

American Samoa Government Labor Pool Study



**Pacific Business Center Program
University of Hawaii at Manoa
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**Pacific Business Center Program
University of Hawaii at Manoa**

**American Samoa Government
Labor Pool Study**

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I. Preface

Economic stability and private sector development are constant challenges of US Pacific Territories. The causes are many yet the solutions are compelling requiring vision, leadership, and courage rooted in the synergy of data, modern knowledge, and traditional wisdom.

The American Samoa Labor Study is designed to incorporate a quantitative and qualitative analysis of the available labor pool in American and Independent Samoa. The study is the result of a sequence of events that started with an expanded focus on self sufficiency in the Territories through greater economic and private sector development led by the Office of Insular Affairs of the US Department of the Interior.

Following the Fourth Annual Business Opportunities Conference in Hawaii to attract US Industry and Businesses to the US Territories inaugurated in 2004 at Washington DC, several US businesses in the knowledge industry (call centers for example) indicated interest in the Pacific Territories. While looking at investment opportunities in the Pacific, qualified labor availability concerns relevant to any US industry or business were raised. In American Samoa where an information or knowledge-based industry appeared viable to US investors, a salient concern focused on the availability of the quantity and quality of a labor supply to support such an industry in the Territory.

Governor Togiola of American Samoa seeking alternative opportunities to diversify and attract business and investments in American Samoa by US investors, supported such business interests and facilitated visitations and meetings by potential investors to American Samoa. The Governor, understanding the infrastructural support needs for a knowledge industry in American Samoa, initiated technical assistance support from the University of Hawaii, supported by OIA technical assistance funding, for a study on the availability of a qualified labor force.

Concurrently, an initiative was engaged by the Governor towards the analysis, feasibility, cost and technical capacity of a fiber optic linkage to American Samoa to provide the telecommunications infrastructure and communications needs for a knowledge industry. The two essential factors of a qualified and available labor resource pool and the feasibility and potential of a fiber optic linkage to American Samoa to operate round the clock needed to be affirmed through a study analysis that would be the basis for further action.

The study provides a pathway to greater understanding of the new parameters of the knowledge industry and its economic impact on American Samoa. Equally important is the impact on the socio-cultural dimensions of Samoan culture in the context of the information age. The establishment of a fiber optic linkage to the Territory, in addition to providing the information technology infrastructure for a knowledge industry, will herald a change impact to the Territory like nothing previous outside of the raising of the American Flag in 1900.

New technology also engenders traditional concerns with systems renewal, greater concerns for sustainability, renewable energy, diversification and cultural based human resource management. Dimensions needed to be defined and understood in as holistic a perspective as possible to guide effective, practical, balanced and sensitive decision making by the Territories leaders.

In June 2007 Secretary of the Interior Dirk Kempthorne signed a grant to fund a workforce study designed to help the territory attract private sector investment. Governor Togiola accepted the check on behalf of the people of American Samoa. Local leaders present, included Lieutenant Governor Ipulasi Aitofele Sunia, Senate President Lolo Moliga, and House Speaker Savali Talavou Ale. The grant, in part, was to support the effort by helping American Samoa diversify its economy into areas that can support higher wage jobs.

In May of 2007, the University of Hawaii Pacific Business Center Program (UHPBCP) at the Shidler College of Business Administration initiated study protocols and research design procedures to determine the availability of a qualified labor pool to support a call center industry or other industries in American Samoa. With the summer months being the only window open to hire University professors and graduate students for the study to meet its original October deadline, the University extended its support to engage the time frame. Preliminary travel and arrangements for timely execution of project time lines was initiated in both American and Independent Samoa prior to the arrival of the survey team. Meetings were conducted with US investors and American Samoa legislative officials to finalize essential agreements regarding labor, infrastructure, telecommunications, and funding needs and finalized by December.

In addition to American Samoa, the study identified the potential availability of workers from the Independent State of Samoa and other areas if necessary. Official contacts with the Samoa Government through the office of the Deputy Prime Minister Misa Telefoni were initiated following courtesy visits with the Prime Minister of Samoa Tuilaepa Sailele. Through the facilitation and efforts by Deputy Prime Minister Misa, support of the study by the Government of Samoa, Samoa Chamber of Commerce, participating community, church and village organizations could not have been more cooperative. The hosting of the team by His Highness Tuiatua Tupua Tamasese, Head of State of Samoa formalized an association and interest in the mutual benefit of the study for Samoans everywhere regardless of political affiliation.

UHPBCP organized a University of Hawaii team consisting of Professor Robert Doktor from the Shidler College of Business Administration, Professor Luciano Minerbi of the Department of Urban and Regional Planning and Professor Luafataalii Dr. Saliemanu Lilomaiva Doktor of the Hawaiian and Pacific Studies Program, UHWO. Graduate students were also engaged (including four Samoans) as graduate assistants to the project. A multi-methodology research design was used to allow us to assess the available labor pool from multiple perspectives, as well as cross validating statistically for accuracy. This research and analysis design provides a more holistic analysis of the data. Prior Labor Pool studies tended to use a single quantitative methodology for analysis with minimal to no qualitative measures. Such studies applied in traditional cultural settings such as those commonly found in the Pacific Islands, the Samoan archipelago in particular, omit or disregard information pertinent to cross cultural management designs needed for effective operations and productivity.

The findings of this study indicate that the required available labor exists in American Samoa and Samoa and that extension centers in Independent Samoa with American Samoa serving as the hub, would better meet the expanding need with a minimum impact on the Tafuna plains. The report also scopes what needs to be studied in an EA/EIS for the proper planning and implementation of a call center or any knowledge-based industry.

This study attempts to discern data from two worldviews in the hopes that by combining the strengths from both, a third view is presented with value added. The research methodology used incorporated the intangible value of cultural wisdom and traditional practices with modern knowledge and science in the best interest of promoting investment and economic development in American Samoa and all Pacific Island societies.

Pacific Business Center Team and the American Governor, Togiola Tulafono



II. Acknowledgment

The American Samoa Labor Study has many to thank for its genesis and completion. At the national level, is the US Department of the Interior/ Office of Insular Affairs. The DOI/OIA sponsored national conferences for the attraction of business opportunities in the Territories was the core catalytic engine that generated unprecedented levels of business and investment interest in the region from across the nation; and by the 2007 fourth annual conference in Guam, international interest. It was through such initiatives that the genesis of the American Samoa Labor Study developed.

We wish to express our great appreciation and gratitude to Governor Togiola of American Samoa who provided the full support of his office and staff in facilitating the needs of the survey team. The Cabinet members and their respective Departments were very accommodating and helpful throughout the duration of the team visits. In particular, was the Office of Samoan Affairs for its facilitation of the District Governors and Pulenuu's (village mayors) assistance in the randomly selected villages that included four in Tutuila: Vaitogi, Fagatogo, Amouli, Fagalii and one village in Manu'a: Fitiuta.

Special acknowledgement is extended to the President of the Senate Lolo L. Moliga and Speaker of the House Talavou Ale of the Fono leadership of the American Samoa Government. Both leaders extended offers of support and assistance from the Fono in accommodating the needs of the survey team in American Samoa.

We also want to acknowledge U. S. House of Representatives Congressman Faleomavaega Eni whose office facilitated our request for national data related to American Samoan service personnel on active, reserve or retirement status. A special acknowledgement of appreciation is also extended to the American Samoa Army Reserve officers and soldiers who provided important data, information and perspectives on economic development and opportunities for reserve service men and women in the knowledge industry sector. The American Samoa Office of Veterans Affairs also provided important data regarding local retired residents and their dependents. We are mindful of a statement made by Secretary of the Interior Kempthorne at the presentation of the grant award for the labor study in American Samoa to Governor Togiola.

"American Samoa has lost more of its fine young men and women per capita in Iraq and Afghanistan than any state or any other territory. This territory has earned the right to have its legitimate concerns duly considered in Washington, D.C." Dirk Kempthorne, June 2007

Samoans serving the nation in harms way in active and reservist status possess the requisite knowledge, experience and training in basic information technology as required in today's modern military. They will bring with them an added advantage for knowledge industry employment opportunities in American Samoa upon retirement, transitioning into reserve status or returning to civilian life.

We also would like to acknowledge the Officers and instructors of the Army ROTC programs in the American Samoa Department of Education; Per capita, one of the largest such programs in the nation, for their input and perspectives on projected labor pool sources with requisite qualifications.

A thank you is extended to both the American Samoa and Samoa Chambers of Commerce, general private sectors, American Samoa Community College, National University of Samoa, LBJ Tropical Medical Center, Telecommunications and related industries, Church communities, village matai and community/villages at large who gave their time to participate in our focus group sessions. The participation and input were extremely informative and helpful with their various insights, perspectives and opinions on economic development in general and the knowledge industry in particular.

We also would like to extend our acknowledgement and appreciation to the Prime Minister of Samoa, Tuilaepa Sailele who officially received the team in Apia and under the direction of the Deputy Prime Minister Misa Telefoni, extended the full cooperation and assistance of the Samoan government in facilitating the survey study needs of the Labor Study. The excellent cooperation of the various ministers and respective Directors of the government and staffs more than enabled the visiting team to obtain requisite data and information from both Upolu and Savaii.

Of particular note was the assistance provided by the Office of Fiame Mataafa, Minister of Women's Affairs, Social and Cultural Development. Survey data needed from the randomly selected villages in Upolu and Savaii was problematic due to time frame adjustments and travel schedules. Under the guidance of Leaula M. Tavita Amosa, Assistant CEO of Internal Affairs for Minister Fiame's office, village and church organizations in Upolu were able to accommodate the survey team visits and provided the bulk of the data collection from the randomly selected villages. The villages in Upolu were: Lepa, Saleapaga, Matautu Lefaga, Tufulele, Vaitele, and Vaitoomuli in Savaii. A special acknowledgement and gratitude is extended to the village matai and Faifeau's of Upolu and Savaii who assisted in their respective villages.

The labor study could not have been possible without the tireless work and effort of the labor study team of professors and graduate students. The labor study team was composed of professors from three disciplines in the University of Hawaii system. Professor Bob Doktor of the Shidler College of Business Administration brought significant international business and quantitative expertise to the project purpose and survey design, Professor Luciano Minerbi of the Department of Urban and Regional Planning in addition to enhancing the quantitative dimensions of the study brought a qualitative multi methodological survey perspective that was incorporated into the study methodology, and Luafataalii Dr. Sailiemanu Lilomaiava Doktor of the Hawaiian and Pacific Studies Program, UHWO brought demographic and cultural dimensions that complimented both quantitative and qualitative methodologies used. All three are highly experienced and have conducted work or study in the Pacific region, the Samoa's in particular. Luafataalii Dr. Sailiemanu Doktor is the first PhD graduate of the University of Hawaii from the island of Savaii, Samoa. The eventual methodology selected and used following extensive dialogue and review of similar industry survey and studies was a multi methodology approach that the team felt could be cross validated and statistically reliable.

A core factor in the success of the study was the participation and assistance provided by University students. Due to time conflicts with project implementation schedules, PhD students originally committed to assist were denied the opportunity due to time changes. Recruitment notices for graduate student assistantships were sent out for the study project with prior experience in the Samoan islands as a factor. Two Samoan students from UH graduate programs applied for graduate

assistance ships, and a third who indicated interest after completing a summer course in international finance at Oxford. (Tuamasaga Mataaga Unutoa, a UH Medical student, Julia Salilo Foifua, a UH graduate student with the School of Social Work, and Taulai Fonoti a graduate of Stanford with a summer in Oxford, England.) Two students from the Shidler College of Business Administration assisted with the project. Nacole Saito, an under graduate business student provided the initial project management support until the fall semester. Mike Valdez, a UH Shidler College of Business Administration PhD student who was a PBCP intern to the American Samoa Development Bank during the study, was instrumental in the coding of volumes of data as it was collected, sorted and processed. Cross checking the statistical work and analysis with senior professors and University statistics departments enabled the project work to proceed with a level and efficiency focused on statistical validity in the results and supportive of its conclusions.

From the University of Hawaii Pacific Business Center Program, Renata Matcheva, Business Development Specialist provided much needed support with the final stages of the report that included the final assembly of the numerous parts of the document. Special thanks to Dorothy Chen whose professional relationships within the University system provided the initial fiscal, personnel and management foundation that enabled the project to proceed on schedule. Byron Apo whose recent employment with PBCP sustained the efficiency and professionalism laid by Dorothy and the collective capacities of all that have contributed to this final report.

Faafetai Tele Lava.

Papalii Dr. Failautusi Avegalio

III. Executive Summary

The American Samoan Government, with the support of the U.S. Department of the Interior's Office of Insular Affairs (OIA), has tasked the University of Hawaii Pacific Business Center Program (PBCP) to identify the qualified labor pool available in the Territory and nearby islands to support the creation of new ventures such as ventures in the knowledge industry.

The Available Labor Pool (ALP) includes currently unemployed individuals (including subsistence workers, retired workers including retired military, housewives), and currently employed individuals, who would consider new employment if the "right" opportunity presented itself.

Organizations considering launching new business ventures are more interested in knowing the size, quality, and expectations of the ALP, than knowing the number of unemployed potential workers in the region. This is especially true for new ventures in the knowledge industry, such as call centers, because they seek workers with analytic and verbal skills.

The PBCP study described in the pages which follow employed a culturally sensitive, multi-method research designed to assess the qualified ALP in the Territory and nearby islands. The qualified ALP identified in this study demonstrated the necessary analytic and verbal skills to satisfy the requirements of new ventures in the knowledge industry. This included knowledge of computer usage, elementary mathematics skills such as elementary trigonometry, and, importantly, adequate command of written and spoken English language usage.

However, not all the qualified ALP identified will be offered employment by an employer, nor will all those offered employment necessarily accept that employment.

Culture impinges upon every aspect of human behavior. Fa'a-Samoa, the Samoan way of life, is a very significant aspect of daily life of the Samoan people. To accurately assess the qualified ALP for a new venture in the knowledge industry in Samoa, fa'a-Samoa must be taken into consideration when designing the research methodology. This was meticulously undertaken as described in the pages that follow.

The multi-methodology research design chosen by the PBCP for this study is more reliable and valid than a single methodology design. A multi-methodology design allowed the PBCP research team to assess the ALP from diverse perspectives, and across differing levels of measurement and analysis. The PBCP team used the following complimentary methods:

1. Random telephone survey,
2. Paper and pencil surveys in randomly selected villages,
3. Focus group discussions, and
4. Matai and opinion leader interviews.

The resulting data from these four separate methodologies allowed the PBCP research team to assess the qualified ALP in the Territory and nearby islands:

1. The random telephone survey in American Samoa yielded a qualified ALP of 6,464 adults based upon 2007 population estimates. This group has the necessary skills to meet the needs of jobs in the knowledge industry. This number is based upon quality benefit packages and a wage rate of \$6.50 per hour (please see full report for complete data and analysis). If the wage rate was reduced to \$5.50 per hour, the qualified ALP predicted by the telephone survey plunges to only 1,521 adults.
2. The surveys undertaken in the randomly chosen villages in American Samoa yield a qualified ALP of 6,476 adults based upon the 2007 population estimates. This group has the necessary skills to meet the needs of jobs in the knowledge industry. This number is based upon quality benefit packages and a wage rate of \$6.50 per hour (please see full report for complete data and analysis). If the wage rate was reduced to \$5.50 per hour, the qualified ALP predicted by the village survey plunges to only 1,766 adults.
3. In American Samoa the focus group discussions yield an estimated qualified ALP of approximately 2,000 adults at prevailing wages such as wages offered for government employment. If the wages were increased above prevailing government wages, then the focus groups estimated the qualified ALP to be approximately 6,000 adults (please see the full report in which the focus group synthesis reveals considerable insight into social and cultural as well as economic issues confronting new ventures in Samoa).
4. No consensus appears to have been reached as to the size of the qualified ALP in either American Samoa or nearby islands by the interviews with the Matai and opinion leaders. However, some very important cultural and social issues and suggestions can be found in the reported summary of their views.

As a consequence of the results of these multiple methodologies, the PBCP team triangulates a qualified ALP of approximately 1,500 to 2,000 adults at prevailing government level wages in the Territory. If wages are increased to \$6.50 per hour, then the qualified ALP grows to approximately 6,000 to 6,500 adults now residing in the Territory.

However, it must also be strongly acknowledged that of the 6,000 to 6,500 adults qualified for knowledge industry employment at the higher wage rate, a refined analysis of our data indicates that over 50% of these individuals are currently employed by the government of the Territory. Therefore, new knowledge industry ventures in the Territory which require more than approximately 2,000 highly skilled workers will find themselves intensely competing with the government for the best and brightest of the Territory, with all the ramifications that may entail for the quality of future government services.

As a consequence of these facts, some of the suggestions of the Matai and focus group participants become noteworthy. In particular, it is suggested that a new venture in the knowledge industry consider designing an organization with its central structure and top management located in American Samoa, but for the time being limiting the size of this workforce to approximately 2,000 qualified adults. In addition, the organizational design will also embrace a sister entity in Samoa, with a middle level of management reporting to central center in American Samoa. This design allows the central organization to be based on American

soil for the public relations benefits thereby derived, but concomitantly benefits by avoiding the complications and associated difficulties to both American Samoa and the venture of relocating a large workforce to American Samoa and benefits from the significantly lower wage rates in Samoa.

The PBCP team has conducted surveys in randomly selected villages in Samoa, and has determined that there exists a qualified ALP of 6,251 adults, based upon 2006 population estimates, who will be willing to work at wage levels considerably lower than prevailing government wages in American Samoa. The main advantage of the dual center design is that it avoids many of the problems and costs of accommodation for housing, transportation, immigration, and possible costs for educational and social services for worker's dependents that are associated with bringing the workers from Samoa to American Samoa. It also avoids the overcrowding that surely will result if a new large workforce is imported into American Samoa.

The PBCP team also conducted a telephone survey of Samoan households in Hawaii in order to determine the extent of a qualified ALP of Samoan adults willing to consider relocating from Hawaii to American Samoa for the "right" opportunity. The research identified a qualified ALP of 1,783 adults of Samoan heritage in Hawaii willing to consider relocation. Surprisingly, these 1,783 qualified adults were willing to work in American Samoa at prevailing American Samoan government level wages.

In conclusion, a new venture in the knowledge industry, such as a call center, could find, at prevailing wage rates, at least approximately 1,500 to approximately 2,000 qualified available workers currently residing in the Territory. In addition, approximately another 6,000 might be lured from Samoa and approximately 1,700 might be lured from Hawaii, but this process will likely be replete with complications and costs associated with that relocation, born both by the venture and the current residents of American Samoa. Or the new venture could offer wage rates higher than those prevailing in government service, and thereby find a qualified ALP of approximately 6,500 who are current residents of American Samoa, but this is likely to result in the serious depletion of the government workforce, with the best and brightest being the first to leave. Thus, both these alternatives have negative as well as positive consequences. A third alternative, suggested a number of times by Matai and opinion leaders in both American Samoa and Samoa involves a dual organizational design with the central venture located in American Samoa with a workforce initially limited to approximately 2,000 employees and a sister center located in Samoa but reporting to the central unit in American Samoa. The sister venture will have access to the qualified ALP in Samoa of approximately 6,000 willing to work at very favorable wages.

