



# Internship: Employers' expectations

Human Capital, Employability, Competitiveness: A triple win from working together

Tuesday, 7 March 2017 | Annual Employment Conference, American- Hellenic Chamber of Commerce



# Quantitative Research via Self-completed Online Interviews

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1

**N=211 questionnaires were sent back**

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2

**N=74 questionnaires were fully completed**

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3

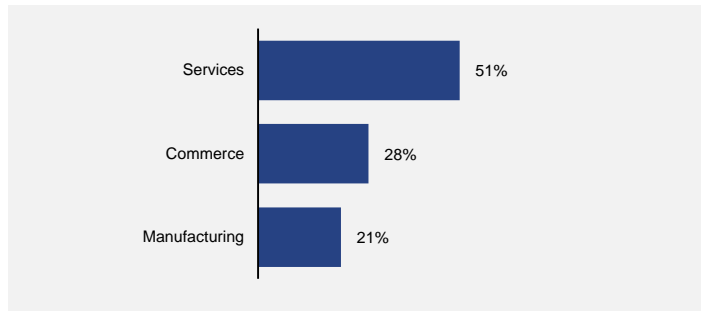
**Emails to prospect respondents were sent based on AMCHAM lists**

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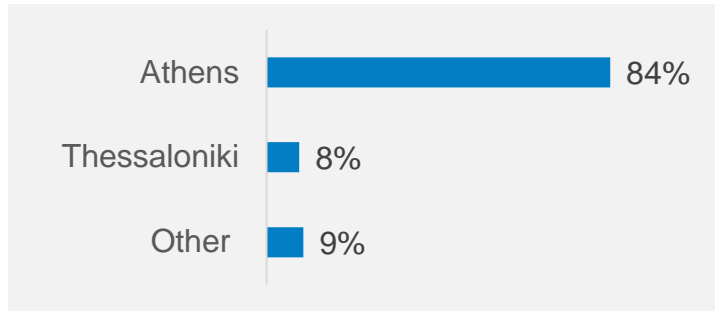
# Company profile



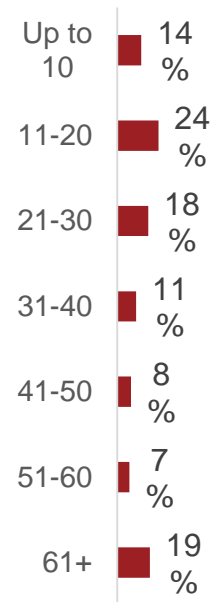
## Sector of business



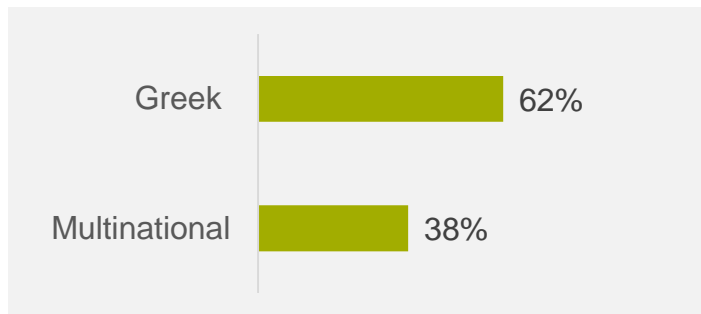
## Area of Head Offices



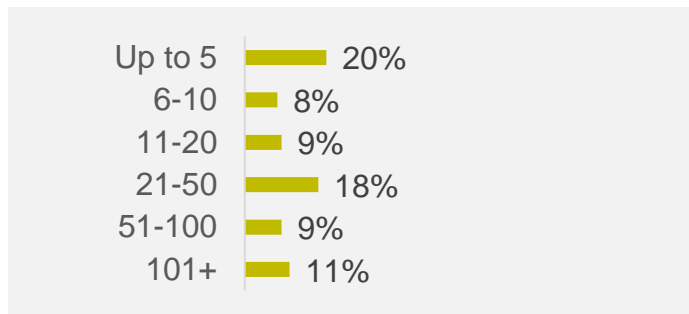
## Years of doing business in the Greek market



