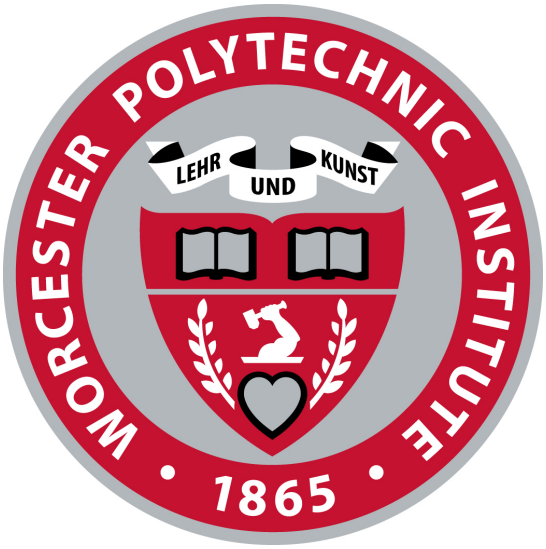
Identifying Human Resource Requirements for Job Applications for Men on the Side of the Road (MSR)

Supplementary Material

May 2nd, 2023



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INTERACTIVE QUALIFYING PROJECT FINAL

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Appendix A

List of Interview Questions

General Interview Question List

1. Does your company have positions for low-skill workers?
    a. High-skill workers?
    b. Both high-skill and low-skill workers?
    c. If so, what are some of those positions?
2. What are the most common ways in which your company receives job applications?
    a. Are some methods of sending job applications more preferred/more likely to result in a position than others?
3. Is there a preferred format for CVs/resumes?
4. What are some of the most common reasons for a job application to be rejected?
5. What is the process taken to evaluate job applications at your company?
6. What are the most important factors/characteristics to include on a job application?
7. Are there qualities often put on job applications that do not improve an applicant's chances of being hired?
8. How highly does your company value references in a job application?
    a. What are some implications of adding references to an application?
9. What impact does including a cover letter have on a job application?
10. Around how many employees does your company hire per year for lower-skill job positions?
11. Are there times of the year when your company is looking for more employees?
12. If a candidate applies for multiple positions at a time, are their chances of success reduced for any one position?
13. Does your company value short course certifications or trainings in applications?
    a. If so, are there certifications that your company values more/less than others?
    b. Are there certifications that your company does not value at all?
    c. Has having an excess of certifications negatively affected a candidate for a job?
    d. Are there any certifications that devalue an applicant?
14. How are applications handled when there are not currently any job vacancies?
    a. If applications are rejected for a job, can the applicant still be considered for other positions?
15. Do you prefer for applicants to send all of their information at once, or do you prefer that they wait until asked? (ex. CV and references all together, or waiting to send references at a later point)
16. How highly does your company value practical experience or prior internships in an application?
    a. Would you be willing to hire students straight from school without prior experience in their field?
17. What are some transferable soft skills (ex. Problem solving, decision making, communication) that improve an applicant's chances of getting a job?
    a. What is the most optimal way for applicants to display these skills in an application?

18. Does your company retain CVs/resumes of rejected applicants for consideration of possible employment in the future?

Note: List of general questions followed during the majority of semi-structured interviews carried out by the team

Question List for MSR Informant Interview

1. What are some things that MSR does well in supporting its members?
2. What are some common qualifications for MSR members?
3. What types of goals do MSR members have in relation to jobs?
4. What areas are many MSR members interested in?
5. What is the attitude of many MSR members towards getting a job?
6. Do MSR members believe they are qualified to get a job?
7. What do MSR members believe they need to join the workforce?
8. What are some areas that MSR could better support their members?
9. What are the major sectors that hire MSR members?
10. What are some of the MSR programs that you think best help members prepare for employment?
11. On average how long does it take for MSR members to get employed?
12. What are the demographics for MSR members?
13. What is most MSR member's level of understanding of the application process?
14. How do MSR members typically look for jobs?
15. What do MSR members know about writing cover letters?
16. How effective is MSR at advertising their services?
17. How is the community aspect of MSR?
18. Where do you believe MSR could use improvement?