Lastly, the Samoan way of life will greatly influence the success or failure of any new venture located in the Territory. This will be true in recruiting a new labor force as well as managing that human resource. Only through recruitment and management approaches that are consistent with faa-Samoa, will a new venture be able to attract and maintain the qualified labor force necessary for success.

PowerPoint Presentation

**University of Hawaii
Pacific Business Center Program
Presents**

**Available Labor Pool Study
For
American Samoa**

Sponsored by

The American Samoa Government

with the support of

U.S. Department of Interior, Office of Insular Affairs

UH Assigned Task:

**Identify Knowledge Industry
Qualified Labor Pool Available
in American Samoa and Nearby Islands**

Available Labor Pool (ALP) =

**Currently unemployed (include retired military,
housewives, full-time students etc.)**

+

**Currently employed willing to consider new
opportunity**

New Ventures Need to Know =

Qualities of ALP

Size

Analytic Skills

Verbal Skills

Expectations

UH Research Design:

Culturally Sensitive

Multi Method

- Field Surveys
- Telephone Surveys
- Focus Groups
- Matai & Opinion Leaders Interview
- Demographic Survey

Triangulation Improves Validity and Reliability

Results:

Telephone Survey American Samoa

AMERICAN SAMOA PHONE SURVEY - TAFUNA PLAIN ¹ AVAILABLE LABOR FORCE													
	Population		Survey Distribution and Collection				Consider New Employment		Participants Meeting Potential Labor		Meeting Target Criteria		
	Population (2000 Census)	Adult Population (Est. 2000) ²	Calls Made	Survey Completed	Response Rate	Participants (18 years or older) Surveyed	Percentage of Adult Population Sampled	Participants Willing to Consider New Employment	Percentage of Participants Willing to Consider New Employment	Participants Meeting Target Criteria ³	Percentage of Participants Meeting Criteria	Meeting Target Criteria Generalized to Entire Tafuna Plain	Meeting Target Criteria Generalize to Entire Territory
Tafuna Plain, AS (Tutuila)	32,799	18,238	100	100	100%	100	0.55%	76	76%	17	17%		
Totals	32,799	18,238	100	100		100		76		17		3100	5431
Total Percentages					100%		0.55%		76%		17%		

6,464 (2007 data)

Results:

Village Survey American Samoan

AMERICAN SAMOA LABOR POOL SURVEY AVAILABLE LABOR FORCE															
AFIOAGA - Village	Population		Survey Distribution and Collection					Consider New Employment		Meeting Potential Labor Pool Criteria Analysis					
	Pop. (2000 Census)	Adult Pop. (Est. 2000)	Surveys Distributed	Surveys Returned & Completed	Response Rate	Adult Pop. (18 years or older) Surveyed ²	Percentage of Adult Pop. Sampled	Willing to Consider New Employment	Percentage Willing to Consider New Employment	Meeting Target Criteria	Percentage Meeting Criteria	Meeting Target Criteria (Weighted ³)	Percentage Meeting Criteria (Weighted ³)	Meeting Target Criteria (Weighted ³) Generalized to Entire Village	Meeting Target Criteria (Weighted ³) Generalize to Entire Territory
Amouli, AS (Tutuila)	520	293	29	28	96.55%	27	9.22%	23	85.19%	7	25.93%	5.6	20.74%	61	
Fagali'i, AS (Tutuila)	259	130	26	26	100%	26	20.00%	20	76.92%	5	19.23%	4	15.38%	20	
Fagatogo, AS (Tutuila)	2,096	1,224	51	51	100%	50	4.08%	44	88.00%	12	24.00%	9.6	19.20%	235	
Manu'a (Fitiuta), AS (Tau)	358	181	9	9	100%	9	4.97%	8	88.89%	1	11.11%	0.8	8.89%	16	
Vaitogi, AS (Tutuila)	1,347	771	44	44	100%	43	5.58%	37	86.05%	8	18.60%	6.4	14.88%	115	
Totals	4580	2599	159	158		155		132		33		26.4		447	5,441
Total Percentages					99.37%		5.96%		85.16%		21.29%		17.03%		

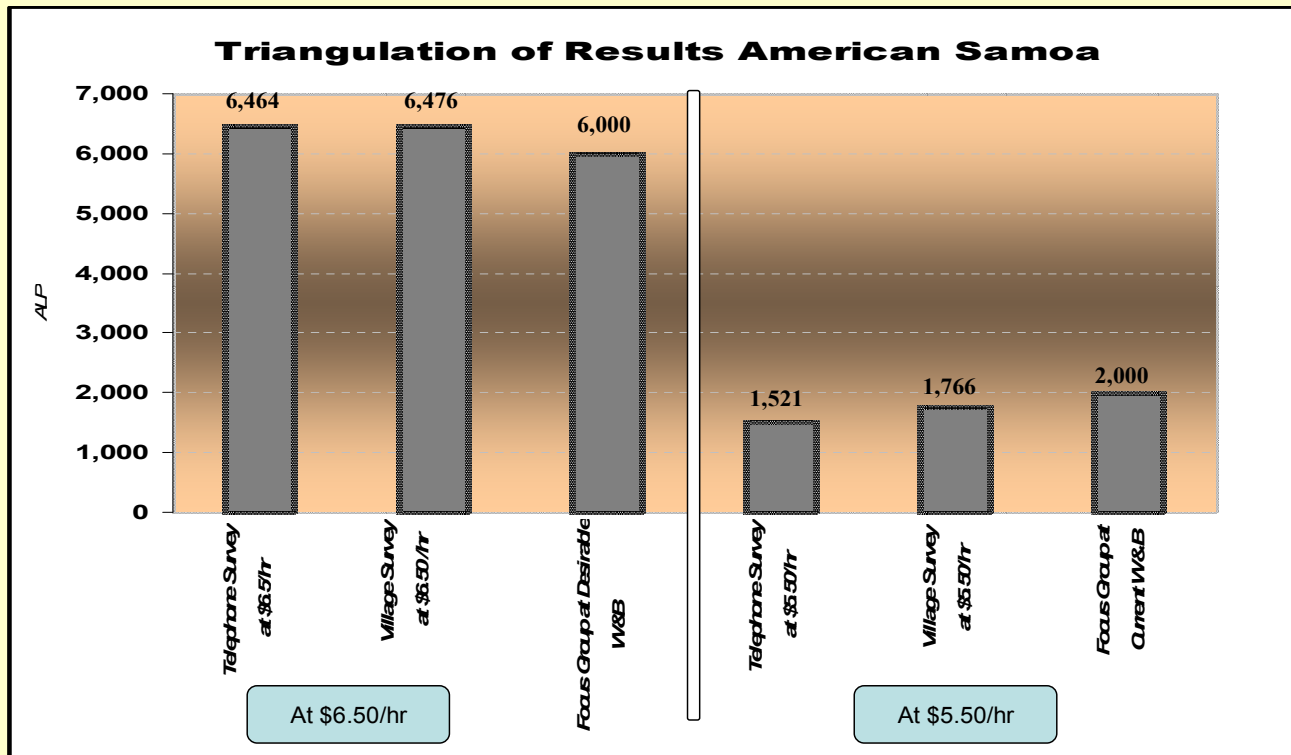
6,476 (2007 data)

Results:

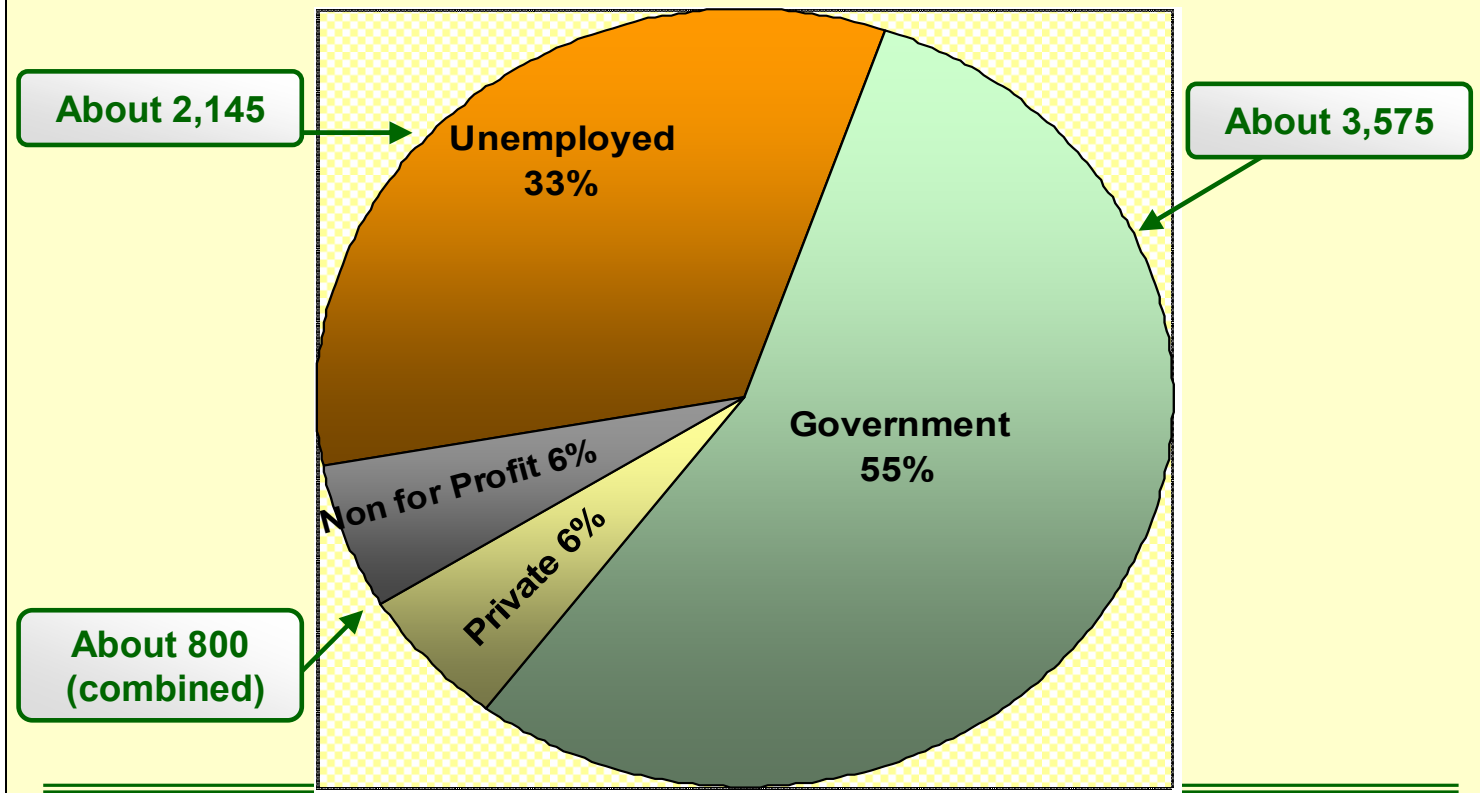
Focus Group American Samoa

**Verbal, Analytic, Computer, Qualified ALP
= 2,000 – 6,000 depends on wages
and benefits**

Triangulation of Results American Samoa



2007 Qualified American Samoa ALP by Current Employment



Results:

Village Survey in Samoa

INDEPENDENT SAMOA LABOR LABOR POOL SURVEY AVAILABLE LABOR FORCE															
Afoaga - Village	Population		Survey Distribution and Collection					Consider New Employment		Meeting Potential Labor Pool Criteria Analysis				Meeting Target Criteria (Weighted ³)	
	Population (2006 Preliminary Count)	Adult Population (Est. 2001)	Surveys Distributed	Surveys Returned & Completed	Response Rate	Adult Population (18 years or older) Surveyed ²	Percentage of Adult Population Sampled	Willing to Consider New Employment	Percentage Willing to Consider New Employment	Meeting Target Criteria	Percentage Meeting Criteria	Meeting Target Criteria (Weighted ³)	Percentage Meeting Criteria (Weighted ³)	Meeting Target Criteria (Weighted ³) <i>Generalized to Entire Village</i>	Meeting Target Criteria (Weighted ³) <i>Generalize to Entire Territory</i>
Lepā, Samoa (Upolu)	163	83	70	67	95.71%	67	80.72%	61	91.04%	8	11.94%	4	5.97%		
Matautu-Lefega, Samoa (Upolu)	858	438	70	70	100.00%	59	13.47%	49	83.05%	3	5.08%	1.5	2.54%	11	
Saleapaga, Samoa (Upolu)	456	232	110	107	97.27%	106	45.69%	87	82.08%	15	14.15%	7.5	7.08%	16	
Tufulele, Samoa (Upolu)	923	471	59	59	100.00%	59	12.53%	52	88.14%	6	10.17%	3	5.08%	24	
Vaitele (Fou & Uta), Samoa (Upolu)	6,294	3,210	117	106	90.60%	102	3.18%	97	95.10%	23	22.55%	11.5	11.27%	362	
Vaitoomuli, Samoa (Savaii)	658	336	154	139	90.26%	126	37.50%	112	88.89%	16	12.70%	8	6.35%	21	
Totals	9,352	4,770	580	548		519		458		71		36		435	6251
Total Percentages					94.48%		10.88%		88.25%		13.68%		6.84%		

6,251 (2006 data)

Problems Arising from Large New Venture

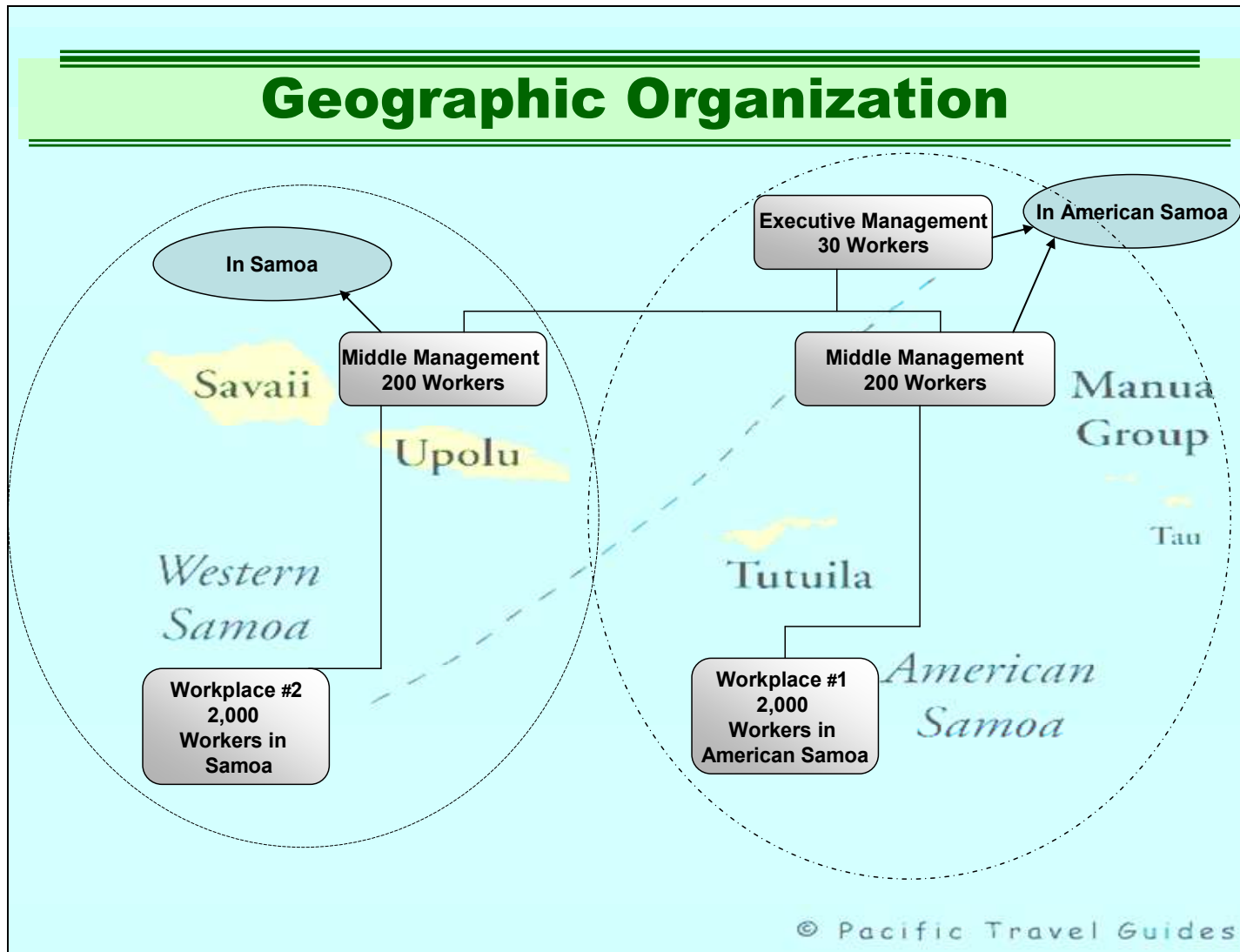
If workforce > 2,000

1. Relocation difficulties

- housing
- social services
- medical
- schools
- other infrastructure

2. Family/Personal difficulties

- separation
 - isolation
 - culture shock
-
-



IV. Survey Methods

IVA1. Survey Methodology and Instruments

At the heart of survey methodology lies the concept of a random, representative sample of the population being surveyed. To obtain true randomness is difficult. There are many unintentional and dysfunctional biases which may occur in the ‘random’ selection process (Salant and Dillman 1994; Patton 1990; Lapin 1987). For example, random polling of individuals at a shopping center or a busy downtown street corner may, in fact, not be completely random. The person selecting the people to be polled may unconsciously be selecting taller or shorter people, more attractive or less attractive people. Or people passing by may notice that the researchers are stopping people, and so may alter their path so as to avoid being stopped, and thereby unconsciously subvert the random selection. Such unconscious bias (from both the researcher and the respondent) is possible in any random selection effort.

Random digit telephone surveys are often the preferred method of random selection because they are best at minimizing random selection bias.

But random selection is only part of the issue. An even more perplexing problem lies in selecting a representative sample. In order to generalize to the entire population, our sample needs to be representative of that population (Salant and Dillman 1994). This is most difficult to achieve.

For example, using a random digit telephone survey to select a sample, it is clear that such a sample is only representative of people who have telephones. There may be a significant portion of the population who do not have telephones in their household, and are not represented in the results of our telephone survey. In fact, this is likely the case in American Samoa and even more so in independent Samoa. Similarly these under-represented individuals are less likely to be found in shopping centers or busy town street corners, making “random” polling a less than perfect solution as well.

IVA2. Survey Approach

This study employed a culturally sensitive, multi-method research designed to assess the Available Labor Pool (ALP) for a call center or similar new business venture in American Samoa and independent Samoa.

Culture impinged upon every aspect of human behavior. Fa’a-Samoa, the Samoan way of life, is a very significant aspect of daily life of the Samoan people. To accurately assess the ALP for a call center or similar business ventures in Samoa, fa’a-Samoa must be taken into consideration when designing the research methodology to be employed.