## Country of Origin



## Annual Company turnover in MIO euros

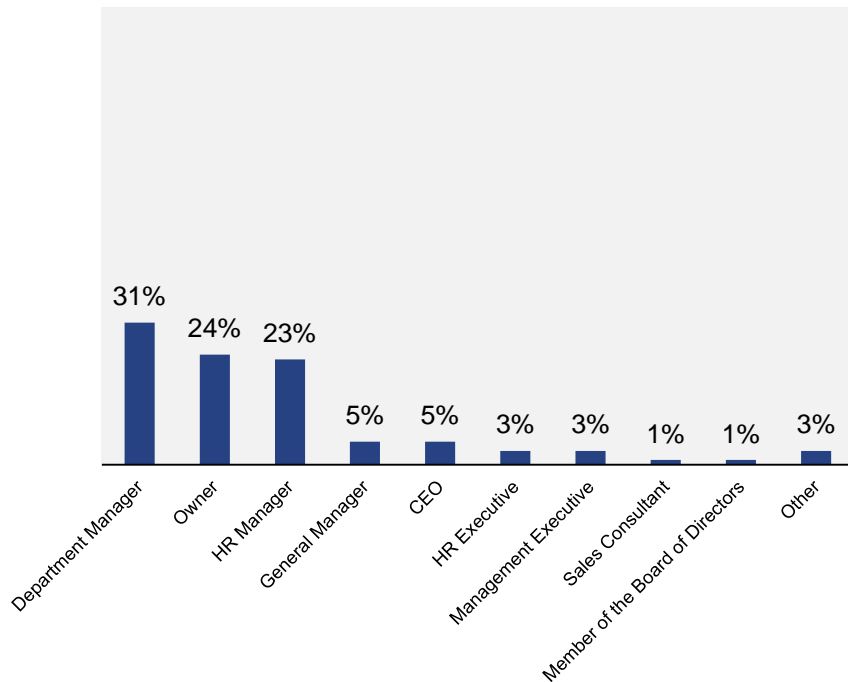


**M.S.: 40.2 years**

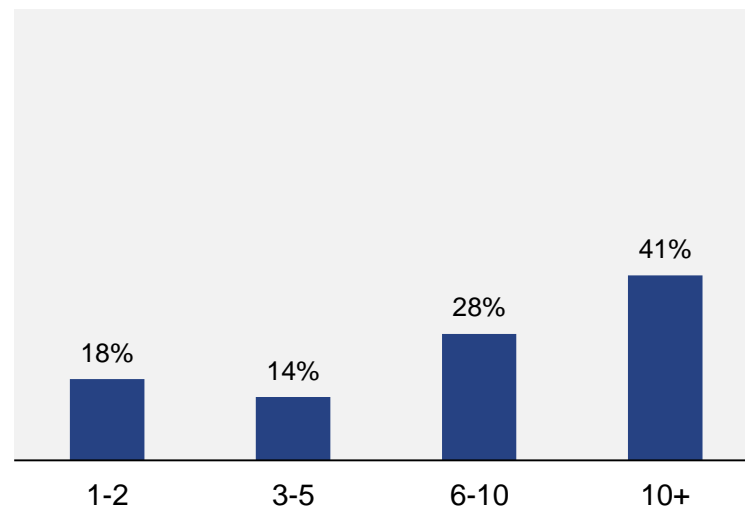


# Respondents profile

## Position in the company



## Years in specific position



**M.S.: 12.7 years**

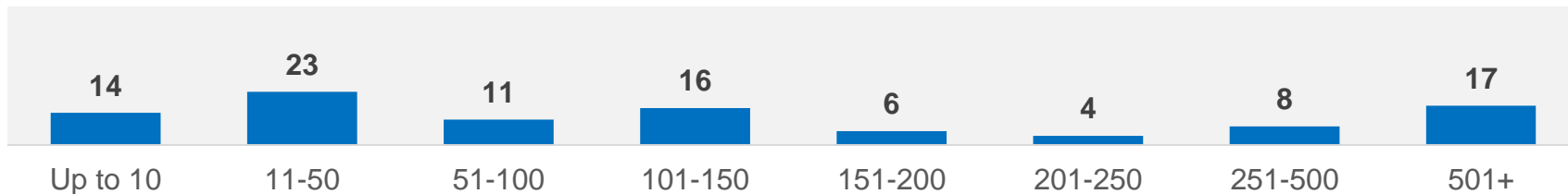
Base: all, N= 211

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# Number of full time employees in the company