Note: List of interview questions followed during the semi-structured interview with an MSR employee aimed at gaining more information about the company and its members

Question List for Labor Contractor

1. What is your company name?
2. Can you tell us about your company?
    a. Do you contract with other companies besides (Company 3)?
3. How do people find your company?
    a. How do you advertise your company?
4. Does your company have positions for low-skill workers?
    a. High-skill workers?
    b. Both high-skill and low-skill workers?
    c. If so, what are some of those positions?
5. Do you receive job applications or find people on the side of the road?
    a. What are the most common ways in which your company receives job applications?
6. What does an application look like if there is one?
    a. Do people submit CV and cover letters?
    b. What are some of the most common reasons for a job application to be rejected?
    c. What is the process taken to evaluate job applications at your company?

    d. What are the most important factors/characteristics to include on a job application?
    e. Are there qualities often put on job applications that do not improve an applicant's chances of being hired?
7. What skills do you look for in people?
    a. Do you value short course certifications or training?
        i. What certifications/training do you value?
        ii. Do you provide training to your workers?
8. What are some requirements for someone working on a construction site?
    a. How do you select people to send to (Company 3)?
9. Is knowledge of English a requirement?
10. Why would you reject someone?
11. Do people you hire have references?
    a. If so, how highly does your company value references in a job application?
12. How are applications handled when there are not currently any job vacancies?
    a. If applications are rejected for a job, can the applicant still be considered for other positions?
13. How highly does your company value practical experience?
14. What are some transferable soft skills (ex. Problem solving, decision making, communication) that improve an applicant's chances of getting a job?

    What is the most optimal way for applicants to display these skills in an application?

Note: List of questions followed during semi-structured interview with a contractor used to find workers for Company 3

Appendix B

List of Survey Questions

1. What company do you work for?
2. What industry does your company serve?
3. What kinds of positions does your company offer?
    a. Low-skill positions
    b. High-skill positions
    c. Both
4. Do you look at an applicant's social media?
5. Is it important to have a cover letter?
6. Do you request letters of recommendation from applicants?
7. Does your company offer apprenticeship/internship positions?
8. Does your company require a grade 12 certification?
9. What positions need a grade 12 certification?
10. What positions do not need a grade 12 certification?
11. What ways do you receive job applications?
12. What are the (biggest)/(most common) factors that ruin a job application?
13. What makes a candidate favorable in an application?
14. Does your company hire all year or at specific times throughout the year? If specific times please state them.
15. How important is an applicant's appearance during an interview?
16. How important is an applicant's attitude during an interview?
17. How important is a cover letter?
18. How important are references when applying to a job?
19. How important is prior work experience in a job application?
20. How competitive is your company's hiring process when there is an open position?
21. How important are statistics in a job application? Example: number of hours worked, how many people helped, etc.
22. Rank these from most important (1) to least important (5). Click and drag the responses.
    a. Resumes/CVs
    b. Interview
    c. Certificates
    d. Diploma(s)
    e. Prior Experience
23. Rank these soft skills from most important (1) to least important (6). Click and drag the responses.
    a. Communication
    b. Decision Making
    c. Teamwork Skills
    d. Interpersonal Skills
    e. Language Skills
    f. Honesty
24. Are there any skills not mentioned in the previous question that you think deserves to be on this list? If so what?

25. Do you prefer a resume or CV?
26. Does your company keep information of rejected applicants, even without open positions?
27. Are there any short course certifications that would make a candidate better for a starting job at this company? If so, what are they?
28. Would you be willing to hire individuals without work experience? (For example: a student who has just graduated)
29. Would you be interested in having a follow-up interview to discuss these questions further?
30. Enter a contact email or phone number for further contact regarding this project (Optional)

Appendix C

Booklet Contents

Additional Resources

Namibia Students Financial Assistance Fund (NSFAF)
Financial assistance to students in need
www.nsfaf.na

Atingi.org
Over 300 skills and career trainings

Namibian Training Authority (NTA)
Job training and certifications
www.nta.com.na

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Application and Interview Best Practices

MSR

Connecting people to employment opportunities

This guide contains useful tips and advice for MSR members to best represent themselves during the job application process.

