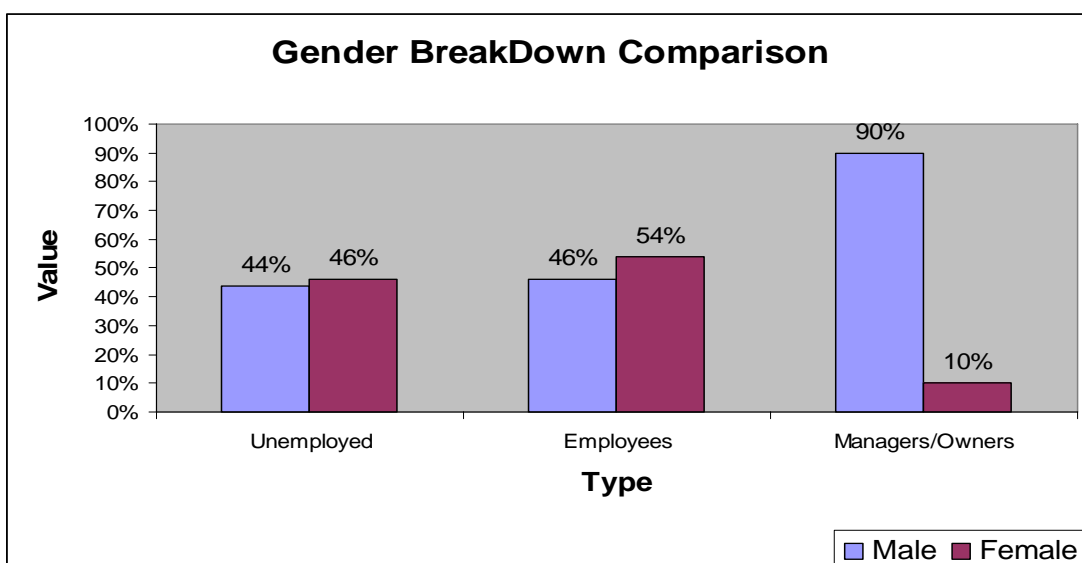
Diakrisi issued 530 questionnaires to employees and managers/owners and received 50 replies of each, we also approached 50 persons who were registered unemployed, and once we reached the target of 50 we did not continue to chase persons who did not send back questionnaires. The method used was face to face contact and we sent out a number of questionnaires via email; however the most successful methods were the one to one contact.

A comparative analysis between the three types of questionnaires is not always advisable as the results are very different and in this case there are three key types of personnel partaking in the pilot project and the thinking and attitude is different each type thinks and acts differently and has a different outlook about the Tourism industry.

Bearing the above in mind the results of the comparative analysis makes some interesting reading and confirms that there is a difference between the three types of unemployed, employees and managers/owners. In particular between managers/owners and the other two groups.

Firstly we compare how many males and females are in the tourism field and here it is clear that it is dominant by males, the difference of male and female of employees in the tourism industry is not significant however looking at the category of manager/owners the difference between male and female is enormous.

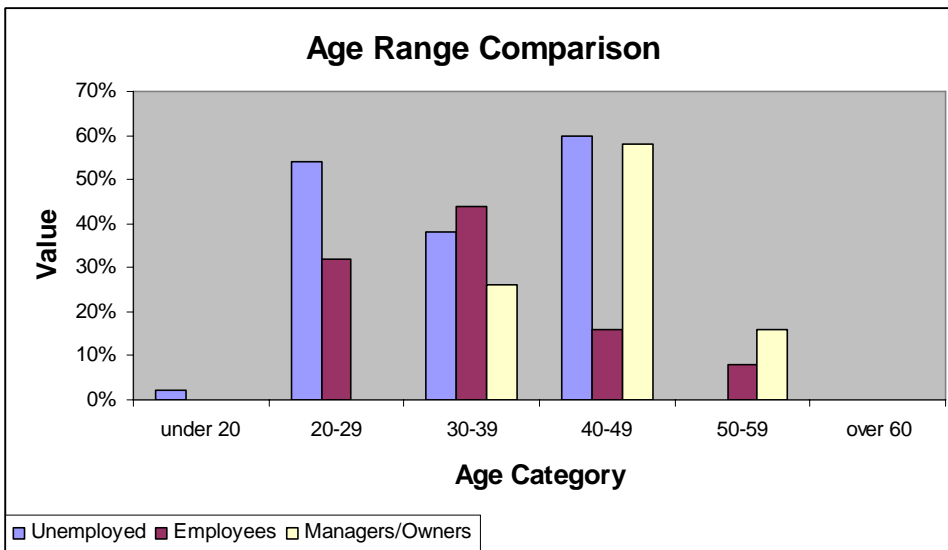
The graph below illustrates the differences between each type.