Single methodology research is less valid than multi-methodology research (Brewer and Hunter 1989). A multi-methodology research design allows the research team to assess the research

target from diverse perspectives, and across differing levels of measurement and analysis. This allows the research team to triangulate its results so as to obtain a more valid measure of the ALP. We chose to use a multi-method design employing telephone surveys, village surveys, and focus groups.

The ALP includes individuals that indicate they are available for employment. Organizations considering launching new business ventures are far more interested in knowing the size and qualities of the ALP than knowing the number of unemployed potential workers in the region. In addition to the unemployed, the ALP includes people who may have full or part-time jobs, but who will consider new employment if the “right” opportunity presented itself. Thus, individuals who may be retired (for example, retired military or government workers), individuals in college, individuals who traditionally have not sought employment (such as housewives) and other unemployed and employed individuals, are all included in the ALP. The ALP is of importance to potential employers because often the quality and skills of the ALP may better meet the needs of the potential employer than the quality and skills of the unemployed labor force in a region. Not all members of a region’s ALP will accept a job offered by a potential employer.

In summary the ALP includes the following groups:

- Currently unemployed individuals, (including subsistence workers, retired military, government workers, housewives).
- Currently employed individuals who would consider new employment.

IVB1. Telephone Survey Methods in American Samoa

Traditionally, in the continental USA, the ALP is derived from a random digit telephone survey of approximately 0.2% of the population. This design usually allows a margin of error of less than or equal to 5%.

This methodology is less valid in the Samoan region than in most of the continental USA. This is because ownership of telephones is not as ubiquitous in the Samoan region. While not a luxury, a telephone is considered an expensive addition to the average Samoan household. Part of the reason for this is the relatively high telephone tariffs for international calls charged by local telephone providers. Because of cultural traditions of malaga (travel back and forth, broadly movement), it is quite common for every Samoan family to have numerous family members (who are often telephoned) residing overseas, for example in California, Hawaii, New Zealand or Australia. Interestingly, the combination of culture (fa’a-Samoa) and economics (closed island market) has a two-sided effect. On the one hand, so many people overseas means there is a strong incentive to have a phone in every household to be able to keep in close contact with relatives. And often the cost of these phones is paid by remittances from the overseas relatives. Yet, on the other hand, it is also true that families who have phones find their phone bill to be a very significant part of their household budget. Therefore, some families decide not to have a phone for part of the year, and use the available funds for other necessities.

Nonetheless, when at all possible, ALP studies ought to employ telephone surveys as part of the multi-method approach to research as telephone surveys are the common methodology.

However, it makes most sense in American Samoa to use telephone surveys only in the geographic area where telephones are common. Therefore, a random telephone survey of 0.5% of the American Samoan adult population was conducted with adult members of households located within the Tafuna Plain of American Samoa. The telephone survey was restricted to the Tafuna Plain for the following reasons:

- 1) Telephone ownership is more common within this somewhat wealthier region of American Samoa, thereby enhancing the survey validity.
- 2) The Tafuna Plain encompasses approximately 50% of the total adult population of American Samoa.
- 3) The call center for example is planned to be located in the Tafuna Plain.
- 4) While the ALP will come from every village, there exists a strong belief among local American Samoan experts and leaders that the Tafuna Plain will be the prime labor basin from which the labor force for a call center will eventually be drawn.

A copy of the questionnaire used in the telephone survey, and the procedures for using the questionnaire is found in Appendix A – *Procedures Used in Telephone Survey in American Samoa* and Appendix B – *Questionnaire Used in Telephone Survey in American Samoa*. Telephone surveys were not feasible in independent Samoa because of the limited access to phones by much of the population.

IVB2. Telephone Survey Methods in Hawaii

It is not possible to obtain a listing of telephone numbers of just Samoan residents in Hawaii. Therefore, it is not possible to create a randomly chosen representative sample of Samoans in Hawaii using a telephone survey method. However, we attempted to approximate a random, representative sample of Samoan residents in Hawaii by just listing all Samoan surnames on a telephone book page and then randomly selecting a sample from there. We repeated this procedure for 310 telephone calls which resulted in 29 completed surveys.

The exact protocol used during the telephone survey calls is given in Appendix C - *Procedures Used in Telephone Survey in Hawaii*. The questionnaire for the calls is in Appendix D - *Questionnaire Used in Telephone Survey in Hawaii*.

Table IV -1 yields the State of Hawaii Phone Survey Response rate by Samoan adult residents.

Table IV- 1

State of Hawaii Phone Survey Responses by Samoan Adult Population				
	PEOPLE 2006 Census	ADULTS Est. 2006	ADULTS SAMPLED	PERCENTAGE OF TOTAL ADULT POPULATION SAMPLED
State of Hawaii	9,233	6,463	29	0.45%

Data for the adult population of the State of Hawaii was obtained from the U.S. Census 2006. The adult population is estimated from 2000 Census to be 70% of the total population.

Phone calls were randomly made for the entire State of Hawaii. However, participants included were only from the islands of Oahu, the Big Island, and Maui.

IVC1. Village Survey Methods (in Samoa and American Samoa)

The researchers reasoned that a second method of assessing ALP may prove even more valuable to organizers of new ventures. This second approach is different from a random telephone survey approach. Given the concern that a telephone survey may not truly include members of the Samoan society who do not have telephones, we chose a “self selection” survey approach with the plan of triangulating its results with the results of the telephone survey and other methods such as focus group discussions.

The self selection approach results in an estimate of the self selected ALP. If the self selected ALP results are similar to the ALP results of the telephone survey in American Samoa, then we have more confidence that we are triangulating toward a valid and accurate measure of the true available and interested labor pool.

Not all members of the ALP identified by telephone survey method are interested or willing to take jobs at a call center or other such ventures. The self selected ALP approach somewhat addresses this problem. Under the self selected approach, the research team advertises that it is undertaking a study, sponsored by the U.S. and American Samoan governments, which is designed to measure the quantity and quality of the labor pool in the Samoan region. The research team further indicates that such information about the quality and quantity of the labor pool is important in attracting investors to decide to start up new ventures in Samoa. This information is advertised in the local press and through local TV appearances and interviews by the researchers.

The research team then randomly selects a sample of larger (population > 1,000) and smaller (population < 700) villages in the region. Both large and small villages need to be sampled because the majority of Samoans often live in their home villages regardless of their socioeconomic status and educational attainments. Thus, a physician who may be employed at the Lyndon Baines Johnston (LBJ) Tropical Medical Center may still live in a relatively remote

and small coastal village even though he/she could easily afford to live in an expensive area near the Medical Center. Further, advertisements are done at each village including pre-survey meetings with the village leaders to encourage voluntary participation of the villagers in the survey. On the day of the survey, banners are erected in the villages advertising the survey. Appendix E – *Village Survey Informational Advertisement*, is a copy of the village survey informational advertisement. Appendix F – *Newspaper Advertising of the Village Surveys* contains clippings from newspaper stores advertising the village surveys. Appendix G- *TV Interview Dates* contains the dates of TV interviews about the surveys. Appendix H – *Informed Oral Consent* contains Informed Oral Consent to Participate in American Samoa Labor Force Survey and Samoa Labor Force Survey.

Similar to the random telephone survey, the self selected village written surveys do not lend themselves to generalizations to the whole Samoan population. The random telephone survey method in American Samoa is generally only available to all of the population who has phones. The self selected village surveys may only be generalized to the population of Samoans who are inclined to volunteer to participate in a labor pool survey.

Appendix I – *Village Survey Questionnaire* is a copy of the village survey questionnaire and the procedures used to administer this questionnaire on site.

IVC2. Village Survey Sites

The mandate of the study included both the ALP in American Samoa and an assessment of independent Samoa's ALP. This was required because there was concern that there may not be sufficient quantity of workforce in American Samoa.

Table IV - 2 yields the five village sites of the survey in American Samoa, and estimates of the population (using most recent available and accurate data) of these villages, as well as the percent of the adult population sampled in each village based upon the most recent U.S. census data (2000). We also will use the 2007 population estimates of the American Samoan Department of Commerce when calculating ALP in the Results section of this report.

Table IV - 2

RESPONSES BY ADULT POPULATION IN AMERICAN SAMOA BY SAMPLE VILLAGES					
Afioaga Village	People (2000 Census)	Adults (Est. 2000)¹	Survey Given Out	Survey Returned Valid	Percentage of Total Adult Population Sampled
Fagali'i	259	130	26	26	20%
Amouli	520	293	29	27	9.22%
Fagatogo	2,096	1,224	51	50	4.08%
Manu'a (Fitiuta)	358	181	9	9	4.97%
Vaitogi	1,347	771	44	43	5.58%
Totals	4,580	2,599	159	155	5.96%

¹Data for the adult population of the target villages was obtained from the U.S. Census 2000. Based on the U.S. Census 2000 the total population of American Samoa was 57,291 individuals. (According to the American Samoa Statistical Yearbook 2002 the population projection for 2005 was 71,331 individuals.) The exact adult population (18 years and above) is not available for American Samoa. The population of > 20 years is provided as well as the population within the ages of 15-19 years. Therefore, 2/5 of the total given for individuals within the ages of 15-19 years was used as an estimate for individuals 18 and 19 years of age. Our estimate for 18 and 19 years of age was then added to the population >20 years to obtain an estimated population of 18 years and above. We estimate the American Samoan 2000 adult population (18 and above) to be 31,945 individuals (i.e., 2,089 individuals of 18-19 years and 29,856 individuals >20 years). The 2000 adult population (18 and above) of American Samoa is approximately 55.76% of the total population.

The official statistics, for which labor force data of the respective countries exists, differ slightly in the definition of the labor force. Persons in the labor force in American Samoa include individuals 16 years and over while in Samoa includes individuals 15 and over. However data by 5 years age cohort are available for both American Samoa and Samoa so it is possible with few simplifying assumptions to estimate the population 18 and older for the respective countries.

Table IV - 3 yields data from Independent Samoan villages surveyed similar to the data of Table IV - 2

Table IV - 3

SURVEY RESPONSES BY ADULT POPULATION IN INDEPENDENT SAMOA BY SAMPLED VILLAGES					
Afioaga Village	People (2006 Prelim. Count)	Adults (Est. 2001)¹	Survey Given Out	Survey Returned Valid	Percentage of Total Adult Population Sampled
Saleapaga	456	232	110	106	45.69%
Lepā	163	83	70	67	80.72%
Matautu-Lefaga	858	438	70	59	13.47%
Vaitele-fou Vaitele-uta	6,294	3,210	71+46= =117	62+40= =102	3.18%
Tufulele	923	471	59	59	12.53%
Vaitoomuli (Savaii)	658	336	154	126	37.50%
Totals	9,352	4,770	580	519	10.88%

¹Data for the adult population of the target villages was obtained from the Ministry of Finance Statistical Department (2006), Samoa. Based on the Samoan Ministry of Finance the total population for Samoa in 2006 was approximately 179,186 individuals. The adult population 18 and above is not given for Samoa. The closest available category to the adult population is > 20 years (87,172 individuals or 49.3% of the total population). The 2001 adult population as a percentage of the total population in Samoa is estimated by us to be 51% (91,385). This number is derived by adding the population between 18 and 19 years of age to the population > 20 years of age. The percentage of adults in the 6 villages surveyed by us in Samoa is estimated at 51%.

Table IV - 4 yields comparable data for the telephone survey of adults in households within the Tafuna Plain.

Table IV - 4

AMERICAN SAMOA PHONE SURVEY REPSONSES BY ADULT POPULATION – TAFUNA PLAIN (TUTUILA)¹				
	People (2000 Census)	Adults (Est. 2000)²	Calls	Percentage of Total Adult Population Sampled
Tafuna Plain	32,799	18,238	100	0.55%

¹Tafuna Plain consists of Tafuna, Nu'uuli, Leone, Ili'ili, Pavai'a'i, Vaitogi, Aoloau, Mesepa, Mapusagafou, Malaemi, Faleniu, Malaeloa Ituau, Vailoatai, Taputimu, Malaeloa Aitulagi, and Futiga. Participants were randomly selected.

² Data for the population of the target villages was obtained from the U.S. Census 2000. The exact adult population (18 years and above) is not available for American Samoa. See Table IV - 2 for methodology used to obtain adult population.

IVD1. English Language Competencies and the Surveys

In both American Samoa and Samoa, English language competency is an important issue when using English as the survey language. English was used because it was believed that the ability to read, understand, write and speak English was of primary importance for employment in many new ventures, and especially appropriate for employment in call centers.

However, conducting telephone and/or written surveys in English presents a methodological problem for the researchers in regards to generalizations to the total population. While we were informed by many in both American Samoa and independent Samoa that English language fluency was high, in fact, the researchers' experience was contrary to this. There were many people who did not speak English well in American Samoa and a large percentage of non-English speakers in independent Samoa.

Therefore, in both the telephone survey and the village written survey, efforts were undertaken to assess English competencies.

IVD2. English Language Competencies and Validation Test

In assessing the available labor pool in American Samoa and Samoa for employment in knowledge industry position such as a call center operator, spoken English language competency is clearly a necessary prerequisite.

Telephone survey methodologies will allow trained survey investigators the opportunity to assess spoken English language competency.

Using only a telephone survey was not appropriate in either Samoan locale because telephones are not universally present in almost all households as might be the case in any of the 50 states of the United States. Thus, a telephone survey will measure a stratified sub-sample of the population (those who have telephones) and generalizations to the Samoan population as a whole from this sub-sample will be erroneous and misleading, likely resulting in a significant overestimation of the true available labor pool.

However, telephone surveys may be used in the Pago Pago urban center of American Samoa, as telephones are more universally present in this area. Nonetheless, the results of such survey work must not be generalized to all of American Samoa, but only to the locale from which the survey was taken. The results of this stratified sub-sample in the Pago Pago urban center will serve as complimentary data to the main survey study.

Thus, the main survey study used paper and pencil surveys conducted in random selected villages in both American Samoa and Samoa. Therefore, assessing spoken English language competency required the following methodology:

In each surveyed village, approximately 4 respondents were randomly selected after completing their written survey and asked to participate in an oral interview with one of the investigators. If the respondent agreed to participate in the interview, then their survey was given a numeric code so that it could later be matched to the results of the interview. If they declined, an alternate participant was randomly chosen until all 4 interviews were complete at each survey site.

The interview consisted of asking three questions, all three having been previously asked of the respondent on the written survey. These were questions 23, 24 and 25 of the survey (please see Appendix I – *Village Survey Questionnaire*). The oral answers to these questions were qualitatively assessed by the investigator and are judged to be either sufficiently competent in spoken English to be successful as a call center operator or not competent in spoken English. Efforts were undertaken to use the same investigator for all the interviews in order to preserve the reliability of the judgment decisions¹.

IVD3. Validation Results

¹ Being pressed for time in conducting the survey and having to comply at the same time with the human studies guidelines we administered the labor force survey only to the adult population. To include minors would have required a lengthy review and approval procedure for the survey, that would have precluded the timely conduct of the labor pool survey in July 2007; while interviewing only the adult (non minor) population would require only documentation that informed oral consent (Appendix H – *Informed Oral Consent*) is obtained through culturally appropriate protocols. The survey was possible under exemption of section 46.101(b)(2) of the Department of Health and Human Services (DHHS) regulations, 45 CFR Part 46 which was granted with Assurance Identification no. F-3526 dated July 17, 2007.

There is a question (Q2) in the survey, which asks the respondents to rate their ability to speak, read and write English. They were asked to rate each of the competencies as: not at all; a little; or a lot. The spoken English competency of the interviewed respondents was compared to the answers to question 2 of the survey (please see Appendix I – *Village Survey Questionnaire*) to assess the validity of the answers of question 2.

The respondents answers were scored 0 if the answered not at all; 1 if the answered a little; and 2 if they answered a lot. Thus, they could score 0, 1 or 2 as a self-report for their self-rated competency in spoken English.

A comparison was then made between the self-rating of the respondents on the written survey of their spoken English competency and the judgment of this ability as rendered by the investigator during the oral interviews.

IVD3a. In American Samoa

Of those interviewed who self rated their English competency on the written survey as “ a lot“, 4 out of 5 or 80% were judged during the oral interview to be competent enough to qualify as a call center operator.

IVD3b. In Samoa

Of those interviewed who self rated their English competency on the written survey as “ a lot“, 1 out of 2 or 50% were judged during the oral interview to be competent enough to qualify as a call center operator.

IVD3c. Implications

To determine a valid measure including a requirement of spoken English competency, in calculating the total available labor pool from the written surveys such that a self rating of 2 on spoken English is a requirement for inclusion in the ALP, then the estimated total should be multiplied by 0.8 in American Samoa and multiplied by 0.5 in Samoa.

V. Survey Results

VA. Results of Village Surveys in American Samoa

Five randomly selected American Samoan villages were visited by the research team. Two were larger villages: Vaitogi and Fagatogo; and three were smaller villages; Fagali'i, Amouli, and Fitiuta. Survey size and village population data may be found in Table IV - 2 of Section IVC2.

VA1. Frequency Tables

Appendix – J – *American Samoa Frequency Tables* contains the frequency tables for each question of the survey questionnaire. Here are some of the interesting results yielded by these frequency tables:

Approximately 50% of the survey respondents in American Samoa were under 30 years of age. Approximately 60% of the respondents were women. About 2/3 of the respondents were married. Approximately 2/3 of the survey respondents were born in American Samoa and about 25% were born in independent Samoa. Approximately 1/3 of the survey respondents currently work for the American Samoa government, and another 12% currently work in private industry. Currently, 43% of the respondents listed themselves unemployed. Almost all who did have jobs worked full-time.

Importantly, over 85% of all survey respondents in American Samoa indicated they were definitely or likely to consider new employment given the right opportunity. Currently, the median salary of the American Samoan respondents was \$4.50 per hour. A median sufficient salary for these respondents to consider taking a new job is \$5.50 per hour. Interestingly, salary is not the most important benefit for these respondents in their decision to take a new job. Overall, salary was the third highest ranked benefit. While salary was ranked as the most important benefit by only 11% of the respondents, educational opportunities were ranked the most important benefit by 32% of the respondents, with the ability to meet family obligations as the second most important benefit (ranked first by 23%).

Approximately 10% of the American Samoa respondents held a Bachelors degree and approximately 10% held an Associate degree from college. About 80% of the respondents held a high school diploma.

The reader is encouraged to review Appendix J – *American Samoa Frequency Tables* as there are many findings in these frequency tables which may be of interest to diverse and different readers.

VA2. ALP Estimates from American Samoa Village Survey

Not every person who indicates a willingness to consider a new job opportunity is ideally suited to that job from the viewpoint of the prospective employer. One important issue is often called: “Walk the Talk.” This is all about the difference between saying you are interested to consider a new opportunity and being willing to “get up and go” to a place where you can apply for that new opportunity. This is an issue of the most simple of basic motivation. The self-selection methodology of the village surveys somewhat addressed this issue. People knew the survey was about new jobs. They were willing to take their time and voluntarily come to the survey site to fill out the survey. On the other hand, the role of fa’a-Samoa in terms of the village matai (chiefs and orators, and church leaders) especially in mobilizing the adult sectors of each village population both men and women to fill out the surveys was an important factor. In a small way, the ALP estimate derived from these respondents may be closer to the real ALP which may actually apply for jobs at a new venture such as a call center in American Samoa.

