



SKILLS
DEVELOPMENT
PROGRAMME

CAMBODIA

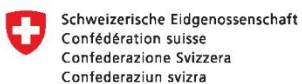
TRACER STUDY REPORT

6 MONTHS AFTER
TRAINING COMPLETION

2022



A project of:



Swiss Agency for Development
and Cooperation SDC

In collaboration with:



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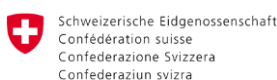
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ABBREVIATIONS

C (level)	Certificate level (e.g., C1= Certificate level 1)
HoKa	Hospitality Kampuchea, intervention area 4 of SDP
IA	Intervention Area
ICT	Information and Communications Technology
IT	Information Technology
KPI	Key Performance Indicator
MRM	Monitoring and Results Measurement
NGO	Non-Governmental Organization
NIEI	National Institute of Entrepreneurship and Innovation
NSSF	National Social Security Fund
PDoT	Provincial Department of Tourism
PTC	Provincial Training Center
SDP	Skills Development Programme
TVET	Technical and Vocational Education and Training
USD	United State Dollar, 1USD=4,000 Khmer Riels
VSC	Vocational Skills Certification

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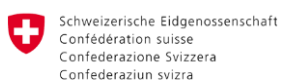
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I. EXECUTIVE SUMMARY

The tracer study is a means of following up on trainees at the post training stage and of reviewing the graduates' employment outcomes and training impacts of the Skills Development Programme (SDP). This is the first round of the tracer study for SDP phase 2 aiming at verifying what happened to the graduates six months after they completed the training. For the study, a quantitative method was applied, using a stratified random sampling with a confidence level of 95%, a margin of error of 5% and a response distribution of 50%. A total of 370 graduates and 37 employers from 33 enterprises were interviewed through telephone calls. The questionnaires were digitalized in Kobo Toolbox for enumerators to complete the data and for the MRM team to validate. Results of the surveys were downloaded and cleaned in excel; then analyzed and visualized using Microsoft Power BI.

The framework of the study centered around what happened to the graduates after their training completion regarding their employment status, income changes, relevance of the trainings for their workplace, their work condition (if employed), training impact, and graduates' satisfaction on skills and competencies for the workplace, as well as from the employers' side. Below are the key highlights of the study findings.

Proportion of graduates:

- | | |
|---|---|
| ◆ received post training support | <ul style="list-style-type: none"> • 75% (202 graduates) of direct graduates received post training support from their respective training providers. • 83% of IA1, 74% of IA3, and 61% of IA4 |
| ◆ satisfied with post-training support received | <ul style="list-style-type: none"> • 96% of graduates, who received post-training support were very satisfied and satisfied. • 93% satisfactory rate of IA1, 97% of IA3 graduates, and 100% of IA4. |
| ◆ gained access to employment | <ul style="list-style-type: none"> • 60% of graduates were employed (self and wage employed). • 42% of IA1 graduates gained access to employment, 59% of IA3 graduates, and 79% of IA4. • Combined employment rate of IA1 and IA3 (disadvantage youth) graduates was 48% |
| ◆ continued studying | <ul style="list-style-type: none"> • 62% or 92 graduates out of 149 unemployed graduates continued their studies. 46% (42 graduates) of them continued general education, 41% (38 graduates) continued TVET training, and 12% (12 graduates) were enrolled in higher education. • 61% of graduates under IA1, 69% under IA3, and 55% under IA4 continued studying. |

<ul style="list-style-type: none"> ◆ increased income compared to income before training 	<ul style="list-style-type: none"> • 67% or 138 of employed graduates increased their monthly income compared to the income before the training. The income increase rate was 111% or USD154 on average (USD293 current average income compared to USD139 average income before training). • On average, graduates earned USD280 per month compared to USD184 before training, which corresponds to an increase of 52% or USD96 more per month. • On average, wage-employed graduates earned a monthly income of USD243, while self-employed graduate made USD367 per month.
<ul style="list-style-type: none"> ◆ satisfied with the working conditions 	<ul style="list-style-type: none"> • 29% of wage-employed graduates were very satisfied with their current work condition and 64% were satisfied. 5% of them were neither satisfied nor dissatisfied, and 2% were dissatisfied.
<ul style="list-style-type: none"> ◆ improved their working conditions 	<ul style="list-style-type: none"> • In general, 27% of wage employed graduates had improved working conditions compared to their working conditions before training. • 28% of low-skilled worker graduates (IA4) reported improved working conditions including work hours, employment contract, annual leave, work insurance, incentives, and enterprise support.
<ul style="list-style-type: none"> ◆ reported having an employment contract 	<ul style="list-style-type: none"> • 49% or 71 (38 women) of wage-employed graduates stated that they had an employment contract with their employers/enterprises. • Proportion of wage-employed graduates, who had an employment contract varied by IA: 57% of IA1, 51% of IA3, and 42% of IA4 graduates.
<ul style="list-style-type: none"> ◆ reported relevance of training received for workplace 	<ul style="list-style-type: none"> • 72% of employed graduates (self and wage-employed) were working in related position to the training received. On average, they rated 9 out of 10 for the relevance of the training for the workplace. Both graduates working in related and unrelated jobs rated the relevance of the learned skills to the job on average 8 out of 10; 7 for the unrelated and 9 for the related. • 88% of graduates from both types of graduates felt that the learned soft skills were important for their current job.

Proportion of employers

<ul style="list-style-type: none"> ◆ reported relevance of skills and competencies of graduates at workplace 	<ul style="list-style-type: none"> • On average, employers rated 8.7 out of 10 on the relevance of skills for the work performance of graduates at the workplace (median=9, minimum=5, maximum=10).
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- ◆ satisfied with graduates' skills and competencies
- **All (37) employers** surveyed reported their satisfaction with graduates' skills and competencies for the job, 27% were very satisfied and 73% were satisfied.
- 97% of them would like to recruit graduates from TVET schools/ PDoTs again in case they need staff.

II. BACKGROUND OF THE STUDY

The overall goal of the Skills Development Programme (SDP) is to enable disadvantaged young women and men and low-skilled workers to gain access to decent employment opportunities and increased income. To assess employment outcomes, income changes and the relevance of the training for the labour demand, SDP conducts a tracer study with graduates six and twelve month after they completed the training. Employer who hired graduates are also included in the study to assess their satisfaction, performance of the graduates as employees as well as the relevance of the training as recommendation for training improvements. The main objectives of the SDP study are to analyze and understand the following:

- the quality and relevance of the post-training support provided to graduates
- graduates' employment status and income changes
- relevance of the skills training provided for the workplace
- working condition improvements
- other perceived impacts because of the skills training

This is the first round of the tracer study that SDP conducted in phase 2 with graduates who completed the trainings six months ago (by the end of 2021) across Intervention Area 1, 3, and 4 with both direct and indirect learners. The study was conducted internally by the Monitoring and Results Measurement (MRM) team and external enumerators to collect the survey data from graduates and employers. However, due to limited time and resources, the study targeted only specific part of sampling size, using stratified random sampling.

III. METHODOLOGY

This section provides details on the methodology of the study including sampling technique, instruments development, enumerators training, data collection, analysis and reporting, and study limitations.