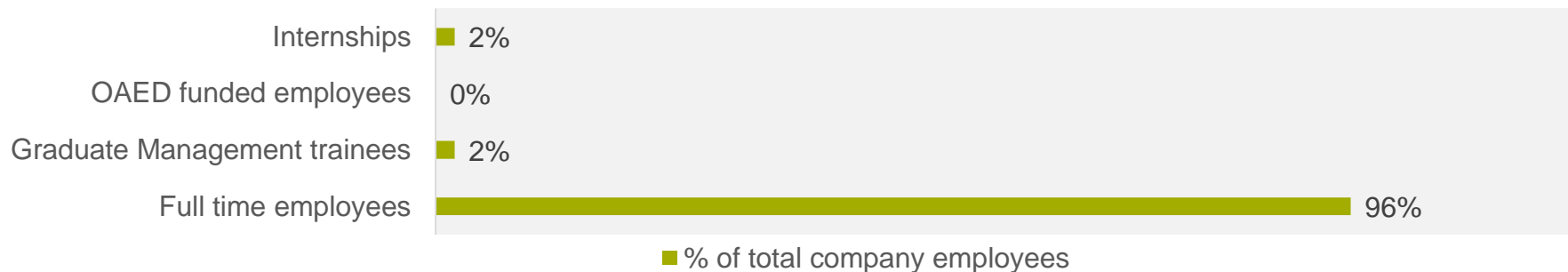
%

Median number of full time employees: 108



Base: all, N=159

## Employment framework

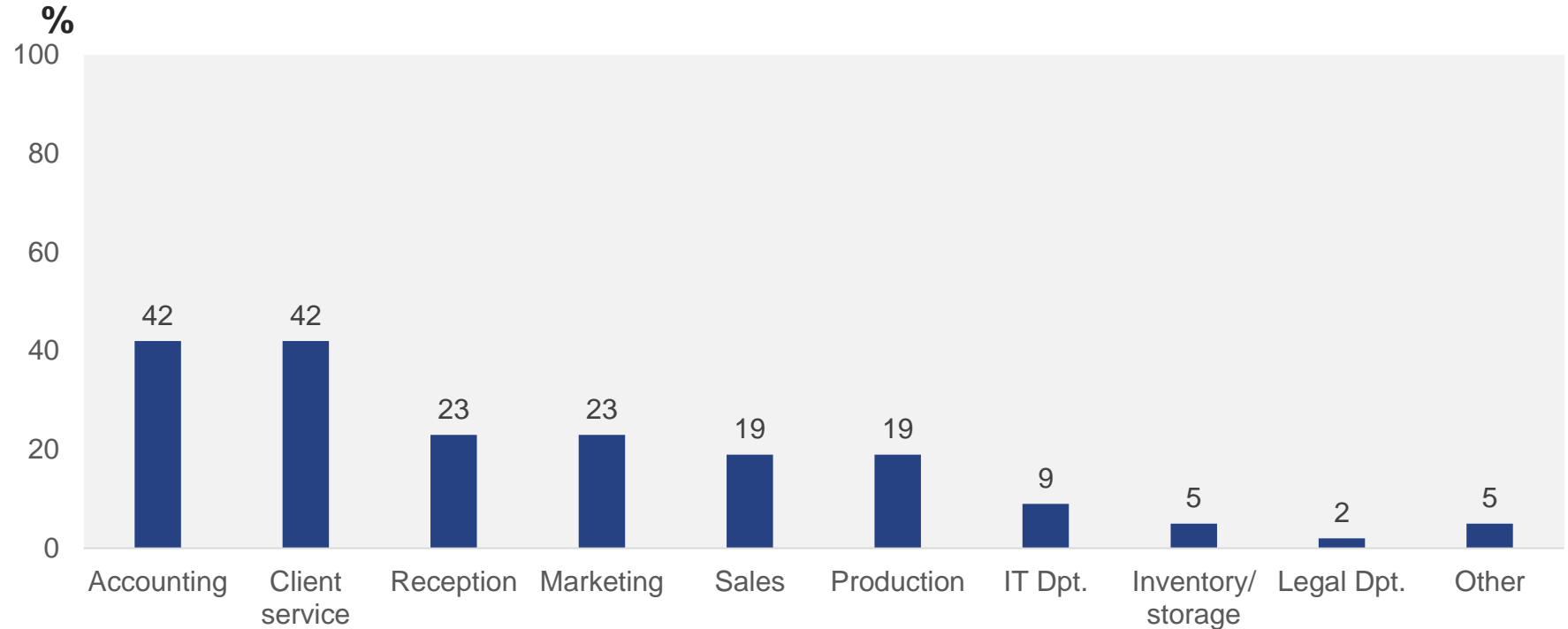


Base: all, N=113

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# Position of Internship interns in the company