1

General MSR Information

Mission Statement

MSR is a non-profit organization that connects underprivileged unemployed people to education, training, and employment opportunities. Originally "Men on the Side of the Road", because the organisation catered for men who stood on the side of the road waiting and hoping to earn a day's wage as a day labourer. After growing, the strategy was revised to provide services to all unemployed people to include women, youth, and men with experience in all trades.

Address

Windhoek: Soweto Market, Independence Avenue, Katutura
Swakopmund: Unit 2, Multipurpose Centre, Mondesa, Swakopmund
Walvis Bay: Corner of Sam Nujoma Avenue and Maxuilili Road, Kuisebmund, Walvis Bay

Contact Info

Swakopmund: +264 64 461642;
+264 081 488 4126

2

Interview Tips and Tricks

- Am I dressed in a way that presents me as a fitting employee for this company?
- Am I actively engaged in the conversation and making eye contact with the interviewer?
- Am I communicating with the interviewer in a professional and concise manner?
- Am I asking for clarification if I do not understand a question?
- Did I research the position and company beforehand and anticipate technical questions they may ask?

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Submitting Applications

Once you have checked all your application documents, an application can be submitted in various ways:

NIEIS

Company Website

In Person (not preferable)

When submitting your application make sure to also include **3 references.** These people should be people you have worked with before, not friends or relatives. It is important to ask for your references before putting them on your application.

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Main Ideas & Table of Contents

When you are applying for a job, it is important to show the employer that you are the kind of person they want in their company. You can do so by displaying the following traits on application document and during the interview. Here are the qualities that most companies look for:

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Conciseness	10
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Communication and Teamwork	12
LIfelong Learning	13

3

Definitions

Honesty
Stating the skills you have and not pretending to have a skill when you don't

Company Value
Qualities the company believes in and would like to empolyees to demonstrate

CV
Used to give companies an overview of your skills

Cover Letter
Not required by all companies but a way to express yourself and interest in the company

4

Lifelong Learning

Presenting yourself as someone who can quickly and easily learn new skills is a quality that many employers desire in their employees, as it is necessary when working in a fast-paced and constantly shifting work environment.

Here are ways you can show the quality of lifelong learning:

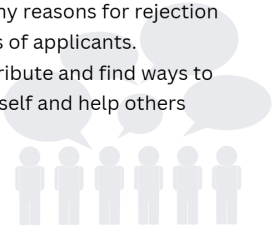
- Previous training and completed courses
- Previous leadership roles
- Take initiative
- Understanding business processes and procedures

13

Communication and Teamwork

Any work environment requires working with a team of people. When applying for jobs it is important to:

- Be willing to work with others
- Be open to feedback and respect others
- Be respectful and don't respond angrily if your application is rejected. There are many reasons for rejection and often lots of applicants.
- Actively contribute and find ways to improve yourself and help others



12

Definitions

Certification
A specific skill that you have been trained in and received recognition for having..

Competence
The ability to complete tasks that you have been assigned and meet expectations at work.

Conciseness
Being concise is being able to follow directions and give exactly what is asked for

5

Honesty

Honesty is one of the most important company values. When employers recognize that a candidate is being dishonest, they will no longer want to hire or associate with them.

Never lie about qualifications or experience.

Hiring managers can recognize when an applicant is untruthful on an application.

Be truthful about previous employment experiences.

When you are providing references, only include people that you have worked for, and inform them that you are using them as a reference.

6

Certification and Competence

Certifications can show employers your skills and abilities. Through certifications, you can represent yourself as someone who can complete a job. Be sure to include the answers to these questions in an application:

(For construction/labor-intensive jobs) What safety training(s) have you completed?

What previous experiences do you have? (Relate the experience to the specific job and industry of the company).

What is the highest level of education you have achieved?

Make sure you are aware of the education and training requirements for any job you apply for.

11

Conciseness

Employers may go through hundreds of applications for a single position. To respect their time and to best show how you can fit into the company, go through your application documents and check the following before you apply:

- ☐ All documents are 1-2 pages
- ☐ No unneccesary information
- ☐ Be clear and specific

10

Company Values

Companies each have their own set of **values**, which include qualities they would like to see in candidates. Some common examples are teamwork, integrity, excellence, and safety. You can usually find these values on a company's website before you apply.

What 5 values are most important to you?

1.
2.
3.
4.
5.