3.1. SAMPLING TECHNIQUE

The study employed random stratified sampling technique with 95% confidence level, 5% margin of error and 50% response distribution. Here is [the link](#) for the sample size calculation based on the population size, confidence level, and margin of error. The strata for the sample are training institution, intervention, intervention area, training occupation, trainee type, and sex. The team considered reaching out to more direct than indirect trainees. The population size for the first round of the tracer study is those graduates, who completed the training in 2021 (by December) both direct and indirect trainees. A total of 2,530 (1,266 women) trainees, 787 (425 women) direct and 1,743 (841 women) indirect trainees. Based on the sampling technique, a total of 334 (167 women) graduates were randomly selected for the surveys. As a result, 370 (200 women) graduates were interviewed,

representing 111% of the total target sample. Table 1 below presents the number of population, target sample, completed interviews and sample completion rate by intervention area and type of graduate.

Table 1: Population, target sample and completed interviews

Strata	Population		Target sample		Completed interviews		Total difference	Sample completion rate
	Total	Women	Total	Women	Total	Women	(-/+)	%
Graduates								
IA1 Direct	530	270	120	60	138	64	18	115%
IA1 Indirect	1,131	531	30	15	8	4	-22	27%
IA3 Direct	88	41	64	32	53	25	-11	83%
IA3 Indirect	131	34	15	7	32	14	17	213%
IA4 Direct	169	114	80	40	80	52	0	100%
IA4 Indirect	404	234	25	13	59	41	34	236%
Total	2,453	1,224	334	167	370	200	36	111%
Employers	N/A	N/A	50	-	37	-	-13	74%

The employers, who hired graduates were also interviewed to assess their satisfaction with the graduates' competencies and work performance. Around 50 employers were targeted, however only 37 employers (74%) were interviewed. The numbers of employers were derived from the numbers of graduates surveyed, who found wage employment. Therefore, it depended largely on the number of graduates in wage employment and whether they could provide their employers' figures.

3.2. SURVEY QUESTIONNAIRE DEVELOPMENT

The survey questionnaires were divided into two categories, one consolidated questionnaire for graduates across IAs and another one for employers, who hired graduates. Both questionnaires were adapted from tracer studies conducted in phase 1 and were updated based on the study framework and the Key Performance Indicators (KPI- Log frame) of the Project Document of SDP phase 2. The instruments were firstly revised by the MRM team then validated among IAs Managers, Team Leader, and Technical Advisor. Once the English versions were finalized, the MRM team translated them to Khmer, ensuring the appropriateness of the translation, effectiveness of the instruments, and the skip sequence from one to another question. The instrument underwent this process of translating and testing to assure that each item was: a) easily understood by all respondents; b) non-offensive and non-threatening; and c) simple for interviewers to record. The translated instruments were transformed into digital forms utilizing Kobo Toolbox.

The digital questionnaires were tested (role play) in several rounds by the MRM team and the enumerators to ensure the coherence of the questionnaire (correct skip logic) and the collection of valid data.

3.3. ENUMERATORS RECRUITMENT, TRAINING, AND DATA COLLECTION

The enumerators recruitment process started in mid-April 2022, three weeks before the training took place. Data collectors were shortlisted and interviewed to ensure they were competent and able to perform the assignment, three of them were selected and contracted. The MRM team conducted two-days training on 9th and 10th May 2022 to briefly introduce enumerators to SDP in general, the intervention areas and trainees within the respective IAs, and the details of the questionnaires both in paper and electronic form. The data collection started on 11th May and concluded on 20th June 2022. The data collection process took longer than expected because of challenges reaching the target sample due to the telephone number being unreachable and the contact number being wrong.

3.4. DATE VALIDATION, CLEANING, AND ANALYSIS

The data was collected in Kobo Toolbox, where validation and requirement criteria were set for each question. This means that the response cannot be transmitted to the data store if the data has not been recorded in the specified format or is missing. The MRM team validated each response of the survey submitted by the enumerators; those responses which contained non-logical answers or need for further clarification were put in the on-hold list requiring the data collectors to verify or confirm with the respondent again. Once all data was collected and validated, the team exported an excel list from Kobo Toolbox for cleaning. This process ensures that the data has been double checked. The cleaned data in the Excel file was uploaded to the SharePoint folder, then Microsoft Power BI was used to connect and pull data into Excel online for analysis and visualization. The data analysis was focused mainly on the study framework to align with the outcome and impact log frame indicators of SDP.

3.5. LIMITATIONS

Similar to the previous tracer studies, the common challenge for tracing graduates is that their phone number could not be traced due to various reasons. In this round, enumerators contacted 653 graduates in total, and 47% could not be reached or interviewed. Out of them, 65% could not be reached, had wrong or change their phone numbers, 16% could not be interviewed even after the third attempts, 8% were reached but rejected to be interviewed, 6% said they had registered but not completed the training, 4% picked up the phone but were the wrong person, and 2% said they had not completed the training.

The surveys were conducted only through phone calls, therefore respondents may have lack confidence and been reluctant to answer some questions, for example about their income. Respondents might have overstated or understated their salary and/or income, as they did not want to tell the exact amount of how much they earned, and some graduates refused to state their incomes. The employers contact numbers were provided by wage employed graduates, and some graduates surveyed did not provide their employers numbers. Therefore, the number of employers interviewed was lower compared to the target sample.

IV. SURVEY FINDINGS

4.1. RESPONSE DISTRIBUTION

A total of 370 (200 women) graduates and 37 employers, who have hired the graduates were interviewed. Out of the total surveyed graduates, 146 (68 women) completed training under IA1, 85 (39

Figure 1: Surveyed graduates by age range

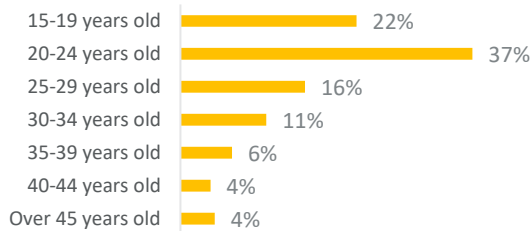
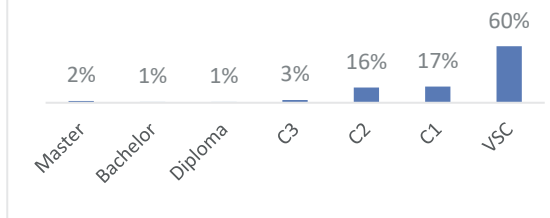


Figure 2: Surveyed graduates by course level



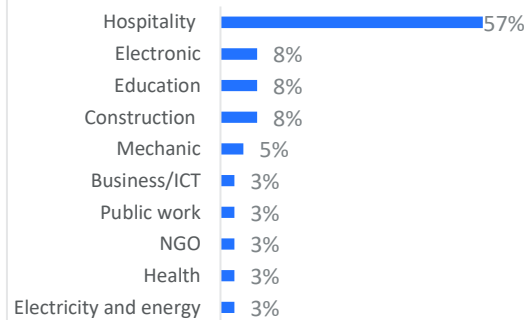
women) from IA3, and 139 (93 women) from IA4 both direct and indirect learners. Most of them completed training at VSC level (60% of all surveyed graduates) from different training occupations including Computer servicing, Barista, Food & beverage service, Building

electrical wiring, Electrical maintenance & fitting, Front office, Motorcycle servicing, Air-conditioning servicing, Arc welding, Beauty and salon, Domestic refrigerate air-condition service, Cooking, Housekeeping, Hospitality service, Masonry, and Community tour guide.

The age group of graduates was mainly between 20-24 years old (37%), followed by 15-19 years old (22%), 25-29 years old (16%) and 30-34 years old (11%). A detailed breakdown of graduates by training occupation and training provider can be found in Annex 1, Table 4: Graduates surveyed by training providers and courses, disaggregated by sex.