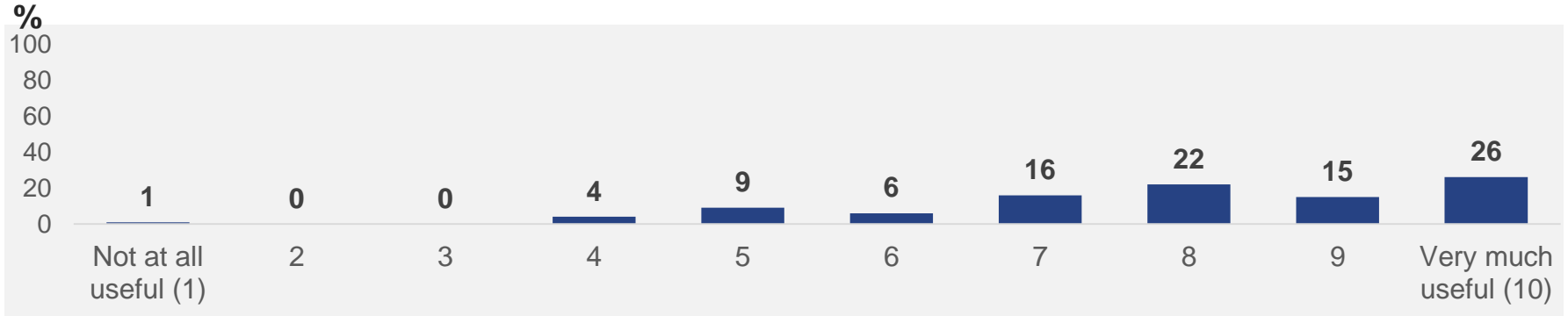
# What does Internship mean?

	Total	Company size (empl)	
		Big	Small
Total	97	40	57
Occupation of senior university/ college students	68%	80%	60%
Occupation of recent university/ college graduates	52%	50%	53%
Collaboration with initiatives (i.e. Regeneration, Future Leaders, Project Connect, Erasmus plus)	37%	40%	35%
Implementation of internal Graduate Management trainee program	18%	18%	18%
Programs for the unemployed	2%	3%	2%
Acquisition of work experience programs	1%	2%	-
Skill development programs	1%	-	2%

# Evaluation of Internship programs



Useful for the company



	Company size (emp.)		
	TOTAL	Big	Small
	97	40	57
MEAN SCORE	7.9	7.7	8.0
TOP2BOXES (9+10)	41%	35%	46%

Base: all, N=97

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# Explaining opinion on Internship program usefulness to the company



	Company size (emp.)		
	TOTAL	Big	Small
	97	39	56
Assist young people in gaining experience and developing work skills	38%	31%	43%
Interns are an addition to the team	31%	18%	39%
Opportunity to discover new talents	19%	31%	11%
Companies gain from young people's fresh perspective/ new ideas	12%	15%	9%
An economical solution for the company	5%	13%	-
Improves interns' managerial & mentoring skills	5%	5%	5%
Companies become extrovert	4%	5%	4%
Helps distinguish interns with positive drive for work	3%	3%	4%
Assists the intern but not the company	2%	-	4%
Saves valuable time for company employees	1%	3%	-
Evaluation of interns' educational level	1%	2%	-
Covers urgent/ unforeseen company needs	1%	-	2%
Other	4%	3%	5%