Ask yourself: do my values match those of the company? If they do, make sure to discuss them in your CV or cover letter. If not, look for overlap in the values, or be aware that you may not be a good fit for the company.

7

CVs

CVs are used to give your employer an overall idea of who you are and your skills. CVs should be concise and include information that is relevant to the job. Here are some things to review before submitting your CV:

✓ Do Include:
- relevant trainings
- relevant experience
- Education
- honesty

✗ Don't Include:
- photo
- irrelevant experience
- false information

Make sure to keep it CONCISE

8

Cover Letter

A cover letter is required for most job applications and allows for you to show how you are a good fit for the role you are applying for. In general, cover letters should fit the following guidelines:

- Be between 1 and 1,5 pages in length.
- Be neat, organized, and proofread for grammatical errors.
- Show that you understand the expectations of the job that you are applying for. Research the company and personalize each letter!
- NOT be directly copied from the internet or another source.
- Always be truthful about your past work experience and qualifications.

9

Appendix D: Final Presentation Slides

Identifying Job Application and Submission Best Practices for MSR

Lexi Krzywicki, Jacob Bendick, Connor McKaig, Tucker Raymond

1

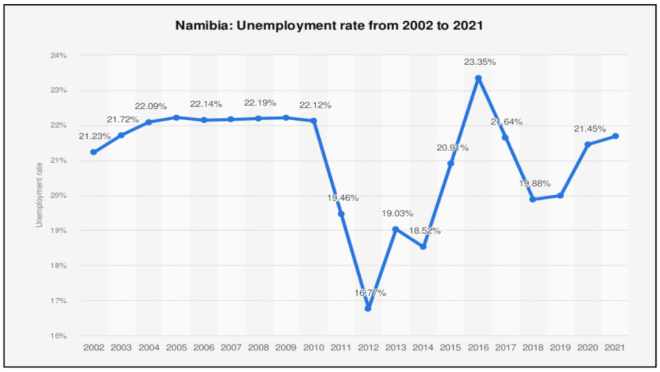
About MSR

- NGO formed in 2007
- Picked people up from side of road for work
- Now includes womens and youth
- Have trainings and programs to prepare members for employment

Namibian Economist, 2014

2

About Our Project



What was asked:

- Identify job application and submission best practices
- Convey findings to MSR

Reasons to help:

- High unemployment
- Under/Misrepresentation
- Clearer understanding of application procedures and best practices

O'Neill, 2023

3

Goal and Objectives

Goal: Research the different job sectors in Namibia and identify specific requirements needed for each sector to help MSR members become more competitive in the job market.

Objectives:

1. identifying major industries and relevant job opportunities for unemployed people in Namibia;
2. determining what documents, skills, and qualifications are important to employers in different fields to help applicants stand out in a competitive job market; and
3. communicating our findings to MSR to help members find employment.

4

Methodology

To identify job submission best practices, we applied the following methodology...

Interviews	Transcription	Thematic Analysis

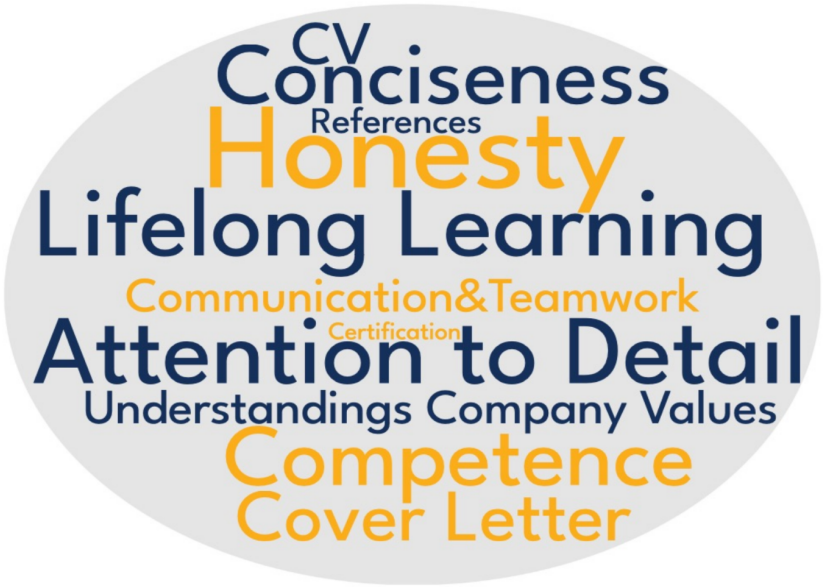
- Insurance
- Hospitality
- Construction
- Shipping
- Fishing
- Education
- Petroleum
- Contracting