Employers surveyed belong to various business types including resorts and restaurants, coffee shops, hotels, , construction services, electronic shops, air condition services, motorcycle services, electricity services, and hospital, located in Kratie, Stung Treng, Preah Vihear, Monduliri, Ratanakiri, and Phnom Penh. The majority of the enterprises surveyed is from the hospitality sector (57%), followed by construction, education and electronic (8% each), mechanic (5%), electricity and energy (3%), health (3%), NGO (3%), public work/government (3%) and business/ICT (3%).

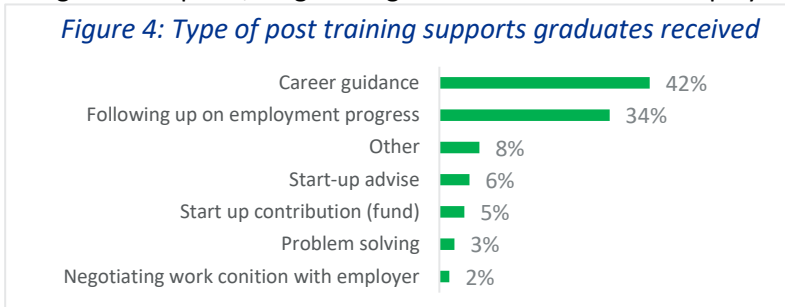
Figure 3: Enterprises surveyed by sector



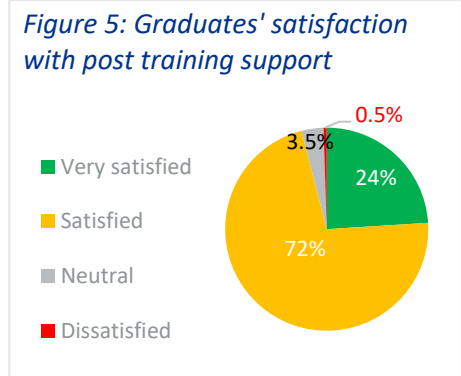
4.2. GRADUATES

4.2.1 Post training support

Graduates were asked whether they had received post training support from their respective training provider within 6 months of completing the training. However, indirect graduates were not asked this question. As a result, 75% accounted for 202 (98 women) of graduates surveyed of the direct graduates cohort reported receiving post-training support from their training providers. The percentage differs between IA, i.e., 83% of IA1 graduates received post training support, 74% of IA3 followed by 61% of IA4 graduates. The post training support provided to individual graduates could be more than one (multiple selection), which means that the 202 graduates could have received one or many support services counting from career guidance, following up on employment progress, start-up advise, start-up contribution (fund), problem solving at workplace, negotiating work conditions for employed graduates and other¹ support services including job matching, informing and encouraging to join further training. Figure 4: Type of post training supports graduates received illustrates the percentage of each category of post training support received by graduates.



The questionnaire also assessed the satisfaction rate of those graduates who received support. Out of them (202 graduates), 24% reported to be very satisfied, 72% were satisfied, 3.5% chose neutral (neither satisfied nor dissatisfied), while 0.5% were dissatisfied. Feedback for the post training support was also provided by graduates. Most graduates had positive feedback and were grateful to the trainers and training providers for offering good trainings. However, some of them suggested the training providers to find jobs (placement/job matching) by connecting with more private and public partners. Hospitality graduates (IA4) suggested to provide higher levels of training courses including cook, cocktail, and barista following the basic skills courses.

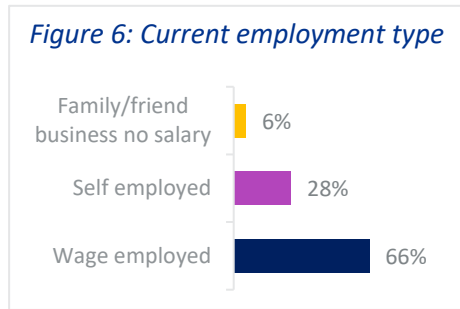


4.2.2 Employment status and type of employment

¹ Other support includes finding job/job placement, inform, and encourage to attend further training, and creating telegram group for sharing information.

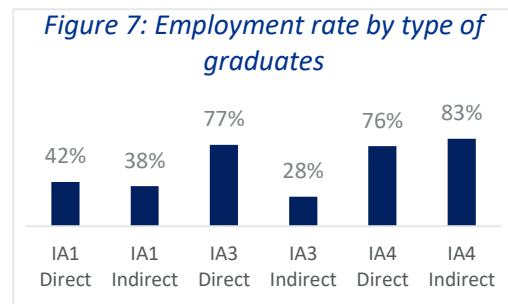
The employment status 6 months after training completion showed that out of 370 graduates surveyed, 60% of them, representing 221 (109 women) graduates, were employed including self-employed (running own business), wage employed (with regular salary), and working for family/friend businesses without clear salary. Most graduates had wage employed jobs representing 66% (146 graduates, 76 women), 28% (61 graduates, 27 women) were self-employed, and 6% (14 graduates, 6 women) of the 221 graduates were involved in a family or friend business with an unclear and irregular income

Figure 6: Current employment type



The employment status varied by type of graduate (direct and indirect) and IA. Graduates under IA1 direct (from the 5 PTCs) had a current employment rate of 42% while the indirect graduates had an employment rate of 38%. 77% of the direct trainees of IA3, were employed 6 months after training, and the employment rate of the indirect trainees was 28%. HoKa graduates had an employment rate of 76% for direct graduates and 83% for indirect graduates.

Figure 7: Employment rate by type of graduates

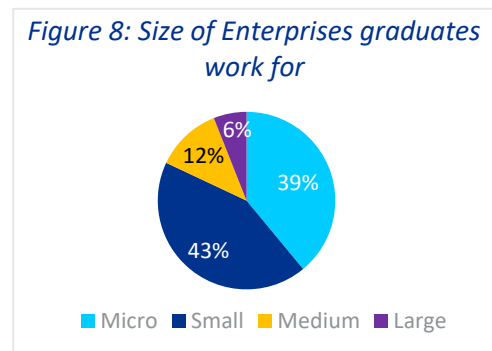


In the SDP Log Frame, the employment rate captures only graduates as disadvantaged youth under IA1, IA2 and IA3 since graduates from IA4 are low-skilled workers who already had employment at the time of training. *Therefore, the data for employment rate reporting will be combined for IA1 and IA3 (as there are no graduates from IA2 yet for this tracer study). The combined employment rate of graduates from IA1 and IA3 was 48% representing 110 out of a total of 230 graduates surveyed of whom 73% were wage-employed, 18% self-employed, and 9% in a family/friend business.*

❖ Wage employed graduates

Across IA1, 3, and 4, wage-employed graduates represented 66% of all employed graduates equivalent to 146 (76 women) graduates surveyed. 62% of IA1 and IA3 graduates reported that they got a job at the traineeship enterprises where the training providers placed them, while 82% of the HoKa graduates still worked at the same enterprises. 5% (7 graduates, 4 women) of the wage-employed graduates got promoted to a higher position at their workplace.

Figure 8: Size of Enterprises graduates work for



The sizes of enterprises graduates were working for were grouped into 4 categories²: Micro enterprise (1-9 employees), small enterprise (10-49 employees), medium enterprise (50-249 employees), large enterprise (250+ employees). The findings showed that 43% (63 graduates) of the wage employed graduates are working in small enterprises, 39% (57 graduates) of them are working in micro enterprises, 12% (17 graduates) in medium enterprises, and 6% (9 graduates) in large enterprises. **The**

² Source: European Commission (2015a)

average total³ monthly income of wage-employed graduates was USD243 six months after training. Wage graduates of IA1 earned an average of USD286 per month, while IA3 graduates made an average of USD230 per month, and IA4 graduate got USD223 monthly. All wage-employed graduates had an average salary of USD221 at the time of the study and could earn up to USD22 per month on average in addition to their salary (tip and incentive). The average monthly income of wage-employed graduates before training was USD136. **This shows an average income increase of 78% (USD243 compared to USD136 before training) or USD107 income increase per month.** A large proportion of wage- employed graduates (68%, 99 graduates surveyed) reported that they had higher income compared to before the training, while 27% (40 graduates) stated to earn the same income, and 5% (7 graduates) earned a lower income.