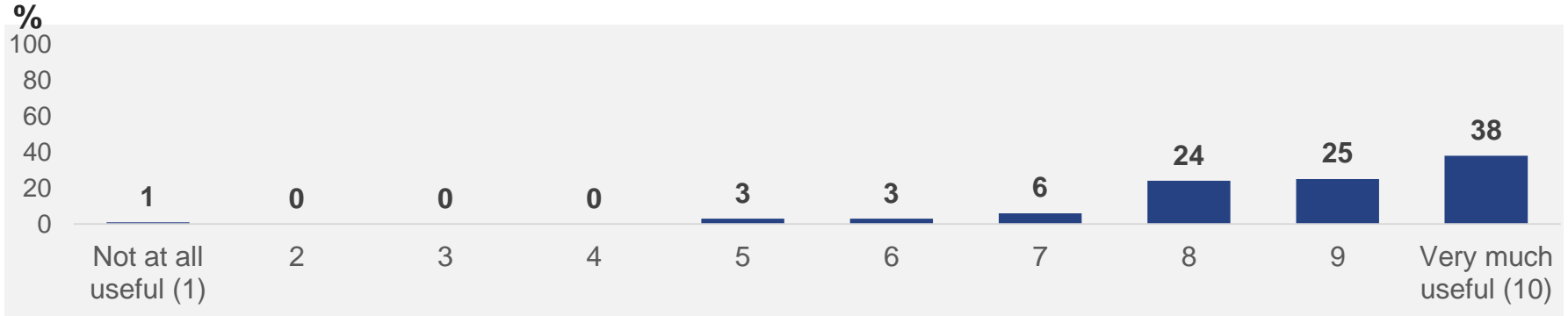
DK:14%

Base: all, N=97

# Evaluation of Internship programs



Useful to the interns



	Company size (emp.)		
	TOTAL	Big	Small
	97	38	55
MEAN SCORE	8.7	8.7	8.7
TOP2BOXES (9+10)	63%	63%	62%

Base: all, N=93

# Explaining opinion on Internship program usefulness to the intern



	Company size (emp.)		
	TOTAL	Big	Small
	91	38	53
Gain working experience	46%	42%	49%
Become acquainted with the working reality	21%	21%	21%
Gain easier access to the job market	13%	18%	9%
Gain practical skills	12%	18%	8%
Enrichment of their CVs	11%	16%	8%
Interns have the opportunity to test different career directions	11%	8%	13%
Gain working mentality	10%	13%	8%
Limited benefits for the intern	7%	3%	9%
Other	7%	5%	8%

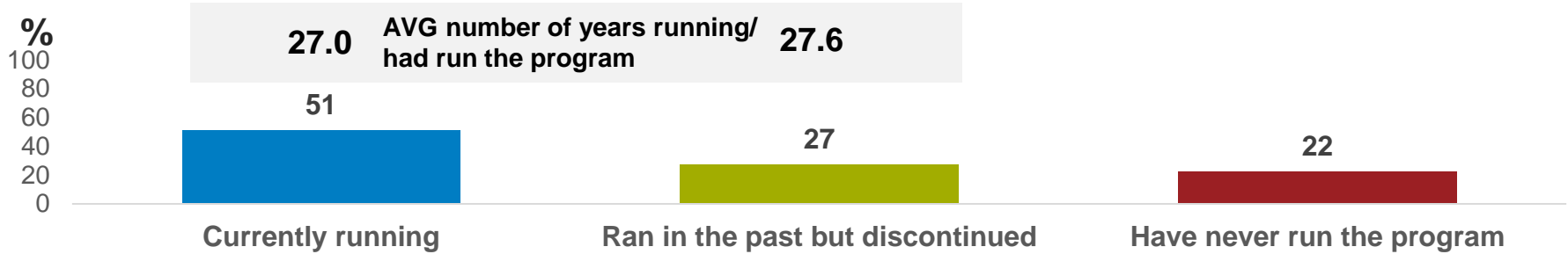
DK:15%

Base: all, N=91

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# Internship program's status in the company



## Reasons for program discontinuation (n=23\*)

No available intern positions in the company	39%
No specific reason	22%
No fitting program	13%
Confidentiality reasons	4%
Hard due to company's business focus	4%
Limited knowledge of such programs/ nobody informed us	4%
Other	4%
DK	13%