Otter.ai

Identify common words and concepts from transcription and notes

5

Major Themes



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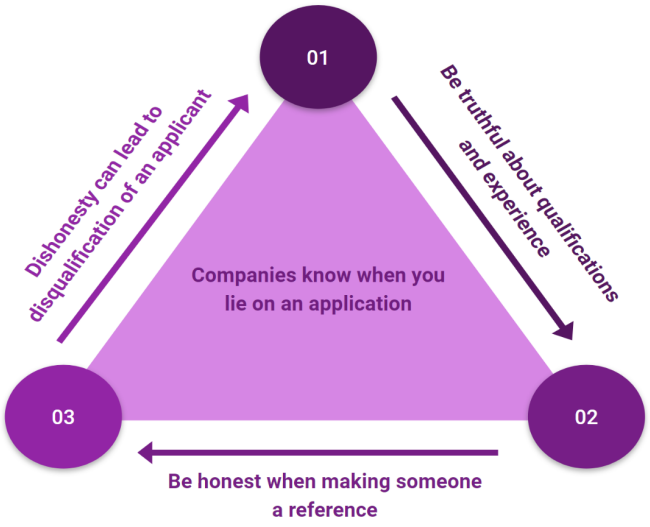
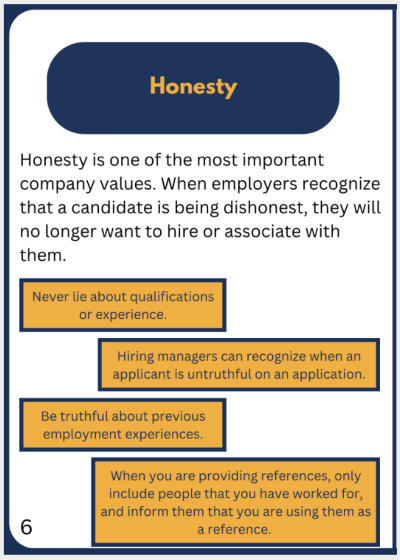
Honesty





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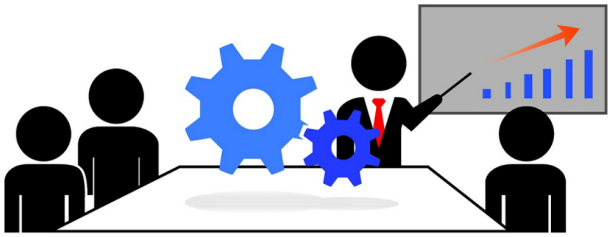
Competence

- Being capable of performing all the requirements for a job
- For labor-intensive jobs, competence can be shown in prior qualifications and trainings relevant to the job
- **Relate past experience to future success**



Show how your skills and experience will be useful to an employer!

8

Communication and Teamwork

Communication

- Be able to hold positive and professional discussions
- Be understanding and listen

Teamwork

- Be helpful without being obnoxious
- Do not argue
- Understand your role

Increase Chances of Being Hired, and Create a Successful Work Relationship

Presenting yourself as someone with both communication and teamwork skills will make you a more desirable candidate.

9

Lifelong Learning

- Adaptation
- Willingness to learn
- Trainability
- Leadership
- Implementation of skills

10

Lifelong Learning

Presenting yourself as someone who can quickly and easily learn new skills is a quality that many employers desire in their employees, as it is necessary when working in a fast-paced and constantly shifting work environment.