A total of 68% or 99 wage-employed graduates reported that they were working in an occupation related to their trainings, including baristas, receptionists, general managers, building electrical wirers, Air condition repairers, Food and beverage service (waiter and waitress), Assistant managers, Bartenders, Café and sky bar supervisors, Cooks, Cook assistants, Customer service, Housekeepers/cleaners, Caterers, Motorcycle repairers, Tailors, etc.

❖ **Self-employed graduates**

A total of 61 graduates (27 women) or 28% of the employed graduates are self-employed. 48 (79% of the 61) self-employed graduates reported that their jobs were related to the training received, and 33 (54% of the 61) graduates received supports from training providers on their business including business planning coaching, business start-up advise, business financial management (recording income and expense), problem solving, and business start-up fund (contribution).

On average, graduates earned a total monthly income (both investment and revenue) of USD1,157 while they have to invest an average of USD803 per month in the business. **This means that the self-employed graduates had an average monthly net income of USD367 at the time of the study. This represents an increase of income of 23% or USD69 compared to the average net income before training of USD297 per month.**

64% of self-employed graduates reported having increased their income compared to before the training, 15% reported earning the same, while 21% made lower income than before training. Most self-employed graduates (83%) perceived that the trainings were relevant to their current work. The business activities which graduates engaged include restaurants, coffee shops, construction services, mechanical repair shops, guesthouses, food stall, salons, electricity wiring services, bakery shops, printing shops, etc.

When asked to rate how satisfied or dissatisfied they were with their business, 46% of self-employed graduates reported that they were very satisfied, 39% were satisfied, while 13% were neither satisfied nor dissatisfied, and 2% were dissatisfied.

❖ **Family/friend business**

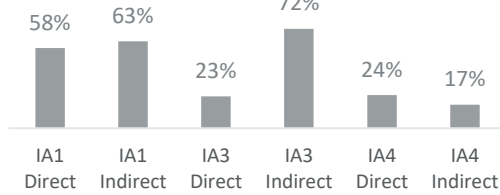
³ Total income= salary plus additional income (tip).

A total of 6% of all employed graduates engage in a family or friends' business without salary. This type was classified under the category employed in the study questionnaire. However, there is no follow up questions on the graduates' income and work conditions as it was considered informal employment without regular income or salary. Most graduates of this type were temporarily helping and/or working in their family/friends' business. The findings on the relevance of training to the work of this employment type will be reported in chapter 4.2.5 training relevance.

❖ Unemployed graduates

A total of 149 (91 women) graduates were unemployed, representing 40% of all graduate surveyed. The unemployment rate differs by type of graduates. It is noticed that IA3 indirect trainees' unemployment rate was 72%, followed by 63% of IA1 indirect and 58% of IA1 direct graduates.

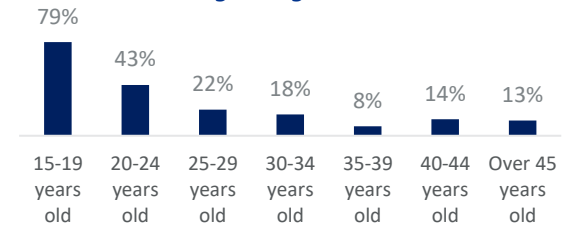
Figure 10: Unemployment rate by graduate type



On the other hand, the unemployment rate was found to be higher in the age range of graduates aged 15-19 years (79% unemployed) followed by 43% in the 20-24 age group. The other age ranges, 25-29, 30-34, 35-39, 40-44, and over 45 years, had lower unemployment rates (between 8% to 22%). This could be explained by the reasons given by for their unemployment. Most unemployed graduates (62%) reported that they continued their studies (TVET, general education, and higher education), most of them were between 15 to 24 years old. Other reasons for unemployment are: no job near home, still finding job, helping parent/household work, insufficient pay, care work (children/elder), pregnancy, sickness, no network to find job, marriage, and no employment information. The graduates could give several reasons for their unemployment (multiple selection) hence graduates could choose more than one reason that applied to them.

Most unemployed graduates (62%) reported that they continued their studies (TVET, general education, and higher education), most of them were between 15 to 24 years old. Other reasons for unemployment are: no job near home, still finding job, helping parent/household work, insufficient pay, care work (children/elder), pregnancy, sickness, no network to find job, marriage, and no employment information. The graduates could give several reasons for their unemployment (multiple selection) hence graduates could choose more than one reason that applied to them.

Figure 9: Unemployment rate by graduate age ranges



Among the unemployed graduates, 89% or 133 graduates perceived that they benefitted from the training beyond the employment aspect. The training benefits include connection and communication with others, ability to express themselves better, improvement of their decision-making skills, awareness of greening skills (environmental protection), better self-organization, gain knowledge on their technical skills, understand the context of workplace, know how to find a job, and be punctual.

❖ Continued studying

A total of 92 (60 women) out of 149 unemployed graduates (62%) continued studying. 46% of them continued vocational skills training (TVET), 42% pursued their general education while 12% were in higher education. On average the training lasted for 11 months for those who continued TVET, 12 months for general education, and 26 months for higher education. The TVET courses include building

Figure 11: Proportion unemployed graduates continued studying

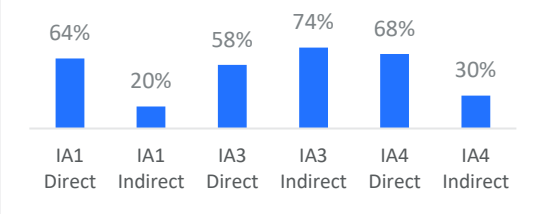
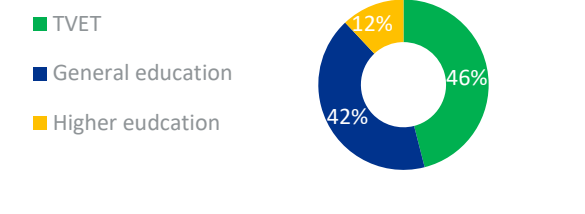


Figure 12: Type of courses graduates continued studying



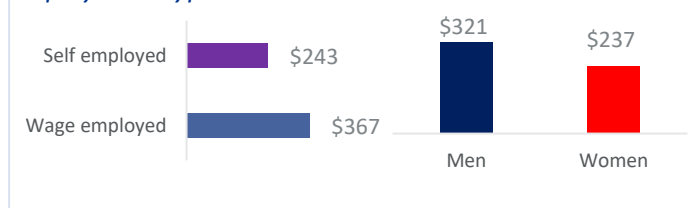
electrical wiring, electrical maintenance and fitting, beauty and salon, computer servicing, air-condition servicing, barista, and motorcycle servicing.

4.2.3 Income

The questions on income were asked to evaluate the changes and increase compared to before training. However, the results may not be 100% actual as some graduates may have provided estimated amounts as this question was somehow sensitive for some graduates. Wage-employed graduates were asked about their income in the last month and self-employed graduates were asked about their income three months in a row, i.e., income last month, 2 months ago, and 3 months ago and lastly how much they invested in their business per month on average. The average net income of self-employed graduates was calculated by summing up the average income three months in a row minus the average amount of investment per month.