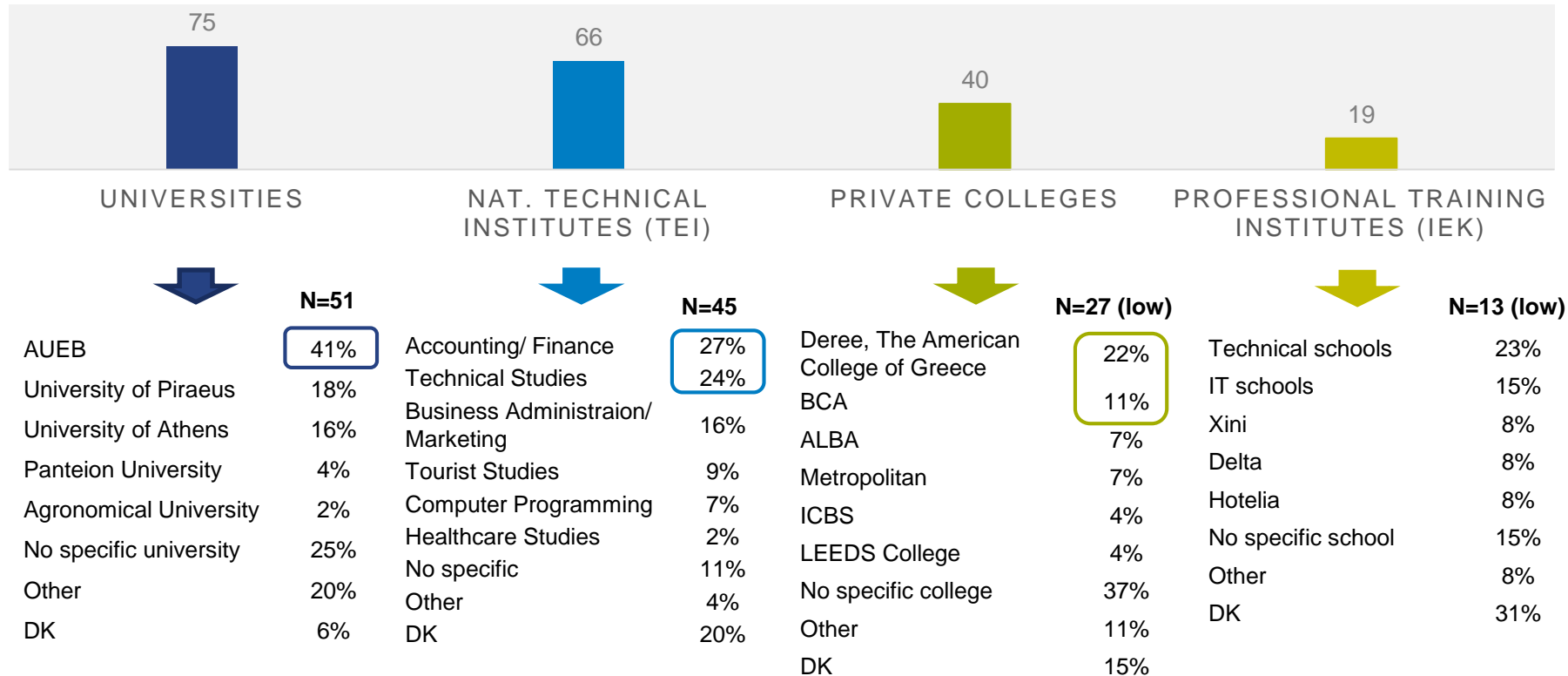
## Reasons for never using the program (n=20\*)

No fitting program	20%
No specific reason	15%
No available intern positions in the company	15%
Limited knowledge of such programs/ nobody informed us	15%
Hard due to company's business focus	10%
Confidentiality reasons	5%
No interest on behalf of the interns	5%
Other	10%
DK	15%

