

What We Do

Fiscal Year 2011 Activities



R&A's Mission Statement: Promoting sound decision making through the production and dissemination of timely and accurate workforce statistics and analysis.

The Research and Analysis (R&A) Section of the Alaska Department of Labor & Workforce Development offers a number of Labor Market Information products and provides services. We deliver information to contracted customers, respond to individual information requests, make presentations and collect information. Most of the data we produce are available on the Internet and some are available in hard copy. This is a summary of our activities for FY 2011.

R&A's Contractual Obligations

Approximately 35 staff are assigned to programs that are funded by the US Department of Labor -- either the Bureau of Labor Statistics or the Employment and Training Administration -- or various Alaska State agencies. These entities contract with us to conduct specific surveys or analyses, to analyze the resulting data and to produce reports summarizing the results. The reports are generally geography based and are often at the statewide and borough/census area levels and sometimes at the regional and community levels.

Four research staff members work on demographics and census data projects funded with Alaska general funds.

In FY 2011, R&A produced the following:

Workforce

- size of the labor force (total number of people employed plus those seeking employment)
- number and percent of workers unemployed
- number and percent of the workforce that were not Alaska residents
- number and percent of new hires
- number of layoffs
- fish harvesting employment
- number and details of work-related injuries, illnesses and fatalities

Industry

- monthly estimate of payroll jobs by industry
- quarterly employment and earnings by industry
- short-term employment forecast by industry
- ten-year employment forecast by industry
- number of new hires by industry
- green jobs

Occupational

- employment and wages by occupation
- career and occupational related information
- ten-year occupational forecast
- number of new hires by occupation
- job-to-job links in a typical career path

Housing

- costs related to buying, building and renting housing in the state

Training

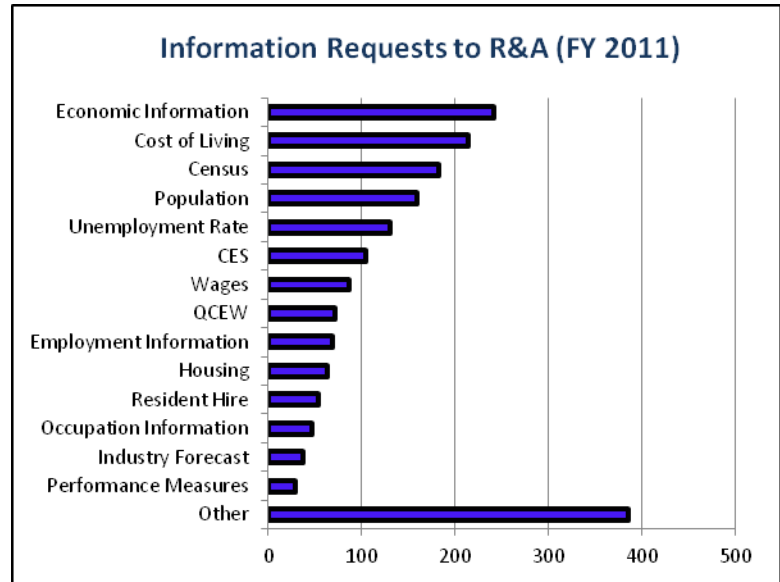
- employment and earnings of training program exiters

Population and Census

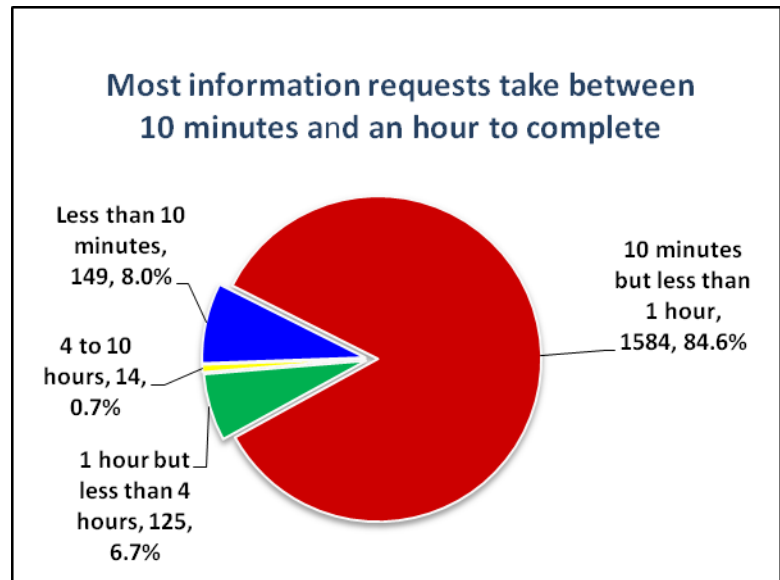
- current and future populations
- maps
- decennial census related information

Information Requests

R&A received more than 1,800 information requests in FY 2011. The three specific categories with the largest number of data requests were Cost of Living, Census, and Population. Those three accounted for 30 percent of the total information requests in FY 2011.



