

# **Design and implementation of a survey model for investigating the ICT labour market**

## **Abstract**

This work deals with the thorough exploration of the Information and Communications Technologies (ICT) labour market, a particularly interesting subject as it reflects this sector's growth and prospects. A survey model is introduced consisting of the design of a structured questionnaire examining over 120 parameters. It was addressed to all Greek ICT enterprises. Totally 343 filled questionnaires were collected achieving a 31% response rate. All relevant issues are investigated including enterprises' profiles, human resource management policies, market's evolution and prospects and its association with education's outflows and ICT professions. Multivariate statistical analysis and hypotheses testing yielded important findings and results.

### Keywords:

Human Resources Management (44)  
Data Envelopment Analysis (15)