\*low base



# Institutions of collaboration for Internship programs

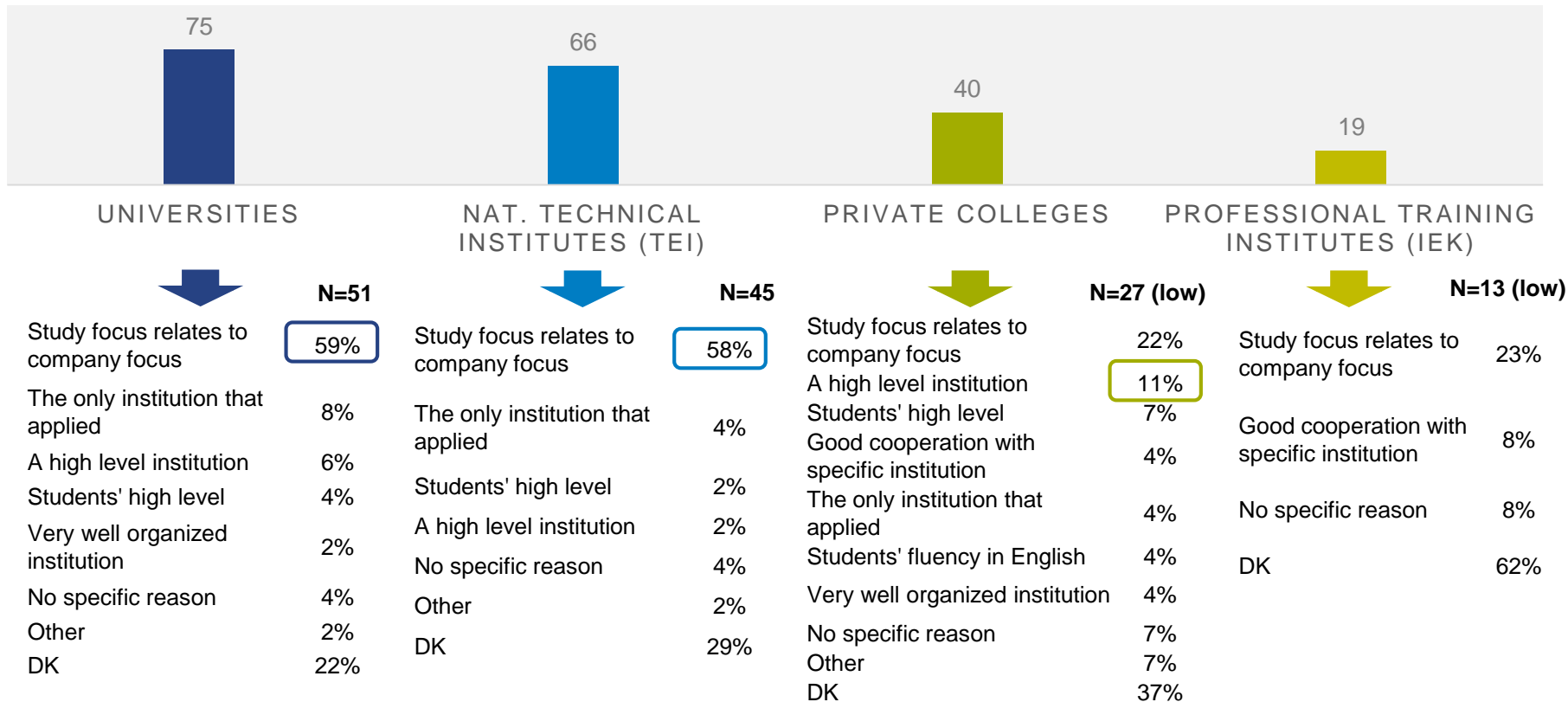


Base: those discontinued or currently running the program, N=68

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# Reasons for collaborating with each institution



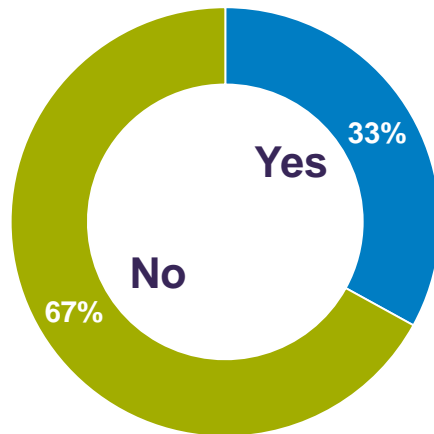
Base: those discontinued or currently running the program, N=68

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# Continuous collaboration with each institution

## Reasons for not continuously collaborating with each institution (N=44)

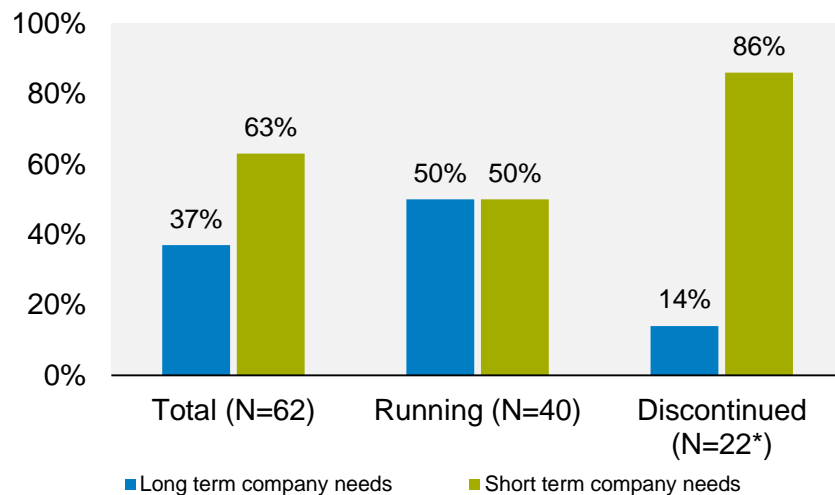
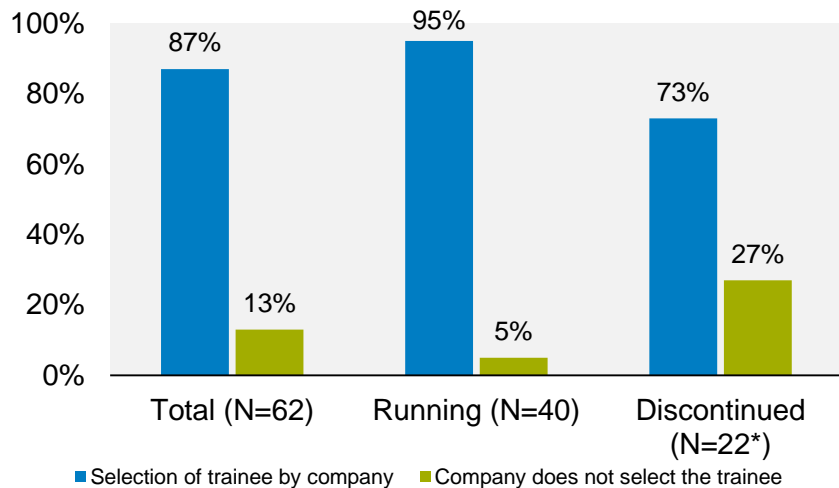
No specific reason	30%
No petition from institutions	18%
Not easy to find the right candidates	16%
Limited positions in the company/ no need	11%
Not seriously taken it into consideration	7%
Company restrictions	5%
Prefer full time employment	2%
Depends on programs availability	2%
Other	5%
DK	7%