In addition to the “get up and go” necessary to “Walk the Talk”, other qualities of the ALP are important to potential employers. We use the respondents’ answers to survey questions to estimate sufficient educational level, sufficient self-reported English language skill, self-reported ability with MS Word, spelling competency and self-reported analytic training. We term these five desirable qualities, target criteria. Table V - 1 below yields the impact they have cumulatively upon our estimate of the qualified ALP in American Samoa.

After considering all the target criteria, we estimate that only 21% of the respondents will have sufficient talent to be considered members of the qualified ALP.

As indicated in Section IVD of the report, an analysis of true English language ability vs. self-reported English language ability was undertaken. Applying the results of this assessment we term our ALP result as meeting the target criteria of skill qualities as well as meeting the weighted true English competency as opposed to the self-reported English competency. Table V - 2 reports these results. We term the percent of qualified ALP meeting valid English Language competency as the “total weighted percentage meeting criteria”. It is at 17.03%.

Table V - 1

AMERICAN SAMOA LABOR POOL STUDY AVAILABLE LABOR FORCE TARGET CRITERIA BREAKDOWN													
APIOAGA - Village	Participants (18 years or older) Surveyed	Consider New Employment Opportunity		(+ Education		(+ Self-Reported English Ability		(+ Self-Reported MS Word Ability		(+ Spelling		(+ Self-Reported Trigonometry	
Amouli, AS (Tutuila)	27												
<i>CUMULATIVE</i>		23	85.19%	19	70.37%	17	62.96%	16	59.26%	14	51.85%	7	25.93%
FagaliŪ AS (Tutuila)	26												
<i>CUMULATIVE</i>		20	76.92%	15	57.69%	14	53.85%	9	34.62%	7	26.92%	5	19.23%
Fagatogo, AS (Tutuila)	50												
<i>CUMULATIVE</i>		44	88.00%	36	72.00%	32	64.00%	24	48.00%	21	42.00%	12	24.00%
Manuā (Fitiuta), AS (Tau)	9												
<i>CUMULATIVE</i>		8	88.89%	7	77.78%	6	66.67%	4	44.44%	3	33.33%	1	11.11%
Vaitogi, AS (Tutuila)	43												
<i>CUMULATIVE</i>		37	86.05%	30	69.77%	27	62.79%	21	48.84%	18	41.86%	8	18.60%
<i>Total Cumulative & Percentage Averages</i>	155	132	85.16%	107	69.03%	96	61.94%	74	47.74%	63	40.65%	33	21.29%

Table V - 2

AMERICAN SAMOA LABOR POOL SURVEY AVAILABLE LABOR FORCE															
AFIOAGA - Village	Population		Survey Distribution and Collection					Consider New Employment		Meeting Potential Labor Pool Criteria Analysis				Meeting Target Criteria (Weighted ³) Generalized to Entire Village	Meeting Target Criteria (Weighted ³) Generalize to Entire Territory
	Pop. (2000 Census)	Adult Pop. (Est. 2000)	Surveys Distributed	Surveys Returned & Completed	Response Rate	Adult Pop. (18 years or older) Surveyed ²	Percentage of Adult Pop. Sampled	Willing to Consider New Employment	Percentage Willing to Consider New Employment	Meeting Target Criteria	Percentage Meeting Criteria	Meeting Target Criteria (Weighted ³)	Percentage Meeting Criteria (Weighted ³)		
Amouli, AS (Tutuila)	520	293	29	28	96.55%	27	9.22%	23	85.19%	7	25.93%	5.6	20.74%	61	
Fagali'i, AS (Tutuila)	259	130	26	26	100%	26	20.00%	20	76.92%	5	19.23%	4	15.38%	20	
Fagatogo, AS (Tutuila)	2,096	1,224	51	51	100%	50	4.08%	44	88.00%	12	24.00%	9.6	19.20%	235	
Manu'a (Fitiuta), AS (Tau)	358	181	9	9	100%	9	4.97%	8	88.89%	1	11.11%	0.8	8.89%	16	
Vaitogi, AS (Tutuila)	1,347	771	44	44	100%	43	5.58%	37	86.05%	8	18.60%	6.4	14.88%	115	
Totals	4580	2599	159	158		155		132		33		26.4		447	5,441
Total Percentages					99.37%		5.96%		85.16%		21.29%		17.03%		

¹ Target criteria included: 18 years or older, willing to consider new/different employment, total English skills of 6 or better, high school diploma or above, MS Word knowledge, trigonometry experience, and spelling proficiency.

² Three surveys (i.e., one in Amouli, Fagatogo, & Vaitogi) were completed by individuals under the age of 18 years old and have been excluded from this portion of the analysis.

³ Weighted numbers and percentages obtained by multiplying the actual numbers and percentages by 0.80 (i.e., language skill factor obtained through interview/qualitative portion of the data collection.)

⁴ Data for the population of the target villages was obtained from the U.S. Census 2000. The exact adult population (18 years and above) is not available for American Samoa. See Table 1 for methodology used to obtain adult population.

As a consequence of this analysis as reported in Table 5, the village surveys undertaken in five randomly selected villages in American Samoa yield an estimate based upon the last official U.S. government census (2000) to be 5,441 adult Samoans who are members of the qualified and appropriately skilled ALP who will voluntarily come forward to apply for a job in American Samoa. Performing the same analysis, but using the population estimates developed by the American Samoan Department of Commerce for 2007, the most recent adult qualified and appropriately skilled ALP for American Samoa is estimated to be 6,476.

Not all of these individuals will appeal to any potential employer, nor will all be willing to take any given new job opportunity.

VA3. Required Pay and Other Benefits of Target ALP, American Samoa Village Survey

In addition to the number of well qualified and motivated members of ALP, a potential employer is interested in the salary requirements of these possible employees. Table V - 3 yields the self-reported salary requirements for the raw ALP and the ALP which has met the targeted skill levels.

Table V - 3

AMERICAN SAMOA LABOR POOL STUDY AVAILABLE LABOR FORCE (CONSIDER NEW EMPLOYMENT & TARGET BREAKDOWN BY SUFFICIENT SALARY RATE					
SUFFICIENT SALARY RATE FOR ADULT PARTICIPANTS WILLING TO CONSIDER NEW EMPLOYMENT					
	Sufficient Salary Rate				Total
	\$3.50/hr	\$4.50/hr	\$5.50/hr	\$6.50+/hr	
Willing to Consider New and/or Different Employment Given Right Opportunity	8	23	33	68	129

(147 total responses. 18 responses of Likely No or Definitely No.)

SUFFICIENT SALARY RATE FOR ADULT PARTICIPANTS MEETING TARGET CRITERIA					
	Sufficient Salary Rate				Total
	\$3.50/hr	\$4.50/hr	\$5.50/hr	\$6.50+/hr	
Meeting All Target Criteria _	0	3	6	24	33

¹Target criteria included: 18 years or older, willing to consider new/different employment, total English skills of 6 or better, high school diploma or above, MS Word knowledge, trigonometry experience, and spelling proficiency.

We see from Table V - 3 that 24 of the 33 or 73% of respondents who met all the skill target criteria self-report a sufficient salary rate to be \$6.50/hr or higher. This data implies that prospective employers must be prepared to pay a labor rate of at least \$6.50/hr to obtain the high quality employee they may desire.

Noting that salary was not the most important benefit identified by respondents to our survey, potential employers will be wise to budget for programs of educational opportunity and programs that will allow employees to meet family obligations as well as salary and the other governmental required benefits, such as health benefits in their planning efforts.

VB. Results of Telephone Survey in American Samoa

As described in section IVB1, a random telephone survey was conducted across households within the Tafuna Plain of American Samoa in order to obtain estimates of the region's ALP. Size of the survey, area population, and exact boundaries of the Tafuna Plain survey area are given in Table IV - 4 of section IVB4. The procedures used during the telephone surveys may be found in Appendix A – *Procedures Used in Telephone Survey in American Samoa*.

As noted in Methods Section, the Tafuna Plain was chosen for the telephone survey because:

1. Telephone ownership is more common within this somewhat wealthier region of American Samoa, thereby enhancing the survey validity.
2. The Tafuna Plain encompasses approximately 50% of the total adult population of American Samoa.
3. The call center for example is planned to be located in the Tafuna Plain.
4. While the ALP will come from every village of American Samoa, there exists a strong belief among local American Samoan experts and leaders that the Tafuna Plain will be the prime labor basin from which the labor force for a call center will eventually be drawn.

In order to encourage participation from those called, the telephone survey used a subset of the questions from the written village survey, and thereby allowing the callers to promise the telephone survey will take less than five minutes. In all, 100 respondents, of 803 called, agreed to answer the survey questions via telephone.

VB1. Frequency Tables for the American Samoa Tafuna Plain Telephone Survey

Appendix K – *Tafuna Plain Frequency Tables* contains the frequency tables for each question of the telephone survey questionnaire. Here are some of the interesting results yielded by these frequency tables:

Approximately 50% of the survey respondents were under 40 years of age. About 2/3 of the respondents were women.

Importantly, over 75% of all survey respondents to the American Samoa telephone survey indicated that they were definitely or likely to consider new employment given the right opportunity. Interestingly, salary was not the most important benefit identified by the

respondents. Health benefits were first ranked, followed closely by education opportunities, and ability to meet family obligations. Salary increase was ranked fifth.

Approximately 14% of the American Samoa telephone survey respondents held Bachelors degrees and approximately 14% held Associate degrees. About 76% of the respondents held a high school diploma.

The reader is encouraged to review Appendix K - *Tafuna Plain Frequency Tables* as there are many findings in the frequency tables which may be of interest to diverse and different readers.

VB2. ALP Estimate from American Samoa Tafuna Plain

We used respondent's verbal answers during the telephone survey questions to estimate sufficient education level, efficient English language skill. We asked questions to obtain self-reported ability with MS Word, spelling competency, and self-reported analytic training. We term these five desirable qualities "target criteria". Table V - 4 on the next page yields the impact they have accumulatively upon our estimate of the qualified ALP in American Samoa.

Table V - 4

AMERICAN SAMOA PHONE SURVEY - TAFUNA PLAIN_ AVAILABLE LABOR FORCE TARGET CRITERIA BREAKDOWN													
	Participants (18 years or older) Surveyed	Consider New Employment Opportunity		(+ Education		(+ English Ability (Sufficient for		(+ Self- Reported MS Word Ability		(+ Spelling		(+ Self- Reported Trigonometry	
Tafuna Plain, AS (Tutuila)	100												
<i>DECREASING CUMULATIVE</i>		76	76%	72	72%	66	66%	54	54%	29	29%	17	17%

¹ Tafuna Plain consists of Tafuna, Nu`uuli, Leone, Ili`ili, Pavai`a`i, Vaitogi, Aoloau, Mesepa, Mapusagafou, Malaeimi, Faleniu, Malaeloia Ituaui, Vailoatai, Taputimu, Malaeloia Aitulagi, and Futiga.

After considering all the target criteria, we estimated that only 17% of the respondents will have sufficient talent to be considered members of the qualified ALP. Note this is similar to the 17% found for the “weighted target criteria” of Table V - 2 in Section VA - 2 above. The English Ability estimate in the telephone survey is a measure of our telephone operators’ subjective assessment of the English language competency of the respondents, and so is similar in results as our “weighted” methodology explained in IVD.

As a consequence of this analysis, and as reported in Table V- 5, the random telephone survey of the Tafuna Plain of American Samoa yielded an estimated number of 3,100 adult Samoans on the Tafuna Plain who are members of the qualified and appropriate skilled ALP, based upon the official U.S. census (2000). Projecting this finding to all of American Samoa, we derive a total of 5,431 adults who are members of the qualified ALP. This result is not that different from the 5,441 qualified and appropriately skilled ALP projected by the self-selection village surveys, also based upon the official U.S. census (2000). If we project the qualified and appropriately skilled ALP from the 2007 population estimates of the American Samoan Department of Commerce, we obtain a qualified and appropriately skilled adult ALP of 6,464. This is similar and not statistically different to the 6,476 adult ALP projection, arising from the data of the village survey.

The convergence of these results, derived from two separate and independent survey methodologies, lends confidence to our estimate that survey research yields a finding of approximately 6,500 qualified and appropriately skilled individuals in the American Samoan ALP in the year 2007, given a wage of \$6.50 per hour.

Table V - 5

AMERICAN SAMOA PHONE SURVEY - TAFUNA PLAIN ¹ AVAILABLE LABOR FORCE													
	Population		Survey Distribution and Collection					Consider New Employment		Participants Meeting Potential Labor		Meeting Target Criteria	
	Population (2000 Census)	Adult Population (Est. 2000) ²	Calls Made	Survey Completed	Response Rate	Participants (18 years or older) Surveyed	Percentage of Adult Population Sampled	Participants Willing to Consider New Employment	Percentage of Participants Willing to Consider New Employment	Participants Meeting Target Criteria ³	Percentage of Participants Meeting Criteria	<i>Meeting Target Criteria Generalized to Entire Tafuna Plain</i>	<i>Meeting Target Criteria Generalize to Entire Territory</i>
Tafuna Plain, AS (Tutuila)	32,799	18,238	830	100	12%	100	0.55%	76	76%	17	17%		
Totals	32,799	18,238	830	100		100		76		17		3100	5431
Total Percentages					12%		0.55%		76%		17%		

¹ Tafuna Plain consists of Tafuna, Nu`uuli, Leone, Ili`ili, Pavai`a`i, Vaitogi, Aoloau, Mesepa, Mapusagafou, Malaeimi, Faleniu, Malaeloa Ituau, Vailoatai, Taputimu, Malaeloa Aitulagi, and Futiga.

² Data for the population of the target villages was obtained from the U.S. Census 2000. The exact adult population (18 years and above) is not available for American Samoa. See Table IV - 2 for methodology used to obtain adult population.

³ Target criteria included: 18 years or older, willing to consider new/different employment, English sufficient for call center, high school diploma or above, MS Word knowledge, trigonometry experience, and spelling proficiency.

Not all of these skilled 6,500 individuals will appeal to any potential employer, nor will all be willing to take any given new job opportunity.

VB3. Required Pay and Other Benefits of Target ALP, American Samoa Telephone Survey

In addition to the number of well qualified members of the ALP, a potential employer is interested in the salary requirements of these possible employees. Table V - 6 yields the self-reported salary requirements for the raw ALP and the ALP which has met the targeted skill levels from the telephone survey on the Tafuna Plain:

Table V - 6

AMERICAN SAMOA PHONE SURVEY - TAFUNA PLAIN_ AVAILABLE LABOR FORCE (CONSIDER NEW EMPLOYMENT & TARGET BREAKDOWN BY SUFFICIENT SALARY RATE					
SUFFICIENT SALARY RATE FOR ADULT PARTICIPANTS WILLING TO CONSIDER NEW EMPLOYMENT					
	Sufficient Salary Rate				Total
	\$3.50/hr	\$4.50/hr	\$5.50/hr	\$6.50+/hr	
Willing to Consider New and/or Different Employment Given Right Opportunity	4	10	9	53	76_

(99 total responses. 23 responses of Likely No or Definitely No.)

SUFFICIENT SALARY RATE FOR ADULT PARTICIPANTS MEETING TARGET CRITERIA					
	Sufficient Salary Rate				Total
	\$3.50/hr	\$4.50/hr	\$5.50/hr	\$6.50+/hr	
Meeting All Target Criteria _	0	3	1	13	17

¹ Tafuna Plain consists of Tafuna, Nu'uuli, Leone, Ili'ili, Pavai'a'i, Vaitogi, Aoloau, Mesepa, Mapusagafou, Malaemi, Faleniu, Malaeloa Ituau, Vailoatai, Taputimu, Malaeloa Aitulagi, and Futiga.

² Actual total meeting all target criteria is 77. One individual did not answer sufficient salary rate item.

³ Target criteria included: 18 years or older, willing to consider new/different employment, English ability sufficient for call center, high school diploma or above, MS Word knowledge, trigonometry experience, and spelling proficiency.

We see from Table V - 6 that 13 of 17, or 76%, of respondents who met all the skill target criteria self-report a sufficient salary rate to be \$6.50 per hour or higher. This data implies that prospective employers must be prepared to pay a labor rate of at least \$6.50/hour to obtain the high quality of employees they may desire.

Noting that salary was not the most important benefit identified by respondents to our telephone survey, potential employers will be wise to budget for programs of health benefits, educational

opportunity benefits, ability to meet family obligation benefits, as well as salary and retirement benefits.

VC. Results of Village Surveys in Independent Samoa

Six randomly selected independent Samoan villages were visited by the research team. Three were larger villages; Vaitele, Tufulele, and Matautu-Lefaga; and three were smaller villages; Lepa, Saleapaga and Vaitoomuli. Survey size and village population data may be found in Table IV - 3 of Section IVC2.

VC1. Frequency Tables from the Independent Samoa Village Survey

Appendix L - *Independent Samoa Frequency Tables* contains the frequency tables for each question of the survey questionnaire. Here are some of the interesting results yielded by these frequency tables:

Approximately 56% of the survey respondents in independent Samoa were under 30 years of age. Approximately 51% of the respondents were women. About 46% of the respondents were married. Approximately 86% of the survey respondents were born in independent Samoa. Approximately 20% of the survey respondents worked for the independent Samoa government, and another 25% worked in private industry. Another 25% worked in family businesses and 17% of the respondents listed themselves unemployed. About 62% who had jobs, worked full-time.

Importantly, over 95% of all survey respondents in independent Samoa indicated that they were definitely or likely to consider new employment given the right opportunity. Currently, the median salary of the independent Samoa respondents was reported to be 3.50 per hour². A median sufficient salary for these respondents to consider taking a new job is 5.50 per hour. Interestingly, salary is not the most important benefit for these respondents in their decision to take a new job. Overall, salary was the third highest ranked benefit. While salary was ranked as the most important benefit by only 12% of the respondents, educational opportunities were ranked the most important benefit by 38% of the respondents, with the health benefits as the second most important benefit (ranked first by 24%).

Approximately 4% of the independent Samoa respondents held a Bachelors degree. About 23% of the respondents had completed Form Six (equivalent to High School Diploma in the U.S).

The reader is encouraged to review Appendix L - *Independent Samoa Frequency Tables* as there are many findings in these frequency tables which may be of interest to diverse and different readers.

² Although the survey was originally meant to be in U.S. dollars, the survey question had no \$ sign. Therefore, in Ind. Samoa these figures are most likely reported in Samoan tala rather than U.S. dollars.