In general, graduates earned an average monthly income of USD280 six months after training completion. This shows a 52% income increase or USD96 more per month than their income of USD183 before training. Self-employed graduates made an average monthly net income of USD367, while wage

Figure 13: Graduates' average monthly income by employment type and sex



employed earned up to USD243 on average per month. A difference of income could be observed between men and women, male graduates earned USD84 more than female graduates on average (USD321 and USD237 respectively). It is noted that graduates who reported to be working in

related occupations to training had a higher income on average than the unrelated ones with an income of USD298 compared to USD252 per month respectively.

The average income varied by graduates' type and occupation. IA1 direct graduates had a monthly income of USD269, IA1 indirect graduates earned up to USD492, IA3 direct graduates made USD243 per month, while IA3 indirect graduates earned USD136, IA4 direct made USD382 and IA4 indirect graduates made up to USD201 per month. The average monthly income by training course demonstrated that graduates in Electrical maintenance and fitting earned up to USD456, followed by Arc welding (USD351), Domestic refrigerator air-condition service (USD312), Barista (USD311), Motorcycle servicing (USD307), Masonry (USD294), Food and beverage service (USD286), Cook (USD280), Front office (USD278), Beauty and salon (USD263), Building electrical wiring (USD237), Information technology (USD196), Housekeeping (USD153), Air condition servicing (USD109), and Community tour guide (USD54).

Figure 14: Monthly average income by graduate type

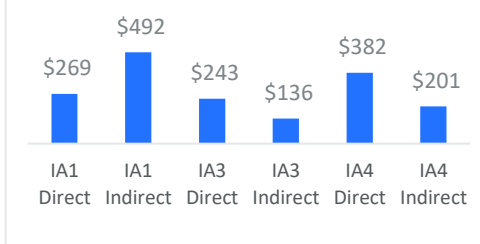
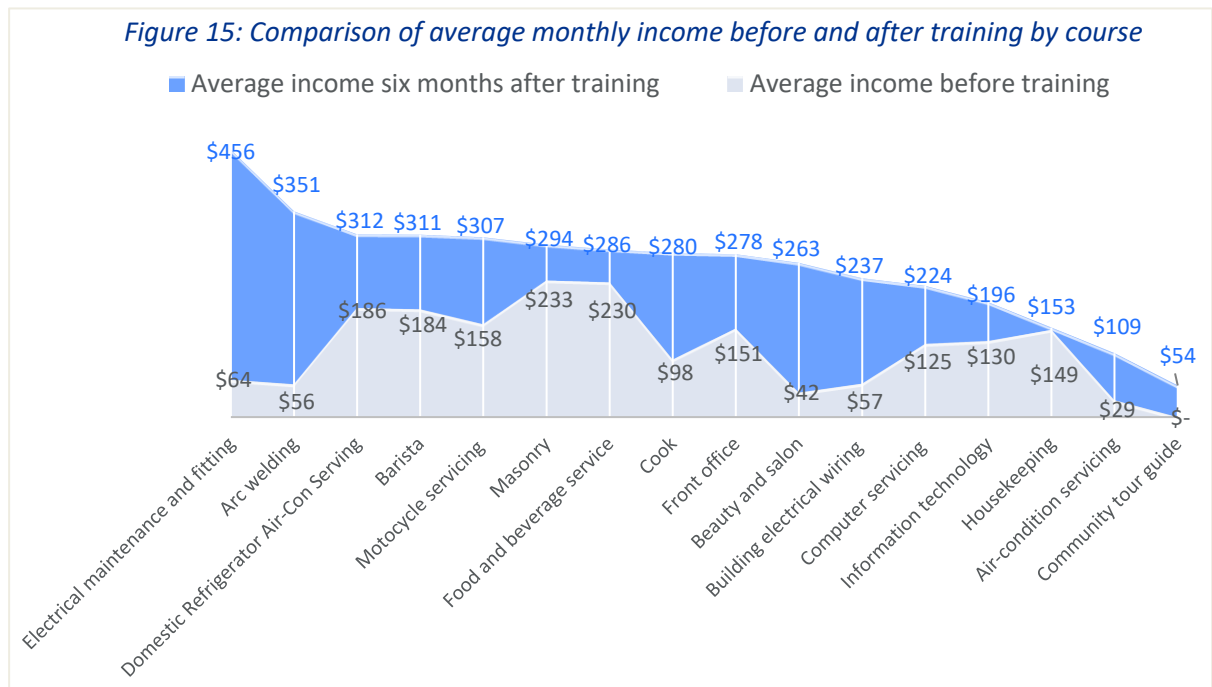


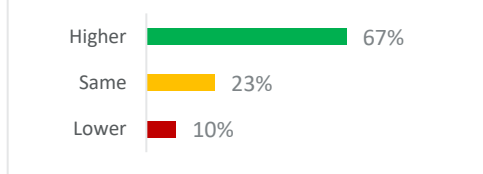
Figure 15: Comparison of average monthly income before and after training by course shows the



different monthly incomes on average before and after the training by course.

In general, 67% of employed graduates earned a higher income after the training. The increase rate was up to 111% or USD153 more (USD293 compared to USD139 before training), 23% of the graduates claimed that they earned the same as before the training, while 10% had a lower income than before training, representing a decrease of 24% or USD78 less (USD323 before training and USD245 six months after training).

Figure 16: Income changes before and after training



4.2.4 Work condition

The study also assessed the work conditions of wage-employed graduates on various aspects including working hours, working days per week, annual leave per year, working contract, incentives, safe working environment, enterprise support, and whether graduates perceived equal treatment at work. Work conditions before and after training were compared and analyzed for those graduates who were wage-employed before the training.

Based on the results, the following are work conditions of graduates:

- **employment contract:** 72 (38 women) or 49% of wage-employed graduates surveyed reported that they had (written) working contract with their employers.
- **average working hours:** among all wage-employed graduates, the average working hours were 8.5 hours per day and 6 days per week. Hospitality workers worked more hours on average than graduates under IA1 and IA3, up to 9 hours compared to 8 hours a day respectively.
- **annual leave:** among all (146, 76 women) wage-employed graduates, 46% reported that they have annual leave (paid leave) on average 17 days a year, while the rest stated they could take leave if they wanted but it's unpaid.
- **work insurance:** 61% of wage-employed graduates reported to have work insurances either National Social Security Fund (NSSF) or an insurance from private companies.
- **enterprise's support:** 54% reported having received support from their enterprises including food support/allowance, accommodation support, transportation support/allowance.
- **work incentives:** 61% received work incentives from their employers in form of bonus or rewards.
- **work environment:** almost all (99%) of wage-employed graduates perceived that they were treated equally among the employees, 94% thought that their workplace/job is safe, and 74% perceived that their job is stable. There were different perceptions between men and women on work safety and equal treatment at work, while the percentage of men was lower on these aspects: 88% compared to 100% of women on work safety, 72% compared to 86% of women on work stability, and 97% compared to 100% of women on equal treatment. The justification for this could be the different work position and occupations of the graduates. Male graduates mostly work in mechanical occupations such as Building electrical wires, Air-condition repair, Masonry, etc. while female graduates mainly work as Baristas, Receptionists, in Food and beverage services, Housekeepers, Cooks, Admin staff, Accountants, etc.
- **work condition satisfaction:** 29% reported to be very satisfied with their current work conditions, 64% mentioned to be satisfied, 5% were neutral, and 2% were dissatisfied.