Here are ways you can show the quality of lifelong learning:

- Previous training and completed courses
- Previous leadership roles
- Take initiative
- Understanding business processes and procedures

13

Understanding Company Values

- Applicants should fit into company
- Research prior to applying
- Dress and act appropriately
- Reflect on your values

Purpose:

simplified cargo movement

Values :

me	we	us
committed	respectful	results-driven
reliable	appreciative	quality conscious
professional	fair	transparency

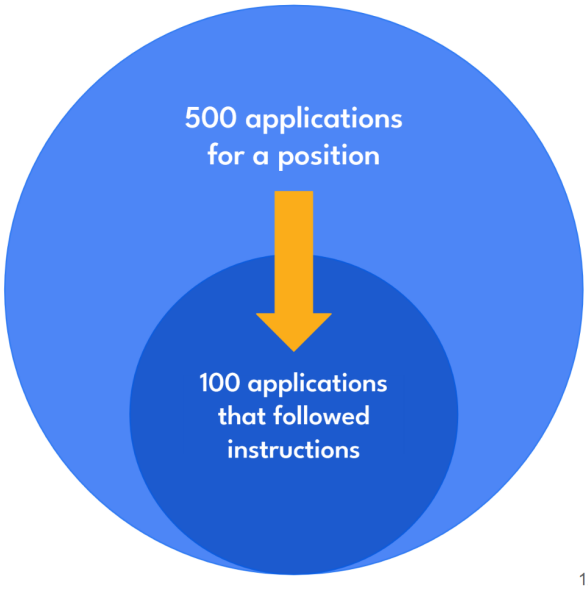
Manica Values from https://www.manica.com.na/page.php?manica1about

11

Attention to Detail

Employers can go through hundreds or even thousands of applications for a position. If an application has unnecessary information, it may be rejected immediately.

- Be clear and specific
- Double-check before you submit
- Only include information that is asked for
- Match qualifications/requirements on job listing as closely as truthfully possible



12

Application Process and Requirements

13

Differences Between Industry Expectations

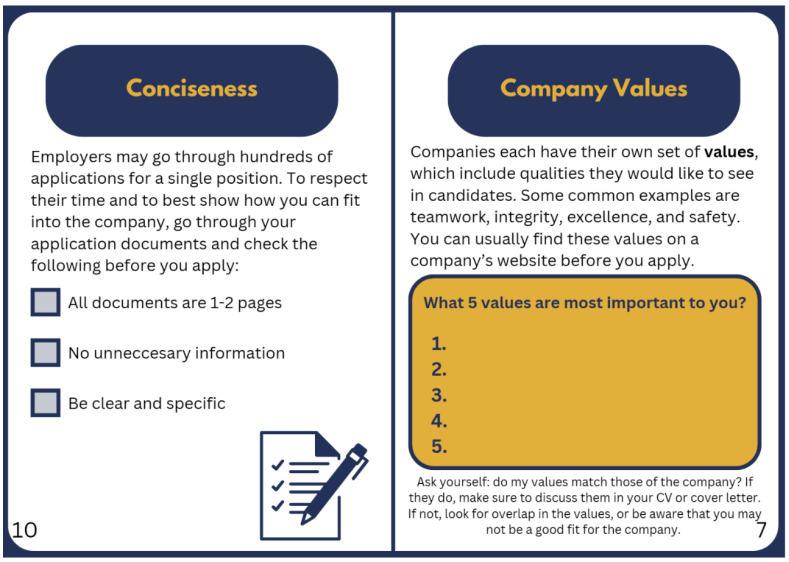
Company industry	Cover letters	Qualifications	Ideal candidate
Hospitality	Include personal information and make it unique	"Any experience is good experience"	• Strong communicator • Adaptable • Well-rounded
Construction	Content may not be very relevant to the position.	On-the-job experience is the gold standard	• Experienced and certified • Responsible • Specialized

14

Sustainability

Created booklet to convey important application information which can be used after we leave Namibia

- Interactive
- Individualized
- Accessible



Pages from booklet draft (Canva)