VC2. ALP Estimates from Independent Samoa Village Survey

Not every person who indicates a willingness to consider a new job opportunity is ideally suited to that job from the viewpoint of the prospective employer. One important issue is often called: “Walk the Talk.” This is all about the difference between saying you are interested to consider a new opportunity and being willing to “get up and go” to a place where you can apply for that new opportunity. This is an issue of the most simple of basic motivation. The self-selection methodology of the village surveys somewhat addressed this issue. People knew the survey was about new jobs. They were willing to take their time and voluntarily come to the survey site to fill out the survey. On the other hand, the role of fa’a-Samoa in terms of the village matai (chiefs and orators, and church leaders) especially in mobilizing the adult sectors of each village population both men and women to fill out the surveys was an important factor. In a small way, the ALP estimate derived from these respondents may be closer to the real ALP which may actually apply for jobs at a new venture such as a call center in independent Samoa.

In addition to the “get up and go” necessary to “Walk the Talk”, other qualities of the ALP are important to potential employers. We use the respondents’ answers to survey questions to estimate sufficient educational level, sufficient self-reported English language skill, self-reported ability with MS Word, spelling competency and self-reported analytic training. We term these five desirable qualities, target criteria. Table V -7 below yields the impact they have cumulatively upon our estimate of the qualified ALP in independent Samoa.

Table V - 7

INDEPENDENT SAMOA LABOR POOL STUDY AVAILABLE LABOR FORCE TARGET CRITERIA BREAKDOWN													
A fioaga - Village	Participants (18 years or older) Surveyed	Consider New Employment Opportunity		(+) Education		(+) Self-Reported English Ability		(+) Self-Reported MS Word Ability		(+) Spelling		(+) Self-Reported Trigonometry	
Lepu, Samoa (Upolu)	67												
<i>DECREASING CUMULATIVE</i>		61	91.04%	44	65.67%	34	50.75%	19	28.36%	8	11.94%	8	11.94%
Matautu-Lefega, Samoa (Upolu)	59												
<i>DECREASING CUMULATIVE</i>		49	83.05%	32	54.24%	26	44.07%	14	23.73%	7	11.86%	3	5.08%
Saleapaga, Samoa (Upolu)	106												
<i>DECREASING CUMULATIVE</i>		87	82.08%	68	64.15%	51	48.11%	34	32.08%	21	19.81%	15	14.15%
Tufulele, Samoa (Upolu)	59												
<i>DECREASING CUMULATIVE</i>		52	88.14%	31	52.54%	23	38.98%	13	22.03%	7	11.86%	6	10.17%
Vaitele (Fou), Samoa (Upolu)	62												
<i>DECREASING CUMULATIVE</i>		61	98.39%	51	82.26%	42	67.74%	27	43.55%	20	32.26%	10	16.13%
Vaitele (Uta), Samoa (Upolu)	40												
<i>DECREASING CUMULATIVE</i>		36	90.00%	33	82.50%	30	75.00%	25	62.50%	17	42.50%	13	32.50%
Vaitoomuli, Samoa (Savaii)	126												
<i>DECREASING CUMULATIVE</i>		112	88.89%	74	58.73%	54	42.86%	36	28.57%	19	15.08%	16	12.70%
Total Decreasing Cumulative & Percentages Averages	519	458	88.25%	333	64.16%	260	50.10%	168	32.37%	99	19.08%	71	13.68%

After considering all the target criteria, we estimate that only about 13.68% of the respondents will have sufficient talent to be considered members of the qualified ALP.

As indicated in Section IVD of the report, an analysis of true English language ability vs. self-reported English language ability was undertaken. Applying the results of this assessment we term our ALP result as meeting the target criteria of skill qualities as well as meeting the weighted true English competency as opposed to the self-reported English competency. Table V - 7 reports these results. We term the percent of qualified ALP meeting valid English language competency as the “total weighted percentage meeting criteria”. It is at 6.84%.

Table V - 8

INDEPENDENT SAMOAN LABOR LABOR FORCE SURVEY AVAILABLE LABOR FORCE															
Afoega-Village	Population		Survey Distribution and Collection					Consider New Employment		Meeting Potential Labor Pool Criteria Analysis				Meeting Target Criteria (Weighted)	
	Population (2006 Preliminary Count)	Adult Population (Est. 2001) ⁴	Surveys Distributed	Surveys Returned & Completed	Response Rate	Adult Population (18 years or older) Surveyed	Percentage of Adult Population Sampled	Willing to Consider New Employment	Percentage Willing to Consider New Employment	Meeting Target Criteria	Percentage Meeting Criteria	Meeting Target Criteria (Weighted)	Percentage Meeting Criteria (Weighted)	Meeting Target Criteria (Weighted) Generalized to Entire Village	Meeting Target Criteria (Weighted) Generalized to Entire Territory
Lap, Samoa (Upolu)	163	83	70	67	95.71%	67	80.72%	61	91.04%	8	11.94%	4	5.97%		
Matautulefega, Samoa (Upolu)	858	438	70	70	100.00%	59	13.47%	49	83.05%	3	5.08%	1.5	2.54%	11	
Saleapaga, Samoa (Upolu)	456	232	110	107	97.27%	106	45.69%	87	82.08%	15	14.15%	7.5	7.08%	16	
Tuituli, Samoa (Upolu)	923	471	59	59	100.00%	59	12.53%	52	88.14%	6	10.17%	3	5.08%	24	
Vaitele (Fou & Uta), Samoa (Upolu)	6,294	3,210	117	106	90.60%	102	3.18%	97	95.10%	23	22.55%	11.5	11.27%	362	
Vaitoomuli, Samoa (Savaii)	658	336	154	139	90.26%	126	37.50%	112	88.89%	16	12.70%	8	6.55%	21	
Totals	9,352	4,770	580	548		519		458		71		36		435	6251
Total Percentages					94.48%		10.88%		88.25%		13.68%		6.84%		

¹ Target criteria included: 18 years or older, willing to consider new/different employment, total English skills of 6 or better, Form 6 or above, MS Word knowledge, trigonometry experience, and spelling proficiency.

² Twenty-nine surveys [i.e., eleven in Matautulefega, one in Saleapaga, four in Vaitele (Fou & Uta) and thirteen in Vaitoomuli] were completed by individuals under the age of 18 years old and have been excluded from this portion of the analysis.

³ Weighted numbers and percentages obtained by multiplying the actual numbers and percentages by 0.50 (i.e., language skill factor obtained through interview/qualitative portion of the data collection.)

⁴ Data for the population and adult population of the target villages was obtained from the Ministry of Finance Statistical Department (2006), Samoa. See Table IV - 3 for methodology used to obtain adult population.

Projecting from the 2006 census reported by the Samoan Ministry of Finance Statistics Department and the analysis as reported in Table V - 7, the village surveys undertaken in six randomly selected villages in independent Samoa yield an estimated number of 6,251 adult Samoans who are members of the 2006 qualified and appropriately skilled ALP who will voluntarily come forward to apply for a job.

Not all of these 6,251 individuals will appeal to any potential employer, nor will all be willing to take any given new job opportunity.

VC3. Required Pay and Other Benefits of Target ALP, Independent Samoa Village Survey

In addition to the number of well qualified and motivated members of ALP, a potential employer is interested in the salary requirements of these possible employees. Table V -8 yields the self-reported salary requirements for the raw ALP and the ALP which has met the targeted skill levels.

Table V -9

INDEPENDENT SAMOA LABOR POOL STUDY AVAILABLE LABOR FORCE (CONSIDER NEW EMPLOYMENT & TARGET BREAKDOWN BY SUFFICIENT SALARY RATE					
SUFFICIENT SALARY RATE FOR ADULT PARTICIPANTS WILLING TO CONSIDER NEW EMPLOYMENT					
	Sufficient Salary Rate				
	3.50/hr	4.50/hr	5.50/hr	6.50+/hr	Total
Willing to Consider New and/or Different Employment Given Right Opportunity	85	85	82	183	435

(459 total responses. 24 responses of Likely No or Definitely No.)

SUFFICIENT SALARY RATE FOR ADULT PARTICIPANTS MEETING TARGET CRITERIA					
	Sufficient Salary Rate				
	3.50/hr	4.50/hr	5.50/hr	6.50+/hr	Total
Meeting All Target Criteria ¹	8	14	12	36	70 ²

¹ Target criteria included: 18 years or older, willing to consider new/different employment, total English, skills of 6 or better, Form 6 or above, MS Word knowledge, trigonometry experience, and spelling proficiency.

² Actual total meeting all target criteria is 71. One individual did not answer sufficient salary rate item.

We see from Table V -8 that 48 of the 70 or 69% of respondents who met all the skill target criteria self-report a sufficient salary rate to be 5.50/hr or higher.³ This data implies that

³ It is our best judgment that this is 5.50 tala, not \$5.50 for the respondents of independent Samoa.

prospective employers must be prepared to pay a labor rate of at least 5.50/hr to obtain the high quality employee they may desire from independent Samoa.

Noting that salary was not the most important benefit identified by respondents to our survey, potential employers will be wise to budget for programs of health benefits and educational opportunity as well as salary.

VD. Results of Telephone in Hawaii of Samoan Residents

As described in section IVB2, a random telephone survey was conducted across households of Samoans in the State of Hawaii in order to obtain estimates of the State's Samoan resident ALP. Size of the survey, area population, and exact boundaries of the survey are given in Table IV – 1 of section IVB2. The procedure used during the telephone surveys may be found in Appendix C – *Procedures Used in Telephone Survey in Hawaii*.

In order to encourage participation from those called, the telephone survey used a subset of the questions from the written village survey, and thereby allowing the callers to promise the telephone survey will take less than five minutes. In all 29 respondents, of 310 called, agreed to answer the survey questions via telephone.

VD1. ALP Estimates in Hawaii from Samoan Residents Telephone Survey

We used respondent's verbal answers during the telephone survey questions to estimate sufficient English language skill. We asked questions to obtain self-reported ability with MS Word, spelling competency, and self-reported analytic training. We term these five desirable qualities "target criteria". Table V – 9 yields the impact they have accumulatively upon our estimate of the qualified ALP of Samoan residents in the State of Hawaii:

Table V - 10

STATE OF HAWAII PHONE SURVEY AVAILABLE LABOR FORCE												
	Samoan Population		Survey Distribution and Collection					Consider New Employment		Participants Meeting Potential Labor		Meeting Target
	Population (2006 Census)	Adult Population (Est. 2006)	Calls Made	Survey Completed	Response Rate	Participants (18 years or older) Surveyed	Percentage of Adult Population Sampled	Participants Willing to Consider New Employment	Percentage of Participants Willing to Consider New Employment	Participants Meeting Target Criteria	Percentage of Participants Meeting Criteria	Meeting Target Criteria Generalized to Entire State
State of Hawaii	9,233	6,463	310	29	9%	29	0.45%	23	79%	8	28%	
Totals	9,233	6,463	310	29		29		23		8		1783
Total Percentages					9%		0.45%		79%		28%	

Random sample included all islands. However, participants from Oahu, Big Island, and Maui
 U.S. Census Bureau (2006 Census)
 Target criteria included: 18 years or older, willing to consider new/different employment, English sufficient for call center, high school diploma or above, MS Word knowledge, trigonometry experience, and spelling proficiency.
 Population Data Source: U.S. Census 2006

After considering all the target criteria, we estimated that 28% of the respondents will have sufficient talent to be considered members of the qualified ALP. The English ability estimate in the telephone survey is a measure of our telephone operators' subjective assessment of the English language competency of the respondents, and so is similar in results as our "weighted: methodology explained in IV.

As a consequence of this analysis, and as reported in Table V – 9, the random telephone survey of adult Samoan residents in Hawaii yielded an estimated number of 1,783 based upon the U.S. census (2006).

VE. Reflections upon the ALP for Knowledge Industries in American Samoa

The primary analysis of the data from the village and telephone surveys is that there is an ALP available for knowledge industry employment of approximately 6,500 qualified and appropriately skilled adults now residing in American Samoa. These respondents indicated they expect a wage of \$6.50 per hour and benefits including educational opportunities, and flexibility to meet family obligations, as well as standard health packages.

However, a more refined analysis of the data of these qualified respondents indicate that more than 50% of this highly skilled ALP is currently employed by the government in American Samoa. Therefore, a conservative analyst will question whether or not these skilled individuals will, in actuality, leave secure government employ for better paying, but far more stressful employment in a new knowledge industry venture. And what will be the impact upon government services if a large group of its best and brightest employees suddenly depart government service?

Because of the high percentage of current government employees included in our qualified and appropriately skilled ALP, it is reasonable to question the true job mobility of that segment of the ALP now in government employ, and to adjust our labor pool estimates in concordance with this information.

An analysis of qualified ALP vs. required wage may help in this determination. While our data indicates a qualified ALP of 6,476 at a wage of \$ 6.50 per hour in American Samoa. This same data show the qualified ALP drops to 1,766 at a wage of \$ 5.50 per hour. Thus, as the wage level approaches the average wage of qualified government workers, the size of the qualified ALP drastically drops.

Therefore, from a practical perspective, a new venture must realize that a large part of the highly skilled labor force available for hire already are employed, and, most importantly, approximately 50% of those are currently employed by the American Samoan government.

Thus, the importance of the supplemental qualified and knowledge industry skilled ALP found in independent Samoa and in Hawaii needs to be significantly considered early in the planning of

any knowledge industry new venture in American Samoa, both for its own benefit as well as the benefits to the government and society in general.

VI. Focus Group Protocol and Guideline

VIA1. Scope

One goal of the focus groups is to generate information to contextualize the results of the village surveys, of the telephone surveys, and the discussions with the village matai.

The purpose is to collect information about the focus group participants' opinion on the quantity and quality of the available labor pool (ALP) by discussing the following topics:

- Age distribution of ALP
- Gender distribution of ALP
- Salary Requirements
- Benefits requirements
- Educational achievements of ALP
- American English spoke and written fluency of ALP
- Computer literacy of ALP
- Knowledge of U.S. geography, culture and lifestyle of ALP

VIA2. Topics

While focus group participants would not have actual data, with their respective knowledge of the public, private, community, and education sectors, they provide very valuable insight on the following aspects:

- Individuals who are in the labor force; by age gender, level of education.
- Individuals who are unemployed or underemployed; by age, gender, level of education.
- Current wage levels by type of jobs.
- Current benefits package by type of jobs.
- Willingness and ability of the public, private, and community sector to provide benefits that may match the needs of the ALP.
- Willingness and ability of educational institutions, such as colleges and high schools to provide education and training suitable for jobs in the new information economy.
- Willingness and ability of the public sector to enact immigration, labor, housing, transportation, infrastructure, community facilities, and social services that can facilitate the location and long term retention of industries that provide jobs in the new information economy.
- Possible range and intensity of the impacts on other employment sectors if new jobs are created in the information industry.

VIA3. Participants of the Focus Groups

Participants of the focus groups would include:

- Key government representatives dealing with commerce, labor, industrial relation, immigration, homeland security, education (high school, American Samoa Community College/University), social services, Samoan Affairs, public works, labor, infrastructure, and facilities.
- Key representatives of the chamber of commerce, large and small businesses,
- Union representatives.
- Church representatives.
- Community Based Organizations.
- Media representatives.

A list of participants in the Focus Groups is not provided for confidentiality. Media representatives were contacted separately during TV or newspaper interviews to explain the ALP study to the general public. Church representatives were reached when visiting the villages to conduct the ALP survey.

VIA4. Venue and Organization of the Focus Groups

The venues for the focus groups were conference rooms available in government buildings in both American Samoa and Samoa. The focus group meetings presented an opportunity for interaction across stakeholders to capture important labor issues.

Conducting separate meetings among representatives of the public, university, private, and community sectors provided an opportunity for in depth discussions within their realm of competence. Additional informal networking occurred at the official luncheons with government, university, private and community representatives in both American Samoa and Samoa.

VIA5. Focus Group Agenda

The discussions with the focus groups lasted one hour and a half. Five minutes were allocated for the introduction of the project team and explaining the project and the handouts. Fifty-five minutes were reserved for discussing seven questions to establish the level of knowledge, concerns, and awareness of these representatives of the key public, private and community stakeholders with regard to the opportunities and challenges of establishing a call center in American Samoa, as well as to gain insights on possible policy and programmatic suggestions to facilitate the attraction and retention of the call center in American Samoa.

There was a ten minute break followed by a 20 minute session for answering an individual survey form.

A package for each participant contained three items:

1. A handout entitled “Focus Group with Stakeholders Representatives: Scope and Agenda” with the list of questions (see below).
2. A compilation of information and data in a handout entitled “Country Profile” See Appendix M – *Country Profile*
3. A one page questionnaire listing the same questions for individual response entitled “American Samoa Labor Pool Study Focus Group with Stakeholders Representatives” See Appendix N - *American Samoa Labor Pool Study Focus Group with Stakeholders Representatives*.

VIA5a. Questions

The first two questions asked about the size and the characteristics of the available labor force. These questions were posed after posting on the board some baseline data from available government statistics contained in the “Country Profile”. This provided a common base of information from which participants could share their own understanding of the quantity and quality of labor force and the possible labor pool for the call center.

Question three, four, and five unfold possible initiatives that the government, the education sector, and the private sector could take, that would affect the range of the labor pool quantity, quality, retention, stability, and sustainability.

Questions six and seven addressed the possible impacts that a call center could have on the Samoan culture and on other employers.

These seven questions were addressed in informal round table discussions. These same questions were posed again in the one page questionnaire that participants were invited to fill out at the end of the session. The purpose of this questionnaire was to add personal viewpoints and comments.

SAMOA LABOR POOL SURVEY PROJECT, 2007**Focus Group with Stakeholder Representatives**

(1 hour and ½)

Scope & Agenda

To gain information about the quantity and quality of the available labor pool (ALP) in American Samoa and Samoa from the public, private, community, and education representatives.

Introduction (5 minutes)

- Welcome
- Samoa Labor Pool Survey Project Description and handouts

Discussion Questions (55 minutes)

1. What is the size of the ALP (the workers that can be immediately employed) in American Samoa and Samoa?
2. What are the characteristics of the ALP in American Samoa and Samoa?
 - a. Gender Distribution
 - b. Salary and benefits requirements
 - c. Educational Achievements
 - d. American English spoken and written fluency
 - e. Computer literacy
 - f. Knowledge of U.S. geography, culture, and lifestyle
3. What government can do in the areas of immigration, labor, housing, transportation, infrastructure, community facilities and social services to facilitate the location and long term retention of industries that provide jobs in the new information economy?
4. What educational institutions (schools, community college, and university) can do to provide education and training suitable for jobs in the new economy?
5. What working opportunities, wage conditions, and benefits packages the private sector can provide for the workers in the new economy?
6. What are the impacts to consider on fa`a Samoa if new industries, such as a call center is created in American Samoa?
7. What are the possible range and intensity of impacts on other employmen sectors if a call center is created in American Samoa?

*Break (10 minutes)**Written Questionnaire (20 minutes)*

Participants kindly provide individual written answers to the 7 questions we just discussed and that are listed in the legal size form contained in your packet.

Mahalo, Fa`afetai

VIB. Synthesis of Focus Groups Discussions and of Individual Response Form

The following sections summarize the answers to the seven questions posed to the focus group participants. These answers combine the salient comments, observations, concerns, and suggestions offered by public, private, and community representatives in American Samoa and Samoa. This synthesis of the focus group discussions does not necessarily represent the opinions of the ALP research team. It's purpose was to identify qualitative contextual and explanatory factors by key topics that can be used in triangulating the quantitative results from the village and telephone surveys. The minutes of the individual focus groups for both American Samoa and Samoa are available in Appendix O – *Individual Focus Group Discussion Minutes*.