## Benefits from continuous collaboration with each institution (N=22 low base)

Find good candidates	32%
Improvement of collaboration and communication	18%
Build trust	14%
Interns get to know more about the company and it's needs	14%
Interns adjust to company needs	14%
Ability to monitor and evaluate the program for a longer period of time	14%
Create a network for finding good candidates	9%
Other	9%
DK	18%

## Intern selection and needs they cover



\*low base

### Intern Selection

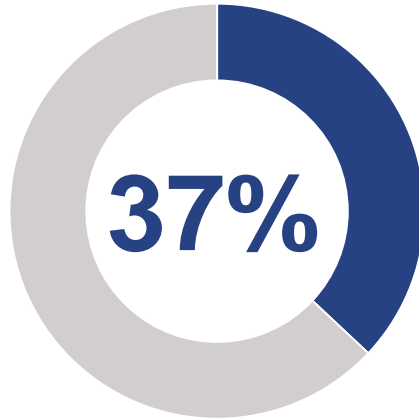
Seems that when companies select the interns, chances for continuing the program are higher

### Kind of needs interns cover

Whether interns become permanent employees or not, depends on company needs



# Total number of interns over the years vs interns that became full time company employees



% of interns that became full time company employees

	N=	Total
Number of interns who participated over the years		4509
Number of interns that became full time company employees		1686

Base: those discontinued or currently running the program, N=60

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# Desired intern qualifications

	N=	Total
Drive to learn		59%
Professionalism/ Consistency		21%
Knowledge		18%
Work-related skills/ abilities		18%
Teamwork/ collaboration		18%
Perception/ correct judgement		16%
Diligence		14%
Adaptability		14%
Communication skills		13%
Pleasant personality		11%
Politeness		7%
Integrity		7%
Taking initiative		5%
Positive attitude		5%
Result-focused		5%
New ideas/ creativity		5%
Ambition		4%
Responsibility		4%
Other		9%
DK		11%

**Seems that  
companies  
consider soft  
skills as of major  
importance**

Base: those discontinued or currently running the program, N=56

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# Suggestions for improvement of Internship Programs



	Company size (emp.)		
	TOTAL	Big	Small
	74	29*	45
Correct matching between intern and company profile	61%	52%	67%
Common internship platform	50%	45%	53%
Special internship framework	47%	48%	47%
Well-defined relation between duties and requests	45%	34%	51%
To have the right for intern replacement	31%	24%	36%
Intern induction	28%	17%	36%
Extension of internship period per intern	4%	10%	-
Make internships mandatory, and make it available even to junior students	3%	3%	2%
Following procedures of actual employment (interviews, assessments, etc.)	1%	3%	-
Incentives to companies	1%	-	2%
Institutions should urge students to participate	1%	-	2%
Better organized processes	1%	3%	-
Other	11%	21%	4%

# Key Take Aways



## 1 51% of the companies

are currently running an Internship program; **27%** have discontinued a program and **22%** have never run such a program

## 2 Accounting and Client Service

are the departments where the majority of trainees are placed when entering a company

## 3 Respondents believe

that the programs are both useful to the interns and the companies

## 4 Intern selection made from the company

increases the trust of the company to internship programs

## 5 37% of Interns

end up working full time for the company

## 6 Internship - how to improve:

- correct matching
- common intern platform
- special internship framework
- well-defined relation
- right for intern replacement

Thank you