The analysis of the comparison of work conditions before and after training of wage-employed graduates shows that on average 27% (40 graduates, 23 women) had better work conditions than before training, 68% (100 graduates, 48 women) had similar work conditions to their employment before training, while 5% (6 graduates, 5 women) had not improved the work conditions. The comparison of work conditions was based on aspects including whether employees have an employment contract, average working hours and working days, annual leave, work insurance, enterprise support, and incentives/bonus. Table 2 shows the overall comparison of wage-employed graduates' work conditions before and after the training.

Table 2: Wage employed graduates' work conditions before and six months after training

Comparison of graduates' work conditions	Before training				6 months after training (current)			
	IA1	IA3	IA4	Ave.	IA1	IA3	IA4	Ave.
% of graduates having (written) contract	42%	16%	36%	32%	57%	51%	42%	49%
# of average working hours/day	7.9	8.2	9.2	8.8	8.1	8.2	9	8.5
# of average working days/week	6	6	6	6	6	6	6	6
% of graduates having (paid) annual leave	42%	29%	31%	32%	60%	51%	34%	46%
# of average annual leave days/year	18	18	15	16	17	17	16	17
% of graduates having work insurance	47%	26%	35%	35%	64%	70%	50%	61%
% of graduates receiving enterprise support	26%	29%	70%	53%	60%	35%	64%	54%
% of graduates receiving incentives/bonus	37%	32%	61%	50%	60%	60%	64%	61%
Average monthly income in USD	\$85	\$107	\$186	\$136	\$286	\$230	\$223	\$243

Ave.= average combined of all wage-employed graduates across IAs

4.2.5 Training relevance

A total of 207 (103 women) graduates surveyed were self- and wage employed 6 months after training. When asked about if their current work was relevant to their training, 150 (69 women) graduates (72% of the 207) reported that they were working in positions related to their training, while the other 28% (57, 34 women) graduates said that their jobs were not related to the training. The reasons for choosing unrelated jobs were to have better career possibilities, or a better and more interesting job, or they could earn more.

All graduates (207) 88% perceived that the soft skills they learnt as part of the technical skills training were important for their current jobs. This proportion is even higher for those who worked related to technical skills with up to 91% while 81% of the unrelated ones perceived soft skills important for jobs. Graduates mentioned to have improved their communication skills, know how to start a business, know how to find a job/have an extended network, know about personal financial management (saving money, etc.), are better self-organized, etc.

On average graduates rated the relevance of overall skills and competencies to be applied to the current jobs 8 out of 10. The graduates reported to have used the new skills from the training at the workplace, to being able to start an own business, and to have used the skills in daily and their family life. However, 12% or 25 graduates surveyed attended further trainings to work better or to upskill their abilities. The further training course they attended were mainly technical skills including Housekeeping, Front office, Food and beverage service, Cocktail maker, Barista, Bakery, Cooking, Air-condition service, Electrical wiring, Computer (Microsoft. Excel), and English language.

A total of 51% or 54 (35 women) hospitality graduates surveyed received positive feedback on their work from their employers or supervisors after completing the training.

4.2.6 Training impact

The questions on training impact were asked only to 271 (141 women) direct graduates. Out of whom, 83% perceived that the training had positive impacts on their lives and their current jobs. Those impacts include improving skills to perform better in their jobs, being able to expand the area of responsibilities

at work, being able to provide better services to customers, improving customer communication, self-awareness of what to do at work, income increasment, improving colleague communication, getting work promotion, etc.

Other than these, 48% (130 graduates) of direct graduates were planning for future careers. Most of them (48% of 130 graduates) planned to start or expand their own business related to the specific occupation they were trained for, including coffee shop, electricity store, motorcycle repair shop, and construction service. About 21% thought that they would attend further trainings to work well, about 20% were willing to look for a new job while 11% would like to look for new position in the same workplace.

4.2.7 Recommendation on training

Graduates were asked whether there were any skills they had wished to learn but did not learn during their training. A total of 152 (74 women) or 56% of direct graduates answered that they wished to have learnt some skills related to their technical skills training. Graduates under IA1 and IA3, mentioned technical skills such as IT and computer skills, air condition repairing skills, Electrical wiring skills, electronic skills, Admin and accounting skills, and English language. Hospitality graduates (IA4) wished to have learnt higher level of Barista skills, Cooking/chef, English language, Communication skills, Business and financial management, Cocktail maker and Bartender, and Bakery.

Overall, graduates provided positive feedback on the training. The recommendations from graduates were provided as qualitative comments and could be summarized as follows. They were satisfied with the training received and asked training providers to continue offering vocational courses as well as to raise awareness about training in the provinces. “Everything is good, but if possible, please advertise those courses outside of the town as people might need the opportunity...” said a female graduate of IA3. Some graduates suggest that there should be more practical sessions and the course duration should be longer, while other graduates suggest having or embed English language in the course. Some HoKa graduates suggested having higher levels of training on barista and other skills in hospitality.

4.3. EMPLOYERS

This section provides the analysis of results regarding employers’ survey focusing on the enterprise recruitment method, employers’ satisfaction on the graduates’ skills and competencies at the workplace, and employers’ recommendations on graduates’ skills and training.

4.3.1 Enterprise characteristics

Among all (37) enterprise respondents surveyed, 13 (35%) of them were business owners, 12 (32%) were supervisors, 9 (24%) were managers, 1 (3%) was assistant manager, 1 (3%) was finance manager, and 1 (3%) was the deputy head of a community ecotourism site. They belonged to various types of businesses including resort and restaurant (8), coffee shop (5), hotel (4), construction service (3), private school (3), restaurant (3), electronic shop (2), motorcycle repair shop (2), air-condition service (1), electrical wiring service (1), etc. Table 3 provides the details of enterprises/establishments surveyed, grouped by sector, and the graduates’ position at the enterprise.

Table 3: Enterprises surveyed by business type and sector, and graduates' positions

Business sector	Type of business	# of enterprises	Graduate positions at the enterprise
Construction	Construction Service	3	Air-condition service, Masonry, Team leader
Education	Private school	3	Air-condition service, Teacher
Electricity and energy	Electrical wiring service	1	Team leader in electrical wiring
Electronic	Electronic shop	2	Air-condition service, Stock controller and delivery staff
	Air-Condition Service	1	Air-condition service
Health	Hospital	1	Building electrical wirer (in hospital)
Hospitality	Resort and Restaurant	8	Cook, Food and beverage service, General manager, Housekeeper, Supervisor of F&B
	Coffee Shop	5	Barista, Supervisor of Barista
	Hotel	4	Assistant's general manager, Front office, Housekeeper, Leader of new staff training
	Restaurant	3	Carter, Cook, General manager
	Community ecotourism	1	Community ecotourism staff
ICT/Business	Telecom company	1	Technical staff
Mechanic	Motorcycle shop	2	Motorcycle repairer, Spare part Seller
NGO	NGO	1	Village health agency
Public work	Government	1	Head of office

The survey revealed that 87% of the enterprises/establishments collaborated with PTCs and institutions to provide traineeship and employment opportunities for trainees and graduates under IA1 and IA3.

4.3.2 Recruitment method

The employers and supervisors were asked about their enterprises staff recruitment methods. Among a list of multiple answers to select from, personal acquaintances and referrals was one of the mostly used recruitment channels (39%), followed by advertisement via Facebook, website, radio, and newspaper (32%), recruitment from TVET schools/PDoTs (22%), announcements in front of the shop (5%), and recruitment through existing staff (2%). Enterprises may use more than one of the mentioned methods of recruitment.