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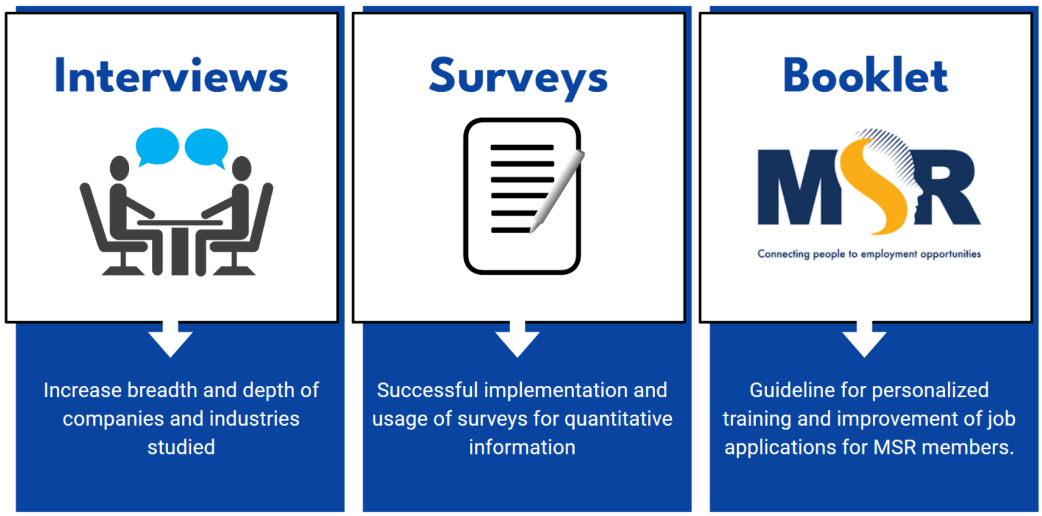
Recommendations for Further Research



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Our experience in Namibia

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Questions?
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Authorship

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Abstract	2	Lexi Krzywicki	Tucker Raymond, Connor McKaig, Jacob Bendick
1	4-5	All	All
2	6-11	All	All
2.1	6-8	Connor McKaig	Tucker Raymond, Lexi Krzywicki, Jacob Bendick
2.2	8-10	All	All
2.2.1	8	Tucker Raymond	Lexi Krzywicki, Connor McKaig, Jacob Bendick
2.2.2	8-9	Jacob Bendick	Connor McKaig, Lexi Krzywicki, Tucker Raymond
2.2.3	9-10	Connor McKaig, Lexi Krzywicki	Jacob Bendick, Tucker Raymond
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3	12-15	All	All
3.1	12	Connor McKaig	Tucker Raymond, Lexi Krzywicki, Jacob Bendick
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4.9	21	Connor McKaig	Tucker Raymond, Jacob Bendick, Lexi Krzywicki
5	22-25	Connor McKaig	Lexi Krzywicki, Jacob Bendick, Tucker Raymond
5.1	22	Connor McKaig, Jacob Bendick	Lexi Krzywicki, Tucker Raymond

5.2	22-24	Connor McKaig	Tucker Raymond, Lexi Krzywicki, Jacob Bendick
5.3	24	Lexi Krzywicki, Jacob Bendick	Connor McKaig, Tucker Raymond
5.4	24-25	Connor McKaig, Jacob Bendick, Lexi Krzywicki	Tucker Raymond
5.5	26	Lexi Krzywicki	All
Acknowledgments	27	Tucker Raymond, Lexi Krzywicki	All

Informed Consent Process and Preamble

As a group of students from Worcester Polytechnic Institute (WPI) in Massachusetts, United States, we would like to invite you to participate in an interview for our research to learn more about job application and submission best practices, as well as the nature of employment and employability in Namibia. The purpose of our research is to discover job application and submission best practices to make the job-searching process more efficient and streamlined for both employers and prospective employees. The type of information we hope to obtain from the interview is personal experience from you regarding the hiring process at [INSERT COMPANY NAME HERE] to gain a deeper understanding of it, and learn the most effective ways to improve it. We anticipate that the interview should take about 45-60 minutes.

This is a collaborative project between MSR and WPI, and your participation is greatly appreciated. Information from our project will be published in a publicly available academic document at the end of our term and we can share a copy of our results if you are interested. No names or identifying information will appear in any of the project reports or publications unless you give us consent to do so.

Your participation in this interview is completely voluntary and you may withdraw at any time. This also means that you can skip any questions that you want. Do you have any questions for us about this interview?

For more information about this research and the rights of research participants, you may contact us by email gr-msr-namibiaD23@wpi.edu or the Institutional Review Board (IRB) Manager (Ruth McKeogh, Tel. 508-831-6699, Email: irb@wpi.edu) or Human Protection Administrator (Gabriel Johnson, Tel. 508-831-4989, Email: gjohnson@wpi.edu). Thank you very much!