VIB1. Size of the ALP in American Samoa and Samoa

The U.S. call center companies are interested in moving to American Samoa, while the companies in Canada and India want to keep their businesses within the Continental U.S.

The focus group discussions on the size of ALP for American Samoa converged on an estimate of the number of potential workers of 2,000 available currently. This number would increase to 6,000 if the salary offered by the call center is higher than what the government currently provides. At least 20,000 people out of a total population of 68,200 in 2007 may be available for employment. This last estimate indicates the need for employment in a whole range of occupation, not just the call center. In Samoa, out of 48,000 who might need a job and 10,000 literate people, 5,000 to 8,000 individuals would be available to work in a call center.

VIB2. Characteristics of the ALP in American Samoa

The estimate of the number of the labor force pool can be refined and reduced by taking into account many factors to arrive to an estimate of the ALP. For example, minors need parental consent to work, so the 16 years to the 17 years old cohort could be excluded in order to reach a conservative calculation. Sixty-five years old and over could also be excluded; however elderly can have a viable role as supervisors of the young labor force to keep discipline at the workplace, as it is suggested in the focus group discussions.

There are more women in the labor force than men working in American Samoa; there are more women than men enrolled in the American Samoa Community College (ASCC); for example female students were 61% in 2001. More women than men may work at the call centers, as it is reported that they are particularly good at office work and they speak English better than men. During the summer, more students and even teachers would be available to work full time at the call center.

While many people in the labor force age speak English, some may not possess enough skills to communicate effectively, thus preparing students to improve their foreign language skills would be a prudent thing to do. Those students with a High School Leaving Certificate should be

already fluent in written and spoken English. Samoans are also exposed to aspects of U.S. culture through the TV and other media, as well as because many have relatives in the Continental U.S. or Hawaii.

There should be a distinction between assessing levels of basic computer skills (use of Word, Excel and Access) and assessing the ability to use a computer prompt to talk to customers over the phone at a call center. This second task is much easier for a motivated person.

VIB3. What Government Can Do for the Call Center

Focus group participants emphasized that the government should focus on immigration laws, work permits, enforcing labor regulation, and should address the issue of illegal workers so that they are regularized, have a work permit, and pay taxes. Currently, there may be 2,000 illegal workers in American Samoa, an estimate that ranges widely. The Immigration Office can provide the number of aliens allowed to work.

Many people from Samoa need an entrance permit, but they can be sponsored by the government and the private sector to legally work in American Samoa. Public-private coordination and more compatible relationships with Samoa and other island nations should be implemented to meet employers' needs. The American Samoa Government is establishing an amnesty for overstayers in American Samoa and recommendations from this study can be added to the agenda of the meetings between the Prime Minister of Samoa and the Governor of American Samoa.

Some employers pay less than the minimum wage to undocumented workers. Another problem is the need for training and lack of enforcement of labor laws, including sexual harassment, for example.

The American Samoa Government should assist new businesses so that child-care is available to workers. Company sponsored child-care should be provided for those parents who work at night, as regular child-care centers operate only during the day. Innovative private child-care programs can be explored as well as the role of the extended family in looking after the children. Parents can be allowed to work at different shifts so that they can supervise their children.

The government will have to implement a 5-year program for infrastructure, service and community facilities, as well as for affordable housing. There are no adequate rental accommodations for immigrant workers and the government could phase housing provision with issuance of work permits. An increase in new workers population will intensify motorization so that continued road maintenance will have to be provided, and traffic regulation will have to be enforced. The already overtaxed community facilities will need to be also expanded.

For Samoans moving to Tutuila living accommodations can be provided in flats or apartments as well as in villages where family ties may exist. The American Samoa Government, the Office of Samoan Affairs and the private sector can provide programmatic frameworks so that there will be various housing and apartments options, as there are different implications in buying houses, renting apartments, or living with relatives in a village.

Options should be available so that a worker can choose what is appropriate to his/her individual or family needs. An estimate by the focus groups was that 50%-60% of the workers from Samoa might opt to stay with their extended families. A particular concern expressed repeatedly is that female workers from Samoa should be safe in both the work place and the living quarters when away from their home village. The American Samoa Government and the Samoan Government should then look at housing as part of the package of incentives offered.

With job opportunities such as working in a call center, workers will become more skilled and the government should continue to develop new programs that will fit the evolving needs of the people.

VIB4. What Educational Institutions Can Do for the Call Center

Educational institutions should provide training in customer services and other technical and vocational skills required by the call center and similar enterprises. The ASCC provides classes for government as well as private sector employees for professional development. These classes should be mandatory to ensure tangible improvement in knowledge and skills. The Department of Education has similar programs, but these programs need incentives by linking successful completion of the education and training courses to higher pay. These same programs should be open to disabled people as they represent an additional labor pool.

Schools and the community college should strengthen the standards in English, math, computer, and social studies. The private and the education sectors can collaborate to identify material useful for the new information economy. The call center can recruit workers among the educated segment of the labor force particularly those of the ASCC and the National University of Samoa (NUS).

In Samoa there are volunteer programs and women organizations in collaboration with the Ministry of Communication, Information and Technology that help villages and schools to acquire computers and educational materials. Industry associations advise on community programs, so public, private and community partnerships help the dissemination and the packaging of education and training to rural areas and outer islands. In addition, the United Nations Development Program (UNDP) has provided funding for the Samoa Qualification Authority (SQA) to develop post school education and training. This Authority accredits training programs that achieve specified learning standards.

The call center can specify the knowledge and skills required for the jobs, but young people also need education on work environment and work habits. There should be financial management courses offered to help people manage their wages and to learn how to spend their money wisely.

VIB5. What Private Sector Can Provide to the Call Center Workers

The new economy can offer competitive and better salary levels above the minimum wage and provide facilities at the work place, such as cafeteria and exercise room. A desirable benefit

packages offered by the company would include medical insurance, superannuation packages, 401K, resignation/retirement benefits, and annual leaves. Housing, child-care assistance, and transportation are attractive benefits that should be available for the employees of all the work shifts, particularly those of the night shifts.

The employment package has to be attractive and should be better than what is usually available in Samoa to lure qualified job applicants and to bind the workers and the company. Samoans would definitely leave their jobs for a more reliable company since some private firms do not pay their workers enough and do not provide benefits, even if they are deducting Social Security and FICA taxes. Some workers do not have sick leave or annual leave. There are different types of leaves granted to workers that the call center company needs to look at when drafting employment conditions.

If there would be better employment opportunities, many workers would switch jobs, but those trying to earn retirement benefits would not switch unless benefits would be portable to the new job.

The new company coming to American Samoa should provide flexible incentives for people to work. Workers may choose good pay versus good benefits depending on their age. If they were older, they would want good benefits depending on medical plans. If they were younger, they would want good pay. Good pay is more desirable as workers can invest the salary savings. If there were an opportunity for a great salary, many people would take it regardless of their gender.

Currently salaries at a telephone company in American Samoa Blue Sky are above the minimum wage, about seven dollars an hour without counting benefits. In the mainland, benefits and wages are about eighteen dollars per hour. It was suggested by some focus group participants that a desirable minimum wage should be U.S. \$8.00 per hour plus benefits, still much less than what is paid in the U.S., but anything above what government employment offers would be attractive. If the wages of the call centers were about five to six dollars an hour, it would not be much of an increase in salary. Currently teachers are paid around four dollars. Five dollars an hour is for an entry-level position. Managerial positions are paid higher. Many businesses want to come to American Samoa. There is a need to collect more data about the local situation for the companies that are interested in investing in American Samoa.

There was unanimous agreement among the directors of the American Samoan Government Departments that employees working opportunities, wage levels, working conditions, and benefits packages should be comparable to the U.S. level without making too much of an impact on fa'a-Samoa, the Samoan way of life. The government can ensure that there are adequate benefits for Samoans coming over to American Samoa. It is very important to Samoa that young people obtain jobs and housing benefits. There is no reason that they shouldn't be receiving benefits because they aren't from American Samoa. The employment contract must allow for financial security so that the workers can save part of their wages and have some visible benefits at the end of the contract.

Some participants stressed that foreign workers should receive same treatment as American citizens when working at the call center and should not be exploited as cheap labor. In particular, social services and insurance should be extended to those foreign workers who do not qualify as residents in American Samoa. The American Samoa government and the Department of Commerce and Human Relations could require the private sector to provide health insurance since having health insurance would be a major concern for those interested in the call center jobs.

There are other social factors to consider, for example pension affordability. The Chamber of Commerce and other NGOs can assist in resolving these benefits related issues. If workers are brought in, housing should be provided to them, as many Samoans from Samoa, Hawaii, and New Zealand would move back if there are jobs in Tutuila. The villages can be used as models for flexibility in housing options.

It is interesting to add that a call center relocated from abroad in a small U.S. city with low wages (\$8 to \$14 an hour) and with little competition for workers still run into hiring and retention problems. The 1-800 Flowers call center located in a small American town in Oklahoma dealt with a low labor pool and high employee turnover by:

- increasing training to boost people skills of managers,
- adjusting work schedules, such as eliminating seven-day workweeks,
- soliciting employees concerns through surveys,
- expanding its network with home-based call center agents, and
- providing chat room assistance to workers to deal with stress on the job (White, Erin 2007)

The participants of the focus groups have echoed some of the above suggestions therefore they may be considered by the call center in American Samoa.

VIB6. Impacts of the Call Center on Fa`a Samoa

Fa'a-Samoa addresses parent to child advice, respect to other people, settling of disagreements and guides the young matai to take care of his family. Fa'a-Samoa permeates all aspects of Samoan life, which means that any new industry needs to understand and respect fa'a-Samoa. Fa'a-Samoa is already impacted by modernization because of the influence and availability of TV, and other media.

There is unanimous agreement that American Samoa can handle having a call center located in Tutuila. The feeling is that the impacts on fa'a-Samoa will be minimal, gradual, and manageable. Many say that overall, there would not be a negative impact.

The call center may not be a major impact on fa`a-Samoa because the canneries exist now and the fa`a-Samoa has not been greatly affected by them. Actually, the call center would be a plus as wage earners can give more money to their extended families.

A social impact would be the English language prevailing over the Samoan language at the job place and an economic impact would be wage differences among workers. In Samoa, there will be a double-edged impact as geographic mobility i.e., migration to work in American Samoa brings a higher income but it also results in the social dissipation of the family.

Job duties may create an impact on family commitments and obligations. One possible negative social impact of the call center could be that many people might overextend themselves to make more money. There might be repercussions within the family due to the absence of these working family members. But having a job is a better option than not having one at all. With the establishment of a call center, one may expect that there will be an increase in monetary contribution to families and church functions due to an increase in the number of villagers with wages. The job created by the call center would improve family stability by keeping the young population employed: working is a better option than staying at home.

Dress code on the job is important. There is a need to decide what is appropriate to wear at work. There will be an effect on Samoa culture on the job place when both titled and untitled employees work together. Professional rank of the job is what matters and age and matai title may not always correspond to job rank. There are many matai in the workplaces in Tutuila, and although they receive respect, it would complicate the work culture and atmosphere if a matai at the top is not qualified. Also matai may not defer to those who do not have titles. The appointment of local supervisors will need to be well planned. It can work. It works in Samoa.

There is a real need to bring new businesses into American Samoa. Perhaps an extended family could guarantee that their qualified family members, who may take turns, always fill three shifts at the call center. This is possible because it would be part of fa'a-Samoa, where the entire family as a unit collaborates to work at these jobs. But sending a replacement for a worker from a family may decrease the quality of service, unless both family members are really trained in the job in question.

As any new industry, the call center in American Samoa should include a “fa'alavelave” (social obligations as in key lifecycle events in a family and/or village) short-term leave policy to allow workers to be absent to meet family and village obligations. Work attendance turns poor when employees are not left with options compatible with fa'a-Samoa. The employees from Samoa in American Samoa need to be given at least three days off for a fa'alavelave because of the travel distance between the islands. Fa'a-Samoa is the reality in American Samoa and any new venture that is introduced and not compatible with this way of life soon dies because fa'a-Samoa is here and it is here to stay.

The new job opportunities of the call center will introduce gradual social changes, as the more money one makes, the more individualized one becomes, impacting fa'a-Samoa because fa'a-Samoa is not about the individual, but the welfare of the group. A call center operating 24 hours will affect the village curfew procedures.

Fa'a-Samoa provides a way to resolve conflicts: villages rely on the young educated matai for these and other matters, but the jobs at the call center might attract them so that these villages might not have the matai around to help them.

American culture would increase but some feels that American culture will not influence the Samoan culture as many leave this influence when they come back home. Others, instead, believe that the American culture will affect the people, as these workers will bring with them the knowledge of new technologies like televisions, videos, and computers.

Some focus group participants said that there would not be much of an impact from the call center on fa'a-Samoa because the call center job does not involve a family oriented relationship. The impact would also be minimal since the culture between the workers from American Samoa and Samoa is the same. Their respective countries can both benefit financially from the call center. Other impacts would include increase population density due to immigration to American Samoa and job opportunities that are closer to Upolu and Savai'i for the better-trained and educated workforce than Hawaii or New Zealand.

It was suggested in the end that a good approach is not to let this matter fester, but address it constructively by trusting, loving, asking questions, being cautious, as the new generation is more proactive to move into the new economy.

VIB7. Impacts of the Call Center in Other Employment Sectors

There will always be positive and negative impacts based on the new job opportunities. There are several views regarding possible impacts of a call center on other employers:

- a. There will be a turnover of workers to the call center.
- b. There will be an increased competition among businesses for qualified employees.
- c. Many government employees will not leave their jobs for the call center, as their work may be easier than in the private sector,.
- d. Many people who work for the government really want a challenge and would consider a new job at the call center.
- e. There will be a definite movement of workers between sectors, depending on the wage/benefit package.

If the call center wages are significantly higher than what the other industries are now paying there will be a rush to be employed by the call center. Many employees will not stay in their present job – staff turnover will be high. There will be a turnover from the private and possibly the governments sectors when people see that there are better wages and benefits available to them. The increase in specialized job opportunities will have a strong and positive impact for local workers and will promote and improve the quality of training because of the competition among employers.

As with anything new that comes to American Samoa, or anywhere else, changes and problems will arise. The directors of the Government Departments anticipated the following immediate impacts on other employers if the call center were established in American Samoa:

- a. There will be a rush to obtain employment with this new industry and it will take a while before that newness wears off.

- b. If the pay at the call center will be greatly different from the present pay rate in American Samoa, some government workers will leave their current jobs to seek the better wage.
- c. The private sector will definitely be impacted but those who will be hired by the call center will only be the ones who learn to use the new technology.

Other focus group participants from Samoa identified the following impacts:

- a. There will be less need for counter service workers who will become redundant when the call center is operational.
- b. There will be an attractive employment package for Samoan returning graduates, thus reversing the brain drain.
- c. The call center is an attractive employment possibility for college students because they will be able to have their own money to help with school expenses.
- d. There will be less need for generating other jobs when employment at the call center is available.
- e. If the conditions are attractive at the call center, some employers will remain without workers.
- f. There will be a wider choice of employment for Samoan workers.
- g. The available labor pool in Samoa would decrease and the demand for labor would increase. That increase would cause wages to rise. Private sector and middle class opportunities would also increase.
- h. There would not be a brain drain as there will be jobs and incentives to stay in the country.
- i. If the call center is located only in American Samoa the available labor pool in Samoa will decrease.
- j. There would be an increase in opportunities for people. There will also be an increase in remittances and an increase in revenue.
- k. There would be a decrease in the available workers in the private sector.
- l. The level of employees' skills would increase. For example, many of the workers who went to work in the canneries retired after five years, however, the skills acquired working at the cannery were transferable in other occupations in Samoa.
- m. There will be increases in supply and demand of goods and services as well as increases in costs, increase in wages, and an expansion of the middle class.
- n. There will be an increase in the overall employment level, in relationships and remittances to Samoa and more opportunities for village development.
- o. The impact on other sectors will not be great, but having a call center in Apia will have great economic benefits for Samoa and major negative social impacts are not foreseen.
- p. There will be a reduced labor force pool for other sectors since some workers will be hired by the call center.
- q. There will be an increase of knowledge about the U.S.

Since all the Samoan Islands are about 12 hours behind the European Union (E.U.), it will be possible for the call center to take advantage at least of E.U. English speaking businesses as well as U.S. businesses, but may require more staffing in the night shift.

VIB8. Conclusion of Focus Group Synthesis

According to the focus group discussions, there is no doubt that an available labor pool for the call center currently exists in American Samoa and Samoa. If the call center were to be located in Samoa, there would be less urbanization impacts in Tutuila. In the meetings, participants echoed the advantage of having a call center in Apia, Samoa as well, considering the concerns mentioned about urbanization, accommodation, immigration, and the sociological imbalance to the family unit caused by these population movements. Certainly, the first option is to first establish a call center in American Samoa and later expand to a sister-center in Samoa. Ultimately the call center will go where there is an ALP.

Because generating employment opportunity is such a priority for both governments, the impact on other sectors will be acceptable. A general conclusion was that, it is important that any new industry prepares a package that will not only meet its needs, but the needs of the workers. The two governments in American Samoa and Samoa need to be able to trust the jobs and benefits package that are offered by the call center company so that they can plan accordingly for supporting policies and programs.

VIC. Matai and Village Leaders Meetings

VIC1. Purpose

This task includes informal discussions with Matai (chiefs) and village leaders in the five randomly sampled villages in American Samoa and the six randomly sampled villages in Samoa (See Appendix X for the list of the villages). These villages are located in both rural and urban areas on Tutuila, American Samoa, and Upolu, Samoa. One of the villages is located on the island of Ta'u (Manu'a, American Samoa) and another one on the island of Savai'i, Samoa.

The leaders who participated in the discussions included any of the following individuals:

- a. The village mayor or pulenu'u who is the representative of the American Samoan Government in the village and serves as the liaison between the Office of Samoan Affairs and the Fono (Village Council).
- b. The paramount chief (village chief).
- c. The matai or head of the aiga (extended family).
- d. The pastor of the village congregation.

These brief discussions usually took place concurrently with the administration of the Labor Pool Survey in the church hall or the village meetinghouse. The participants included the leaders who hosted the Labor Pool Survey team and who encouraged the villagers to participate in the survey or were observing the survey activities. These meetings were informal, and were either conducted one on one, or in small group discussions. Dr. Luciano Minerbi and Dr Sa'iliemanu Lilomaiava Doktor facilitated the discussions.