Regarding TVET schools/PDoTs as recruitment channels for new staff for enterprises, 97% of the employers surveyed stated that they would recruit graduates from the TVET schools and PDoTs again if they needed staff.

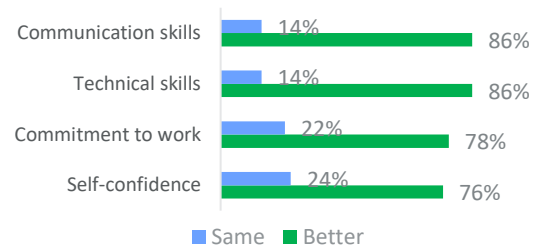
4.3.3 Satisfaction on graduates' skills and competencies

In the survey questionnaire, employers were asked to grade their satisfaction on graduates' (employees') skills and competencies performed at the workplace on the scale from 1 to 10 (1= low/dissatisfactory score, and 10=high/very satisfactory score). Those qualities include graduates' overall performance, technical skills, communication (with colleagues and customer), commitment to perform the job, confidence, and graduate's honesty.

Overall, 100% of the employers surveyed graded to be satisfied with the graduates' performance, 27% rated 10 out of 10, while the rest 73% rated from 6-9 out of 10. On average the rating on graduates' honesty was the highest (9 out of 10), followed by confidence in the job (8.9), commitment to the job (8.7), communication with colleagues (8.7), communication with customers (8.4), and technical skills to do the job (8.4). The overall skills to perform well on the job was rated 8.8 on average (median=9, minimum=6).

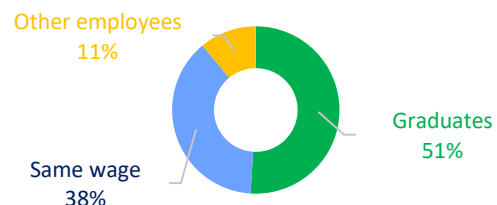
The employers were also asked to compare graduates who had received the training to other employees who had not, both in the same position at their enterprises. 86% of the employers stated that graduates (who went through the training) had better technical skills and communication skills compared to other employees, while 14% stated they had the same. On the commitment to work and self-confidence, 78% and 76% of employers

Figure 18: Comparison of graduates' skills and performance to other employees in the same position



respectively mentioned that graduates were better than other employees in the same position. 51% of employers stated that they paid more for graduates compared to other employees, 38% said they paid the same, and 11% stated that other employees got paid more. The justification for the higher income of graduates in the same position as others provided by employers were better technical skills, passion, work outcomes, knowledge, and attitude. Some employers said that they value education and certification. However, for those 11% of employers, who paid other employees more than graduates justified that it depended on the work experiences; they explained that some graduates know only theory but lack of practical skills.

Figure 17: Comparison of wage that employers paid (who were paid higher)



However, 57% of employers thought that graduates need additional skills/training to perform job better. Those skills include technical skills for specific job tasks, customer services, cross-cultural interaction, commitment to work, English language, self-confidence, teamwork, and IT/computer skills.

4.3.4 Recommendation on training

Employers suggested that the training provided should offer various skills trainings for trainees and graduates especially soft skills training including customer service, entrepreneurship, and

communication skills. Moreover, employers recommended that the training schedule should be flexible for trainees and employees who would like to continue their training ensuring that they have time available for the class. Training contents should prioritize on practical sessions and main points important and relevant for the work. They suggested that there should be pre-assessments/tests to determine the level of study of trainees. From the employers' perspective, the training should be focused on the main points and incorporate more practice during the training.

V. CONCLUSION

This tracer study is the first follow-up study on graduates, who completed their trainings six months ago and, on the employers, who hired them. The aim of the study is to assess the graduates' employment status, income, work conditions and training impact. Moreover, it also assesses the graduates' and employers' satisfaction with the skills acquired and the relevance of the training for the workplace, as well as it seeks for recommendations for training improvements. In this study, a total of 370 graduates and 37 employers were interviewed.

According to the study results reported in the sections above, several observations can be made.

The post-training support which training providers provided to graduates have helped them with their career and to start and establish an own business. Up to 96% of 202 direct graduates, who received post-training support were very satisfied and satisfied to get this kind of help.

The employment status of graduates in general was improved six months after training (60% employment rate) compared to prior to training (51%). **The employment status of IA1 and IA3 graduates increased for 31% prior to training to up to 48% six months after training.** However, the employment rate of IA4 dropped from 83% before training to 79% six months after training. Taking a closer look at the employment status before training of IA4 graduates, we could imply that not all of them were hospitality low-skilled workers since 17% of them were unemployed at the time of training. A total of 146 (76 women) graduates were wage-employed representing 66% of the total graduates employed, while 61 (27 women) graduates, representing 28%, were self-employed, and 14 (6 women) were employed in family/friends' businesses without regular salary/wage.

A total of 149 (91 women) graduates reported to be unemployed, equivalent to 40% of all graduates surveyed. This unemployment rate has decreased, as before training 183 (97 women) graduates corresponding to 49% of the graduates surveyed were unemployed. The reasons for being currently unemployed were mainly a continuation of further studies (62%), no job opportunity near home (8%), finding a job (6%), helping parents at home (5%), insufficient pay (5%), marriage and/or pregnancy (3%), taking care of family members (3%), no contact/network and information (3%), not enough skills/experiences (2%).

The income of graduates increased up to 52% six months after training completion compared to before the training. In other words, each graduate earned USD96 more per month, USD280 in total than before the training, when the monthly income was USD184 on average. Self-employed graduates could make a revenue of USD367 on average out of their business, while wage-employed graduates earned on average USD243 per month including other benefits.

A total of 138 or 67% of the self- and wage employed graduates earned USD154 more than compared to their income before the training, representing an increase of 111%. Before training they made an average of USD139 and currently they earned USD293. The graduates' average monthly income was higher than the Cambodia minimum salary (available only in the garment sector) of USD194 in 2022.

The work conditions including work hours, employment contract, annual leave, insurance, work environment, support and incentives were analyzed based on an average calculation. **A total of 49% of wage-employed graduates had employment contracts.** On average, wage-employed graduates work 8.5 hours a day or 51 hours a week. Only 46% of them received paid annual leave, and the average annual leave days were 17 days a year (median=18, minimum =7). Based on Cambodia labour law, for full-time workers (basically in garment sector), the normal working hours is 8 hours a day or 48 hours a week. The paid annual leave for full-time employees is 1.5 days a month or 18 days a year. Therefore, the average working hours and paid annual leave are still below the standard compared to the labour law. A majority of graduates perceived that their jobs had a good environment in terms of equal treatment (99% of wage-employed graduates), and their jobs were stable (79%) and safe (94%).

The comparison of work conditions before and six months after the training showed that **27% of the graduates (40 graduates) had improved their work conditions** in terms of work hours, employment contract, annual leave, work insurance, enterprise support, incentives, and increased income.

The findings on training relevance show that **72% of self-and wage employed graduates (150 graduates, 69 women) were working in relation to the training they received.** Even among those graduates who were working unrelated to their training, 81% (46 graduates, 34 women) of them perceived the soft skills learnt were important for their current jobs. Overall, graduates rated the relevance of skills and competencies acquired from the training for their workplace 8 out of 10 (median=9).

The analysis among direct graduates demonstrated that **83% of them (224 graduates) reported that the training had a positive impact on their lives and/or current jobs.** Those impacts include the improvement of skills for their jobs, being able to expand areas of responsibilities at work, being able to offer better service to customers, improving customers communication, self-awareness of what to perform at work, increasing income, improving communication with co-workers, and even to get promoted at work. A total of 60% of the direct graduates were willing to participate in further training if they had time.