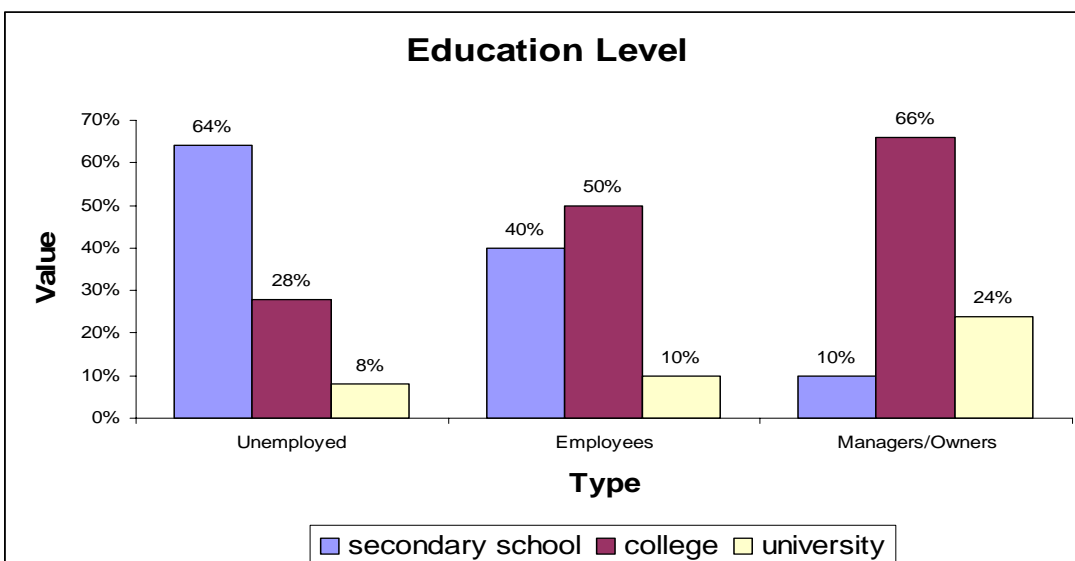


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When comparing the ages between the three types the majority of persons are between the ages of 20 to 49, which is when a large proportion finish their schooling and or university and start working in the tourism industry and by the time they reach their fifties the number of employees that remain in the Tourism industry start falling sharply and then only explanation for that is the very high demands placed on people to perform day in day out in a very demanding industry in Greece. There is a small exception whereby some employees move into management but that is a small proportion.



The education level between the three categories is evident that managers and owners are more educated than employees and the unemployed, the conclusion that we can draw from this is that if you are educated at university or college level the chance of an employee being promoted to management level is far greater than if you only had secondary school education.





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Once again the results of working experience differs greatly between the three types with the average number of years of work experience of the unemployed is 7.42 years where as the persons currently employed the average years of work experience is 13.5 years, Owners managers have 35% more work experience than the average employee with an average work experience of 20.24 years.

The tables that follow are comparisons of the Professional skills and Competencies and skills requirements.

	Unemployed	Employees	Managers/Owners
Professional Skills and Competencies (weighted average)			
Professional skills and knowledge in the particular field	4,18	3,49	3,69
General knowledge and competence	3,10	3,66	2,78
Knowledge in history and culture of the region	3,82	3,92	4,45
Communication skills	4,24	4,71	3,14
Foreign languages	4,90	4,51	4,98
Computer skills	4,06	4,41	3,60
To what extent are the following supplementary skills and knowledge important for a successful professional realization in the tourism sector? (weighted average)			
Working in a team	3,94	3,53	4,52
Dealing with stressful and tense situations	3,46	4,31	4,50
Problem-solving skills	3,46	4,37	4,54
Conflict-management skills	3,46	4,29	4,52
Skills for working with clients with specific needs (people with disabilities, etc.)	3,70	3,78	4,08
Skills for communicating with difficult clients	3,88	4,18	4,06
Skills for planning work	3,88	4,04	4,10



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Finally, the collection and distribution of the questionnaires achieved the goal of 50 questionnaires from each section, however although some people were willing to complete the questionnaire once they saw the size of the questionnaire they were reluctant to complete the questionnaire, this is something we should take into consideration when drafting up questionnaires in future, the other point is that from the final question from all questionnaires there was generally no interest in finding out the results from the questionnaire.