The purpose of the discussions was:

- a. To make sure that the message from advertising the Labor Pool Survey via TV, radio, press, and government messages was aligned with what was actually perceived by the matai and the village leaders and clarify if there were any misconceptions.
- b. To answer questions about the Labor Pool Study, the call center, the fiber optic project, etc.
- c. To receive the opinions of the village leaders about the size of the adult population in their own villages, as well as their estimate of the knowledge of the adult population of the English language, mathematics, and computer skills.
- d. To obtain views of the need, desirability, and willingness of the village adults to work in jobs provided by a call center.
- e. To determine the perceived impact on their village if some of the villagers were employed in a call center in American Samoa.
- f. To identify the requirements for successful staffing of the call center by addressing training, labor conditions, wages, benefit packages, transportation, housing, and work permit (for Samoan citizens relocating to American Samoa).
- g. To identify what the possible effects on fa`a Samoa, the Samoan culture and lifestyle, might be, should there be a call center.
- h. To obtain input from the villages to be compared later with the findings of the village survey and of the focus groups and in this way triangulate the results and discover convergences and discrepancies in the findings.
- i. To identify key topics which need to be addressed in a subsequent environmental assessment (EA) or environmental impact assessment (EIS) study for a call center project.
- j. To understand the hopes and concerns of the village leaders regarding the possible locations of a call center.
- k. To identify the key factors and programmatic interventions that can augment or decrease the numbers of the labor pool workers for the call center. In this way a “what if” scenario can be developed and the labor pool numbers emerging from the village survey, the focus groups, and the available statistics can be estimated to rise or decline, depending on different circumstances.

VIC2. Methodology

Social science research indicates that the use of “key informants” is appropriate for neighborhood or communities that are “integral” because of their positive “identity”, “interactions” and “linkages” so that the input by the informants well corresponds to the situation on the ground. For “integral” communities, the use of key informants, survey sampling, and ethnographic research are all efficient and powerful tools in assessing the social structure (Warren and Warren 1977). Questioning and listening is an appropriate field technique (White 1977).

Because of the strength of the social organization in the Samoan villages, the key informant method is very appropriate. The matai, pastors, and pulenu`u fit well the profile of key village

informants. Such an encounter by the research team and the village informants was culturally appropriate because it gave an opportunity to discuss in the Samoan language the ALP project before and after the village survey.

The following sections summarize the discussions by key findings: demographics; qualifications, skills, and interests; working conditions, desires, and concerns.

VIC3. Results

In general, the matai of both American Samoa and Samoa consistently expressed similar concerns and suggestions in regard to establishing a call center. This can be explained by the fact that matai may have ties and extended family members in both countries and they tend to be aware of pros and cons of both places.

For confidentiality reasons this report does not attribute names to specific statements so that the individual contributions of the matai are kept anonymous. The information provided by the matai is important to better understand the different interests and concerns which have emerged in the two countries. If only one matai expressed an interesting concern, hope, or suggestion, which was not echoed by others, it is still identified in this report.

VIC3a. Demographics

Village leaders estimate the adult population, 18 years old and above to be between 40% and 75%, depending on the peculiarity of the village. This range is consistent with the statewide statistics of the adult population estimated by our research team. Our calculations show that the adult population, 18 years and older is 56% in American Samoa (year 2000) and 51% in Samoa (year 2001).

Thus, the village leaders have a good feel for the general demographic make up of their villages. The following data are only an estimate by the individual matai for their villages. This information does not represent an aggregate response for the whole country, but is useful to understand the local context from the opinions expressed by key informants in different villages.

Some matai said that in some villages fifty percent of the adult population needs a job and 90% of the recent graduates from college and high school are unemployed. The graduates from the high schools, the American Samoa Community College and National University of Samoa are among those individuals who can be part of the labor pool for the call center as they are the most educated.

VIC3b. Qualifications, Skills, Interests

English Language

English is the medium of instructions in high school, college, and university in both American Samoa and Samoa. English is taught as a subject in elementary and intermediate schools. Therefore between 50% and 90% of the population that has some level of education may have a good command of the English language. Those who hold office jobs would also know English well.

The variation in percentage is explained by some matai as follows: overall 30% to 40% of the adult population speaks English; but those in the 20-40 age group, who attended high school and speak English are estimated to be 80% of the adult population.

A general view is that the younger individuals speak English better than the older one because they have more exposure to the English language in school and in their daily lives; however a matai in American Samoa mentioned that the older people who studied under the U.S. Navy Administration also acquired good knowledge in the English language. A number of Samoans, particularly those from American Samoa have been overseas and have experience the U.S. lifestyle and culture.

Computer

Internet access and computer training is available and computers are taught in school from the primary to the tertiary level. Matai said that many students are computer literate, and that one quarter of the people who need a job and speak English might know how to use a computer.

Interest and Motivation

The issue of the interest in working at the call center was discussed. The lowest estimate was that 10% of the adults between the age of 18 and 35 years old would look for an office job, but also a small percentage of those 50 years and above would look for an office job. More than one matai, from both countries, suggested that older people (up to 75 years of age) should be considered for jobs at the call center, as they would be experienced. They may be retired, but are still willing to work, and many of them would be fluent in English.

Many people need jobs (3/4 of the adult population, if not everyone -some matai from Samoa particularly those living close to Apia. Most of these people would be interested in a suitable office job. About half of them may be interested specifically in a position at the call center. One explanation for the anticipated desire to work at the call center is that those living in the peri-urban villages around Apia on fee simple areas do not have land to grow their own food-crops like those in rural areas, thus they depend on a salary to buy grocery. Another explanation is that some of the current jobs in Samoa do not provide social security, have no sick leave, and no holidays.

There is a Telecom call center type of operation in Apia, Samoa, thus some employees are already familiar with such type of work.

Many adults who speak English need employment and would gladly switch jobs if a better opportunity presented itself. They also hope for a permanent job. They are willing to learn. Some matai from Samoa asserted that young people are not interested anymore in copra and cocoa work because of the low return so they are looking for alternative jobs.

Decentralization of the Call Center

Some informants from both countries desire that the fiber optic cable be extended through the Manu`a island in American Samoa, and through the islands of Upolu and Savai`i, Samoa. Jobs are needed in the Ta`u Island in Manu`a, so that the young can stay there since the rent in Tutuila is expensive (\$500 and up). In addition, the separation of family members may be stressful. Perhaps the call center can be designed as a network with small manageable satellite locations in American Samoa and Samoa.

Coordination for Training

The number of available workers also depends on the Education Department in American Samoa or the Ministry of Education in Samoa. These agencies, in coordination with the American Samoa Community College, the National University of Samoa, and the high schools can assist the call center company by offering pre-job training certification. This certification would set minimum standards in English, mathematic, computer use, and customer service.

Coordination between the public and private sectors can facilitate linking education with job training for the new information economy because much of the basic resources for computer training are already in place, and can be expanded. For example, more computers with interactive training programs can be provided for all schools including those in the remote rural areas of Samoa.

Some matai from both countries suggest that traditionally Samoans are very good at hands-on knowledge and skills acquisition on the job training. Learning by doing is a very efficient way to prepare future call operators.

In summary, tertiary education, family upbringing, and access to U.S. TV are all factors that place the Samoan labor force in a good position to learn jobs in the new information economy particularly when training is provided. Many American Samoans are bilingual in Samoan and American English. Many people in Samoa are bilingual in Samoan and British English. This British/New Zealand accent sounds quite agreeable to the American public.

VIC3c. Working Conditions and Concerns

Immigration, Incentives, and Salary

Matai from both countries stated that the American Samoa Government should facilitate proactive immigration policies that would give employment amnesty to Samoan citizens who are already in American Samoa but are undocumented workers. They need submit the proper documents in order to work legally. The call center company can help this process by sponsoring workers so that the legal registration of aliens would allow Samoan citizens to obtain a temporary work permit.

Work permit for Samoans to work in American Samoa must be ensured because there is great concern by matai from Samoa that clear regulations must be enacted for obtaining company sponsorship and work visa. At present, Samoan citizens are granted only a 14-day visa to stay in American Samoa. Lawmakers can look at labor schemes of other countries like New Zealand that provides for 3 months, 6 months to a year's work permit.

Some matai from Samoa suggests that allowance to pay for visa and travel to American Samoa would be helpful; paying the \$220 Tala needed to buy a new Samoan passport would be welcome too. A matai from Samoa was wondering whether Samoan citizens could subsequently obtain permanent residency if they are eligible to work on a long-term basis and have benefits in American Samoa.

A move from Samoa to American Samoa depends on the salary incentive and benefit package that is offered. Employees in Samoa would seek good paying jobs in American Samoa that would offer wages three times more than what they currently make in Samoa.

Social security benefits, medical insurance, accident coverage, pension schemes, and benefits portability among jobs were other issues mentioned. A matai from Samoa asked what a worker would take home in benefits at the end of the work contract.

Matai from both countries concur that child-care should be provided for some single parents and those couples who might need it. It was suggested that perhaps child care may not be a problem during the night because the extended family would take care of the children in the village, but it is during the day where this is important as the adults might be out of the home working.

Fa`a Samoa would not be an impediment for the Samoan workers who are employed by the call center. However non-Samoan employees needs to learn and respect fa`a Samoa, which will ensure a harmonious work place environment.

Intergovernmental and Intersectoral Collaboration

Annual meeting between the American Samoa Government and the Government of Samoa can ensure top-level government monitoring and coordinating in facilitating the planning of a call center by addressing not only infrastructure matters, but also the labor force aspect.

A community based organization with membership from the employer and the community can help in addressing issues as they come up. Professional associations can help in monitoring and training so as to provide the needed labor pool for a call center.

Relocation, Mobility, Circulation, and Commuting

People would be willing to move to American Samoa if jobs were available. Many people from villages in Samoa are already in American Samoa but may not have a work permit.

Samoans commute back and forth between the two Samoa, particularly during the holidays. This means that working at a call center in American Samoa would not be an unfamiliar matter for Samoan citizens.

Some matai in both countries feel that the major problem is job availability, while housing and transportation needs are ancillary concerns. They are perceptive in anticipating social and economic issues and proposing impact-mitigating measures. If their concerns for the employees are anticipated and addressed, a successful operation of a call center can be assured.

Housing

Matai from both countries expressed their concern about housing availability for the citizens from Samoa if they relocate to work for the call center in American Samoa. These workers should have a choice of accommodation: they need assistance to find a place to stay, or to rent a flat or apartment. Some need housing hopefully this is provided by the company; others may be able to stay in the village of their relatives.

Matai from both countries are aware of the subtleties of family relations and obligations. For example, staying with relatives in a village in American Samoa would easily solve the question of where to live, but in some cases it may be onerous when excessive rent and obligations are paid to the host village resulting in less remittances flowing to the home village in Samoa.

Some matai from Samoa were specific in their suggestions. Perhaps some workers can stay in company housing during the workweek and go to relatives only for the weekend. This would be a way to minimize inconveniences or tensions with the host relatives.

The company could deduct the cost of rent from the salary of the call center workers for housing. This approach may address the matter of the relationship with relatives. If rent is deducted and paid by the company, the relatives would not claim so much from a reduced take home pay of the call center worker. However, those employees without extended family connections in Tutuila will need company provided subsidized housing or access to private apartments or dormitories. Separate sleeping quarters and bathrooms are appropriate for male and female, while they can have common services such as cafeteria in the company dormitories. Senior housing supervisors should oversee discipline in the flats or dormitories. Available senior supervision and counseling is also a way to discourage prostitution.

A matai from Samoa advised that workers should not be accommodated in large dormitories that house hundreds from different villages. There are possible preexisting rivalries among different villages that can flare into conflicts and even fights when living in close proximity or in the same quarters. The matai suggested that it is better if workers are scattered through available flats or apartments or when new flats are constructed. Thus, incentives should be provided so that the private sector makes available or build more rental units in Tafuna to accommodate the influx of the needed labor force.

In summary, several housing options should be provided for the workers, the choice to live in flats or the dorms, or stay with relatives in the village.

Workplace and Work Environment

In general, matai both men and women, who at the same time are parents, felt that there would be no problem for the call center to find workers to fill the 3 shifts during the 24 hours because of the dire need for employment.

The same adults expressed concern about married and unmarried workers being together in close quarters at work; there is a need of clear rules of behavior at the workplace. Rules should be enforced. Samoan dress code should be implemented. They suggested that senior supervisors can advise younger workers about common courtesy and appropriate social behavior, as well as reporting sexual harassment incidents from male counterparts, supervisors or those higher up. In Samoan culture, the elderly are respected and obeyed, and it is believed these senior employees are useful to monitor others at the work place. Labor strikes can be avoided when management and workers collaborate well.

Samoan workers would be a steady presence at the work place but at the same time, flexible hour schedules and shifts should accommodate the need to meet family and village obligations or fa`alavelave such as weddings, funerals, and village projects. It was suggested that a three-day leave permit must be arranged and coordinated with labor turns, shifts, or rotation.

There is no objection by the matai for women to work in a call center. Most stated that women are very good at this type of office and customer related service work and more competent in the language than men. Women would be reliable and steady workers.

Matai whom are often parents in this context from Samoa would let their family members both male and female go to American Samoa if they are offered a job. But the foremost thing they want to be assured of is secured and safe work environment, the availability of suitable housing accommodation, transportation, and child-care. In everyday life, youth in Samoan culture respect seniority, thus supervision in the workplace and in housing or dormitory settings will help keep harmony and minimize social problems that may occur.

Transportation

Given the three work shifts 24/7 at the call center, transportation is a concern according to some matai because while during the day public transportation with the minibuses (often referred to as

´aiga buses) is readily available, during the night shifts, there is no public transit for the workers; thus transportation must be provided by the company, particularly for female workers. And with population growth inter-island and interstate ferry transportation can also be expanded and improved.

Reverse Brain Drain

A call center in American Samoa and in Samoa will obviously be a key factor in reversing brain drain of educated and trained people who are leaving the islands:

- a. Availability of jobs in Tutuila is an opportunity to reverse brain drain with American Samoans returning home from the continental U.S. and Hawaii and resettle in their villages, build a new house or use an available vacant one. Many extended families have relatives abroad and they can coordinate for some of them to return home if jobs were available.
- b. Several matai from Samoa advance the idea that the call or a call center satellite in Apia will help reverse brain drain there too. This location would be attractive because of the larger availability of educated labor force, lower cost for land and labor, and readily available and efficient government support for job creation.

VIC4. Conclusion of Matai and Village Leaders Results

The matai from both countries corroborate the notion that educated people who speak good English and are able to use the computer would be in the thousands in American Samoa, and this number would be much larger in Samoa. They were eager to see that suitable jobs be created for their village people who are in the labor force age and need employment.

The matai welcomed the call center idea as an employment generator and politely advocated for a twin call center in both countries. A call center in Tafuna could be sized to hire the American Samoa citizens and legal residents. A call center in Apia could hire labor force from Samoa. This would be a win-win situation because it would not generate a high migration of workers from Samoa to American Samoa with all the related- urbanization impacts (need for social services, community facilities, housing, and transportation) in Tutuila that would be costly. Instead, a call center network could tap more effectively the available labor force in both places.

Undoubtedly, in their hope for new employment creation, some matai may have presented a positive profile of the qualification and skills of the available labor pool. However, their detailed comments about the need for improved education and training in the schools for the new information economy, and the need for continuing education in employable skills demonstrates that they are realistic about the requirements for a competent labor force. The matai are also aware of the potential of the cooperation between the public, private, and community organizations to create educational and training programs to meet the needs of the call center and similar service industries.

The matai made suggestions on how to address immigration issues, incentives, employment benefits, and salary package. The matai from Samoa explained specific factors that would determine the number of Samoan workers who would be willing to move to American Samoa.

The matai are particularly insightful in explaining how work place environment, housing, transportation, and child-care can be planned to meet the needs of the workers, thus providing stability and continuity of a labor force for a call center.

The matai are also insightful in explaining how Samoan culture comes into play regarding work environment, remittances to families, fa`alavelave (life cycle obligations) and related work leave. Some matai noted that the distribution of remittances by workers from Samoa between family members in American Samoa and Samoa would have to be done equitably.

It is not easy to differentiate between the comments by matai from American Samoa and those from Samoa because their kin network connections span across the two countries. The cultural, social, political, and economic demands of these obligations as well as aspirations for the development of their people are common in both locations. Obviously, the matai welcome the opportunity of better jobs for their family members close to their home village to avoid migration and separation of kin. Thus, a twin call center would be the best solution if it is technically feasible.

It is apparent that the matai know what they are talking about, they are aware of the costs and benefits that come with such a venture. They are in touch with their people, their desires and aspirations. They are hopeful and pleased with the provision of job opportunities, but also are concerned that there is proper planning and implementation of these business ventures. Therefore, if they are properly consulted in the planning and implementation of a call center, the matai will be a positive and constructive factor in its success and sustainability with their advise and guidance to both management and labor.

In summary, collaboration among planners of the public, private, and community sector would harmonize immigration policy, worker's salary and benefit package, personnel training, housing, community facilities, and transportation provision for proper implementation of a call center or similar industries.

Pictures taken during the Village Surveys can be found in Appendix P – *Pictures from the Village Surveys*.

VII. Triangulation of Results from the Village Survey, the Telephone Survey, the Focus Group and the Village Leaders Discussions

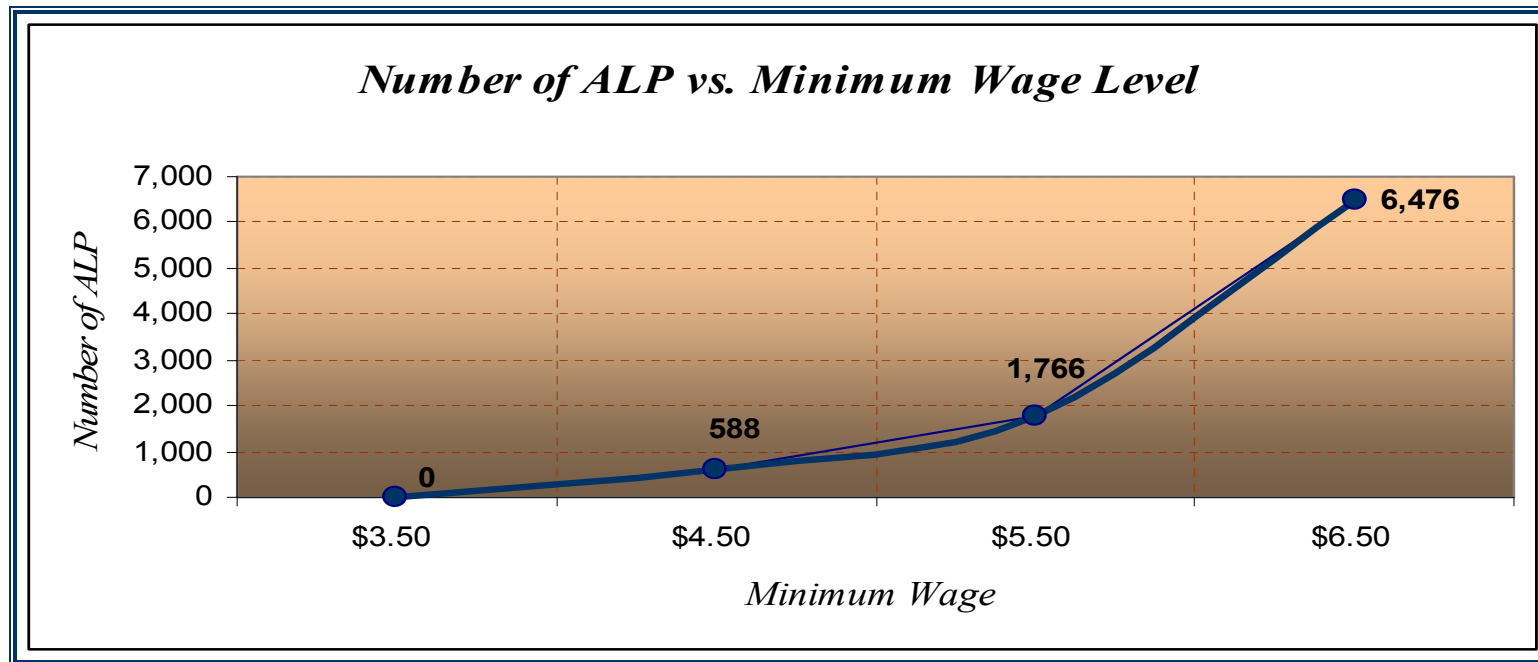
The University of Hawaii PBCP team chose to use a multi-methodological research design. The multi-methodological research design chosen by the PBCP for this study is more reliable and valid than a single methodology design. A multi-methodology design allowed the PBCP research team to assess the ALP from diverse perspectives, and across differing levels of measurement and analysis. The PBCP team used the following complimentary methods:

5. Random telephone survey methodology,
6. Paper and pencil surveys in randomly selected villages,
7. Focus group discussions, and
8. Matai and opinion leader interviews

The resulting data from these four separate methodologies allowed the PBCP research team to triangulate the qualified ALP in the Territory. The random telephone survey in American Samoa yielded a qualified ALP of 6,464 adults based upon 2007 population estimates. This group has the necessary skills to meet the needs of jobs in the knowledge industry. This number is based upon quality benefit packages and a wage rate of \$6.50 per hour. If the wage rate was reduced to \$5.50 per hour, the qualified ALP predicted by the telephone survey plunges to only 1,521 adults.