More than eight out of ten information requests took more than 10 minutes but less than an hour to complete, and more than 7 percent took an hour or more.



Presentations

R&A staff gave more than 70 presentations in FY 2011 to more than 4,000 people. Topics included, but were not limited to, economic overviews of specific areas of the state, occupational forecasts and related career information, and population and census data and trends. Audiences included private employers, government agency staff, Alaska policymakers, educators, members of the Alaska Workforce Investment Board (AWIB) and other groups and organizations.

Publications and Reports

In FY 2011, R&A published a variety of reports to the Internet. These included *Alaska Population Overview, 2009 Estimates; Nonresidents Working in Alaska, 2008; Residency Analysis of Alaska Workers by Firm, 2008; Training Program Performance, 2008; Unemployment Insurance Actuarial Study and Financial Handbook, 2009; and the Alaska Green Jobs Report*. R&A provided printed copies of these reports by request.

The monthly publication the *Alaska Economic Trends*, also available on the Internet, has the largest distribution of any hardcover R&A publication with almost than 32,000 copies delivered in FY 2011. Printed copies of R&A's *Residency Analysis of Alaska's Workers by Firm - 2008* were provided to the offices of the Alaska state legislature and other interested parties.

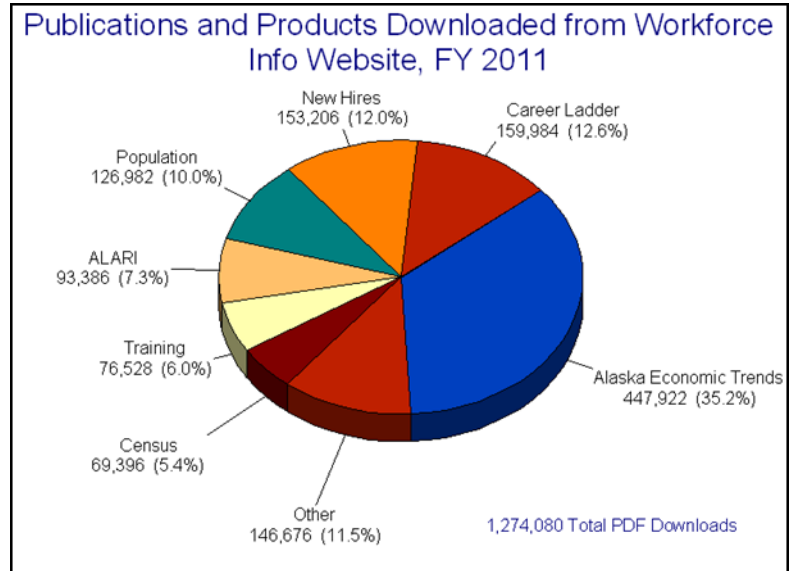
Web

Nearly every product that R&A produces finds its way onto the R&A website at <http://laborstats.alaska.gov/>.

An average of more than 45,000 users a month visited the site in FY 2011 and about 15 percent of users came to the site more than once. Wages, Career Ladder, Census, Training, and a directory of licensed occupations are among the sites with most total visits. Relocating to Alaska, Cost of Living, and Housing pages are often accessed by users considering moving to Alaska.

The Alaska Career Ladder led all other R&A products in 2011 with more than 600,000 visits.

There were nearly 1,275,000 downloads of R&A publications or products from the R&A website. *Alaska Economic Trends*, with nearly 450,000 downloads, accounted for about 35 percent of the total. It was followed by Career Ladder, Newhires, and Population respectively.



Customer Satisfaction

Customers are generally satisfied with the products and services that R&A offers. According to a 2009 R&A customer satisfaction survey, users were most satisfied with the Accuracy of the information in R&A products.

The same survey showed user satisfaction with specific R&A products ranged from nearly 50 to 93 percent.

Over 90 percent who were familiar with it expressed an overall satisfaction with R&A's website.

