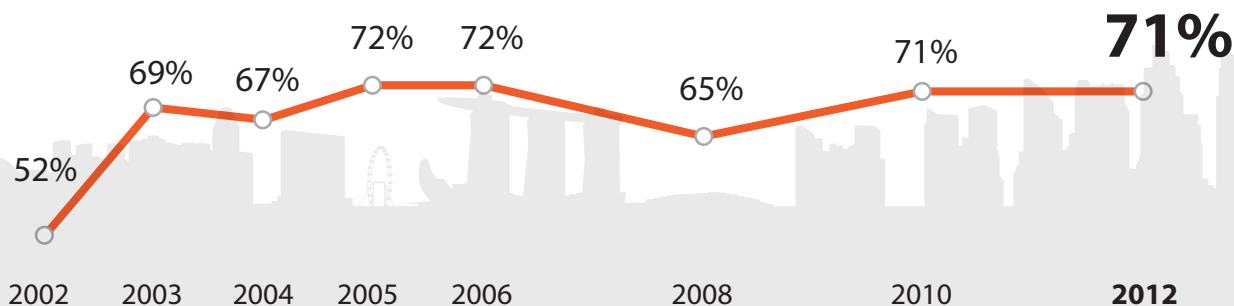


# EMPLOYER SUPPORTED TRAINING, 2012



**Majority of employers continue to provide structured training to their employees, despite the tight labour market**



Note: The frequency of the survey was changed from annual to biennial (i.e. once every two years) from 2006 onwards.

**Training led to positive impact on work productivity, quality of products & services and customer satisfaction**



**78%**  
Work Productivity

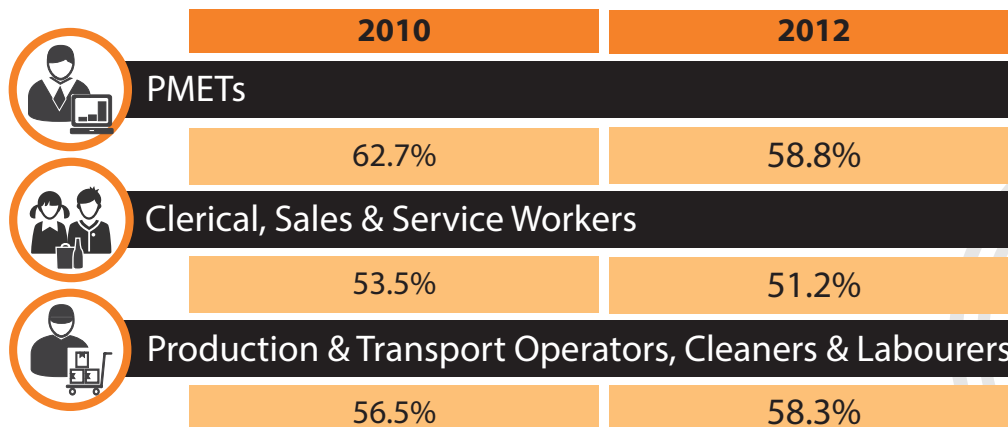


**77%**  
Quality of Products  
& Services



**66%**  
Customer Satisfaction

**Share of employees sent for structured training rose among production & transport operators, cleaners & labourers, but fell for PMETs and clerical, sales & service workers**



Note: Based on private establishments that provided their employees with training.

Report available at [www.mom.gov.sg/mrds/publication](http://www.mom.gov.sg/mrds/publication)

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