VI. ANNEXES

ANNEX 1: DETAILS ON THE SURVEY RESULTS

Table 4: Graduates surveyed by training providers and courses, disaggregated by sex

Response distribution by training providers and training courses	Graduates surveyed by sex		
	Women	Men	Grand Total
NIEI	25	29	54
Air-conditioning servicing	1	1	2
Barista	17	10	27
Beauty and Salon	2	-	2
Building electrical wiring	2	8	10
Cook	2	3	5
Domestic Refrigerate Air-Condition Service	-	6	6
Food & Beverage Service	1	1	2
NPIA	6	2	8
Electrical maintenance & fitting	6	2	8
PDoT Kratie	11	6	17
Barista	3	3	6
Food & Beverage Service	7	3	10
Housekeeping	1	-	1
PDoT Mondulkiri	15	8	23
Barista	8	4	12
Front Office	7	3	10
Motorcycle servicing	-	1	1
PDoT Preah Vihear	21	10	31
Barista	4	3	7
Community Tour Guide	2	-	2
Food & Beverage Service	9	5	14
Front Office	5	1	6
Housekeeping	1	1	2
PDoT Ratanakiri	23	14	37
Barista	6	5	11
Food & Beverage Service	11	8	19
Front Office	4	1	5
Housekeeping	2	-	2
PDoT Stung Treng	22	8	30
Barista	6	2	8
Food & Beverage Service	16	6	22
PTC Kratie	12	23	35
Air-conditioning servicing	-	2	2
Arc welding	-	3	3
Building electrical wiring	3	4	7
Computer servicing	9	8	17
Electrical maintenance & fitting	-	3	3
Masonry	-	3	3

PTC Mondulkiri	27	13	40
Arc welding	-	3	3
Beauty and Salon	4	-	4
Computer servicing	8	5	13
Electrical maintenance & fitting	12	2	14
Information Technology (IT)	3	-	3
Motorcycle servicing	-	3	3
PTC Preah Vihear	5	18	23
Building electrical wiring	1	12	13
Computer servicing	4	1	5
Motorcycle servicing	-	5	5
PTC Ratanakiri	9	10	19
Computer servicing	9	10	19
PTC Stung Treng	15	14	29
Arc welding	-	1	1
Building electrical wiring	-	7	7
Computer servicing	15	5	20
Food & Beverage Service	-	1	1
RPITSSR	9	15	24
Air-conditioning servicing	-	3	3
Barista	1	1	2
Building electrical wiring	3	7	10
Computer servicing	2	2	4
Electrical maintenance & fitting	-	2	2
Hospitality service	3	-	3
Grand Total	200	170	370

Table 5: Percentage of graduates received post training supports by training provider

Graduates by training provider	% Graduates received post training supports		
	Women	Men	Total
IA1	81%	84%	83%
PTC Kratie	67%	96%	86%
PTC Mondulkiri	83%	60%	76%
PTC Preah Vihear	100%	94%	96%
PTC Ratanakiri	100%	70%	84%
PTC Stung Treng	73%	77%	75%
IA3	60%	86%	74%
NIEI	60%	86%	74%
IA4	60%	64%	61%
PDoT Kratie	33%	75%	50%
PDoT Mondulkiri	100%	83%	95%
PDoT Preah Vihear	11%	N/A	8%
PDoT Ratanakiri	58%	70%	64%
PDoT Stung Treng	67%	75%	69%
Total	70%	80%	75%

Table 6: Employment rate before and after training

Graduate by occupations	Employment rate before training	Employment rate six months after training
IA1	22%	42%
Direct trainees	21%	42%
Air-conditioning servicing	50%	50%
Arc welding	57%	71%
Building electrical wiring	7%	33%
Computer servicing	14%	36%
Electrical maintenance & fitting	29%	41%
Information Technology (IT)	67%	67%
Masonry	100%	100%
Motorcycle servicing	40%	80%
Indirect trainees	38%	38%
Beauty and Salon	25%	25%
Motorcycle servicing	50%	50%
IA3	46%	59%
Direct trainees	55%	77%
Air-conditioning servicing		100%
Barista	54%	77%
Beauty and Salon	50%	50%
Building electrical wiring	50%	50%
Cook	80%	100%
Domestic Refrigerate Air-Condition Service	67%	100%
Food & Beverage Service	50%	100%
Indirect trainees	31%	28%
Air-conditioning servicing	33%	33%
Building electrical wiring	40%	70%
Computer servicing	50%	25%
Electrical maintenance & fitting	20%	
Hospitality service	33%	
IA4	83%	79%
Direct trainees	81%	76%
Barista	88%	81%
Food & Beverage Service	83%	78%
Front Office	57%	57%
Indirect trainees	86%	83%
Barista	50%	50%
Community Tour Guide	50%	50%
Food & Beverage Service	93%	88%
Front Office	57%	57%
Housekeeping	100%	100%
Overall	51%	60%

Table 7: Graduates incomes by training course

Graduates by IA, type, and training courses	Graduates' monthly average income in USD					
	Before training	Current	Increase in USD	% of increase	Self employed	Wage employed
IA1	103	281	178	174%	263	286
Direct	86	269	184	214%	217	286
Air-conditioning servicing	0	138	138	Infinity	-	138
Arc welding	63	351	288	457%	127	500
Building electrical wiring	0	283	283	Infinity	167	298
Computer servicing	74	229	155	210%	20	249
Electrical maintenance & fitting	209	456	248	119%	459	455
Information Technology (IT)	195	196	1	1%	-	196
Masonry	233	294	61	26%	294	-
Motorcycle servicing	49	149	100	203%	185	38
Indirect	408	492	83	20%	492	-
Beauty and Salon	0	225	225	Infinity	225	-
Motorcycle servicing	613	625	13	2%	625	-
IA3	118	223	105	89%	153	230
Direct	127	243	116	91%	153	255
Air-conditioning servicing	0	95	95	Infinity	-	95
Barista	123	220	97	79%	153	240
Beauty and Salon	250	300	50	20%	-	300
Building electrical wiring	163	300	138	85%	-	300
Cook	123	280	157	127%	-	280
Domestic Refrigerate Air-Condition Service	143	312	169	119%	-	312
Food & Beverage Service	125	225	100	80%	-	225
Indirect	78	136	58	75%	-	136
Building electrical wiring	82	141	60	73%	-	141
Computer servicing	50	100	50	100%	-	100
IA4	254	302	47	19%	426	223
Direct	335	382	46	14%	587	241
Barista	314	367	53	17%	505	229
Food & Beverage Service	387	440	53	14%	916	242
Front Office	317	320	3	1%	461	273
Indirect	153	201	48	32%	199	202
Barista	13	17	4	31%	17	-
Community Tour Guide	0	54	54	Infinity	54	-
Food & Beverage Service	173	217	45	26%	233	207
Front Office	50	195	145	289%	53	242
Housekeeping	149	153	5	3%	-	153
Overall	184	280	96	52%	367	243

ANNEX 2: STUDY QUESTIONNAIRES

- Graduate questionnaire (Khmer)
- Graduate questionnaire (English)
- Graduate questionnaire (Electronic form in Kobo Toolbox)
- Employer questionnaire (Khmer)
- Employer questionnaire (English)
- Employer questionnaire (Electronic form in Kobo Toolbox)

ANNEX 3: STUDY REPORT IN POWER BI

- [Link to report visualization in Power BI](#)