The surveys undertaken in the randomly chosen villages in American Samoa yield a qualified ALP of 6,476 adults based upon the 2007 population estimates. This group has the necessary skills to meet the needs of jobs in the knowledge industry. This number is based upon quality benefit packages and a wage rate of \$6.50 per hour. Figure 1 displays the relationship between the size of the qualified ALP and the wage rate offered. If the wage rate was reduced to \$5.50 per hour, the qualified ALP predicted by the village survey plunges to only 1766 adults.

Figure 1



Note: Data from American Samoa ALP Village Survey/ Extrapolations from 2007 population data from American Samoa Department of Commerce.

In American Samoa the focus group discussions yield an estimated qualified ALP of approximately 2,000 adults at prevailing wages such as wages offered for government employment. If the wages were increased above prevailing government wages, then the focus groups estimated the qualified ALP to be approximately 6,000 adults (please see the full report in which the focus group synthesis reveals considerable insight into social and cultural as well as economic issues confronting new ventures in Samoa).

As a consequence of the results of these multiple methodologies, the PBCP team triangulates a qualified ALP of approximately 1,500 to 2,000 adults at prevailing government level wages in the Territory. If wages are increased to \$6.50 per hour, then the qualified ALP grows to approximately 6,000 to 6,500 adults now residing in the Territory.

However, it must also be strongly acknowledged that of the 6,000 to 6,500 adults qualified for knowledge industry employment at the higher wage rate, a refined analysis of our data indicate that over 50% of these individuals are currently employed by the government of the Territory. Therefore, new knowledge industry ventures in the Territory which require more than approximately 2,000 highly skilled workers will find themselves intensely competing with the government for the best and brightest of the Territory, with all the ramifications that may entail for the quality of future government services.

Therefore, the result of our triangulation yields a currently available and knowledge industry qualified labor pool of approximately 1,500 to 2,000 workers. If more than 2,000 knowledge industry qualified workers are needed, they are available within the Territory to a maximum of approximately 6,500 workers, but to obtain these additional workers will require very competitive wages and benefits to attract these workers from their current employment in government and/or in other private industry positions.

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Appendix A: Procedures Used during the Telephone Survey in American Samoa

Procedures for the Telephone Questionnaire (Written by the interviewer)

We used the Samoan phonebook to get the phone numbers. We specifically targeted phone numbers within our area of interest (i.e., from Pago Pago, the capital, to Leone) in order to determine the number of people who are qualified to be in the available labor pool. So we used the prefixes, 644- and 699- and the name of the villages.

To randomly obtain phone numbers in the above areas, we would turn to a page on the phone book, and then pick a number on that page. Then we would go up or down through the numbers and pick a number that coincides with the different villages within our area of interest, and then call these numbers for our phone survey. This is the same procedure that we did for our phone survey in Hawaii. However, we only focused on Samoan names, first and/or last names, for Hawaii, because there was no way we could determine an English name if it was Samoan or not. So if the person has either a Samoan first or last name, we would include that person in our phone survey.

For our phone survey, we would begin with the same introduction. We used the same introduction for American Samoa and Hawaii phone surveys. The introduction is as follows:

“Talofa lava. My name is _____. I am a student at the University of Hawaii, Manoa. I am working on a project between the American Samoa Government and the University of Hawaii Pacific Business Center. We are conducting a phone survey in order to determine the number of qualified people who can work for businesses who want to invest in American Samoa, such as a call center. This phone survey is voluntary and it is up to you if you want to participate or not. We have a few questions to ask you, and it will take at least 3 minutes of your time. Do you want to participate in this phone survey or not?”

If yes, then we begin with the phone survey. After the person answers our phone survey, we would say to that person, “Thank you very much for participating in our phone survey.”

For the phone survey in Hawaii, we made sure that the person understood that the results of the survey are for American Samoa only. We also made sure the question pertaining to salaries was for salaries only in American Samoa.

Appendix B: Questionnaire Used in the Telephone Survey in American Samoa

Questionnaire Used in the Telephone Survey in American Samoa

1. How old are you?

- 1-17 years old
- 18-29 years old
- 30-39 years old
- 40-49 years old
- 50-59 years old
- 60+ years old

2. Please check the correct box

- Male
- Female

3. Even if you are currently working or not, are you willing to consider a new or different employment for the right opportunity.

- Definitely yes
- Likely yes
- Likely no
- Definitely no

4. What salary will be sufficient for you to take the new job?

- \$3.50/hr
- \$4.50/hr
- \$5.50/hr
- \$6.50+/hr

5. From the following, which benefit/opportunity is the most important to you?
(Please choose only one)

- Health benefits
- Educational opportunities
- Retirement benefits
- On-site child care
- Flexible hours
- Increased salary
- Family obligations

6. What is the highest level of education that you completed?

AMERICAN SAMOA

- Elementary school
- Middle school
- High school
- High school diploma
- One year of college – no degree
- Two years – no degree
- Technical college
- Associate degree
- Three Years of college – no degree
- Four Years of college – no degree
- Bachelor's degree
- Some graduate school
- Master's degree
- Doctoral degree

INDEPENDENT SAMOA

- Less than Form Five
- Form Five
- Form Six
- High school diploma
- One year of college – no degree
- Two years – no degree
- Technical college
- Three Years of college – no degree
- Four Years of college – no degree
- Bachelor's degree
- Some graduate school
- Master's degree
- Doctoral degree

7. Do you have prior experience with Microsoft Word?

- Yes
- No

8. Do you have prior experience with Microsoft Excel?

- Yes
- No

9. Have you studied the following subjects?

- Algebra
- Trigonometry
- Geometry

10. How do you spell the word PROTOCOL?

(Interviewer Estimate)

Based on your discussion with the phone survey participant, the participant seems to have the necessary English competencies to be a successful call center employee working with English customers.

Definitely Yes

Likely No

Definitely No

Appendix C: Procedures Used during the Telephone Survey in Hawaii

Procedures for the Telephone Questionnaire (Written by the interviewer)

We used the Samoan phonebook to get the phone numbers. We specifically targeted phone numbers within our area of interest (i.e., from Pago Pago, the capital, to Leone) in order to determine the number of people who are qualified to be in the available labor pool. So we used the prefixes, 644- and 699- and the name of the villages.

To randomly obtain phone numbers in the above areas, we would turn to a page on the phone book, and then pick a number on that page. Then we would go up or down through the numbers and pick a number that coincides with the different villages within our area of interest, and then call these numbers for our phone survey. This is the same procedure that we did for our phone survey in Hawaii. However, we only focused on Samoan names, first and/or last names, for Hawaii, because there was no way we could determine an English name if it was Samoan or not. So if the person has either a Samoan first or last name, we would include that person in our phone survey.

For our phone survey, we would begin with the same introduction. We used the same introduction for American Samoa and Hawaii phone surveys. The introduction is as follows:

“Talofa lava. My name is _____. I am a student at the University of Hawaii, Manoa. I am working on a project between the American Samoa Government and the University of Hawaii Pacific Business Center. We are conducting a phone survey in order to determine the number of qualified people who can work for businesses who want to invest in American Samoa, such as a call center. This phone survey is voluntary and it is up to you if you want to participate or not. We have a few questions to ask you, and it will take at least 3 minutes of your time. Do you want to participate in this phone survey or not?”

If yes, then we begin with the phone survey. After the person answers our phone survey, we would say to that person, “Thank you very much for participating in our phone survey.”

For the phone survey in Hawaii, we made sure that the person understood that the results of the survey are for American Samoa only. We also made sure the question pertaining to salaries was for salaries only in American Samoa.

Appendix D: Questionnaire Used in the Telephone Survey in Hawaii

Questionnaire Used in the Telephone Survey in Hawaii

8. How old are you?

- 1-17 years old
- 18-29 years old
- 30-39 years old
- 40-49 years old
- 50-59 years old
- 60+ years old

9. Please check the correct box

- Male
- Female

10. Even if you are currently working or not, are you willing to consider a new or different employment for the right opportunity.

- Definitely yes
- Likely yes
- Likely no
- Definitely no

11. What salary will be sufficient for you to take the new job?

- \$3.50/hr
- \$4.50/hr
- \$5.50/hr
- \$6.50+/hr

12. From the following, which benefit/opportunity is the most important to you?
(Please choose only one)

- Health benefits
- Educational opportunities
- Retirement benefits
- On-site child care
- Flexible hours
- Increased salary
- Family obligations

13. What is the highest level of education that you completed?

- AMERICAN SAMOA
- Elementary school
- Middle school
- High school
- High school diploma

- One year of college – no degree
- Two years – no degree
- Technical college
- Associate degree
- Three Years of college – no degree
- Four Years of college – no degree
- Bachelor’s degree
- Some graduate school
- Master’s degree
- Doctoral degree

INDEPENDENT SAMOA

- Less than Form Five
- Form Five
- Form Six
- High school diploma
- One year of college – no degree
- Two years – no degree
- Technical college
- Three Years of college – no degree
- Four Years of college – no degree
- Bachelor’s degree
- Some graduate school
- Master’s degree
- Doctoral degree

14. Do you have prior experience with Microsoft Word?

- Yes
- No

11. Do you have prior experience with Microsoft Excel?

- Yes
- No

12. Have you studied the following subjects?

- Algebra
- Trigonometry
- Geometry

13. How do you spell the word PROTOCOL?

(Interviewer Estimate)

Based on your discussion with the phone survey participant, the participant seems to have the necessary English competencies to be a successful call center employee working with English customers.

- Definitely Yes
- Likely No
- Definitely No

Appendix E: Village Survey Informational Advertisement

Village Survey Informational Advertisement

INFORMATION RELEASE:

AMERICAN SAMOA LABOR POOL STUDY

One important way of attracting to American Samoa new business investments, and the new jobs that go with these investments, is to inform investors of the quality and quantity of the available labor pool in the Samoas.

The Pacific Business Center Program (PBCP) at the University of Hawaii has been asked by the American Samoan government to conduct a study of the quantity and quality of the labor pool available in American Samoa. Additionally, PBCP/UH has also been asked to investigate available supplemental labor pools of Samoans willing to re-locate to American Samoa should the labor pool in American Samoa require such supplementation.

Funding of this study has been granted by the US Department of the Interior.

During July 2007, researchers from the University of Hawaii will be seeking the participation of citizens of American Samoa and Samoa in a labor pool survey. The survey will be undertaken with the help and support of civic and church groups throughout Samoa. If you are asked to participate in this PBCP/UH labor pool survey, please accept the invitation and help in letting the investors of the world learn more about the quality and availability of the labor force in the Samoas.

About the Pacific Business Center Program

PBCP was established in 1979 to provide governments, companies, and institutions in Hawai'i with business-related services (financial analysis, management reviews, business plans, etc.). Major funders of PBCP include the U.S. Department of Commerce's Economic Development Administration, U.S. Department of Interior's Office of Insular Affairs and the UH Shidler College of Business. The center serves Hawaii and the other Pacific Basin islands, including American Samoa, Guam, the Commonwealth of the Northern Mariana Islands, the Federated States of Micronesia, and the Republics of Palau and the Marshall Islands. The PBCP helps indigenous island economies help themselves by adapting the scientific and technical resources of the University of Hawaii to support Pacific island economic, business, and community development in a manner that is holistic, responsible, and builds local island capacity.

Appendix F: Newspaper Advertising

Newspaper Advertising



Samoa labor members and UAW position studies. The American Samoa Labor Pool (ASLP) explains to a local resident at the UAW Hall in Pago Pago regarding the purpose of the program. American Samoa Labor Pool Secretary the UAW team is seen (left).



Samoa labor members and UAW position studies. During a recent visit to the UAW Hall in Pago Pago, the American Samoa Labor Pool Secretary at the UAW Hall in Pago Pago (right) explains to a local resident the purpose of the program. American Samoa Labor Pool Secretary the UAW team is seen (left).

Page 10 • samoa news, Monday, July 18, 2007

A group photograph of four people: two men in the front row and two women in the back row. They are all smiling and wearing light-colored shirts.

O alo o le atunuu mai le Iunivesite o Hawai'i, o loo auai o le vaega suesue mai le Iunivesite o loo faafoeina se suesuega i totonu o le teritori o le tulaga o lo'o i ai tagata faigaluega e tali atu i manaoga o kamupani e fia ulufale mai i le teritori. [ata: F. Sagapolu]

Newspaper Advertising

YOUR AWARD-WINNING NEWSPAPER

The Saturday Observer

SATURDAY, 30 JUNE 2007

• PO BOX 1572, N/A, SAMOA

\$2.00



'NO CONFLICT OF INTEREST'

Alan Ali, Min.

Deputy Speaker Alan Ali has announced that he will not be a candidate for the 2011 general election. He said he has no conflict of interest with his involvement in caring for the elderly. He said he was approached by the Minister of Labour, Alan Ali, to be a candidate for the 2011 general election. He said he was approached by the Minister of Labour, Alan Ali, to be a candidate for the 2011 general election. He said he was approached by the Minister of Labour, Alan Ali, to be a candidate for the 2011 general election.

CONTINUED PAGE 2

DAYS TO GO
057

DISCUSS SEXUAL ABUSE: PM URGES PARLIAMENT
page 2

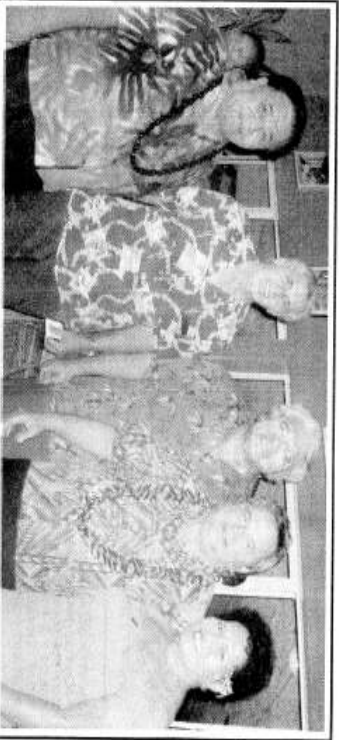
POLICE HAVE ROBBERY SUSPECT
page 3

GETZ VALUE FOR MONEY
Saturday Drive

AWA
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NEW PANAMA
Samoan 2007 Sponsors
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NEW PANAMA
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Pago labour pool study in Apia

Associate Minister of Labour, Alan Ali, with the Associate Minister of Commerce, Industry and Labour, Hana Hana, and the Associate Minister of Labour, Alan Ali, at a meeting in Apia. The meeting was held to discuss the results of the labour pool study conducted in Pago Pago. The meeting was held on Thursday, June 28, 2007, at the Apia Hotel. The meeting was attended by the Associate Minister of Labour, Alan Ali, the Associate Minister of Commerce, Industry and Labour, Hana Hana, and the Associate Minister of Labour, Alan Ali. The meeting was held to discuss the results of the labour pool study conducted in Pago Pago. The meeting was held on Thursday, June 28, 2007, at the Apia Hotel. The meeting was attended by the Associate Minister of Labour, Alan Ali, the Associate Minister of Commerce, Industry and Labour, Hana Hana, and the Associate Minister of Labour, Alan Ali.

Newspaper Advertising

labor pool study in Apia



Shirley Smith, Fiam Venuvassad and Joana Chan Mwa.



Rock Turner (U.S. Department of Interior) and Tran Hai Huan (Ambassador of Vietnam).

Simons hosted a survey team from the University of Hawaii this week. It was led by Payal's Director and Professor Bob Dicker. The team included Simons Professor of Geography at the University of Hawaii, Dr. Lantini; Dr. Sullivan; University of Hawaii; and University of Hawaii. Members of the team are here to survey the labor market in Samoa. On Thursday evening, they hosted a cocktail function at the

Yanama Restaurant, at a night of a reception, the group will be attending. "One important way of addressing new and diverse jobs that go with these investments is to assist investors of the available labor pool in the Samoa islands. Simons' Program (PBCP) at the University of Hawaii has been a leader in this area. Simons Government to conduct a study of the quality and

available in American Samoa and Apia. The PBCP/ULI has also been asked to investigate available investment labor force in American Samoa. About the labor pool in Samoa, the PBCP/ULI has also on the "four graduate students of the PBCP/ULI. Two are Medical School graduates in the PBCP/ULI International feature with a summer at Oxford University for

advanced studies, and a graduate student from the School of Education. "Funding of this study has been granted by the US Department of Interior. Next month, researchers from the University of Hawaii will be in Apia to conduct a survey of citizens of American Samoa and Samoa in a labor pool survey. An advance team will establish relationships and government officials, institutions of higher education, private sector and local village

and church groups to lay the ground work for the survey. The survey team is starting in mid July. The survey will be undertaken with the support of university government, state and church groups throughout Samoa. "If you are asked to participate in the PBCP/ULI survey, please accept the invitation and help in letting the investors of the quality and availability of the labor force in the Samoa."

Get Fit with ANZ.

To celebrate our sponsorship of the 2007 South Pacific Games ANZ is now making it easier to save by offering all Samoans Special SPG rates on all Term Deposits of \$1000 or more. Term Deposits must be held for a minimum of 6 months or longer.

Visit any ANZ Branch and ask how we can get your money in to shape!

Samoa Observer - 30 June 2007/98

Newspaper Advertising

YOUR AWARD-WINNING NEWSPAPER

samoasobserver

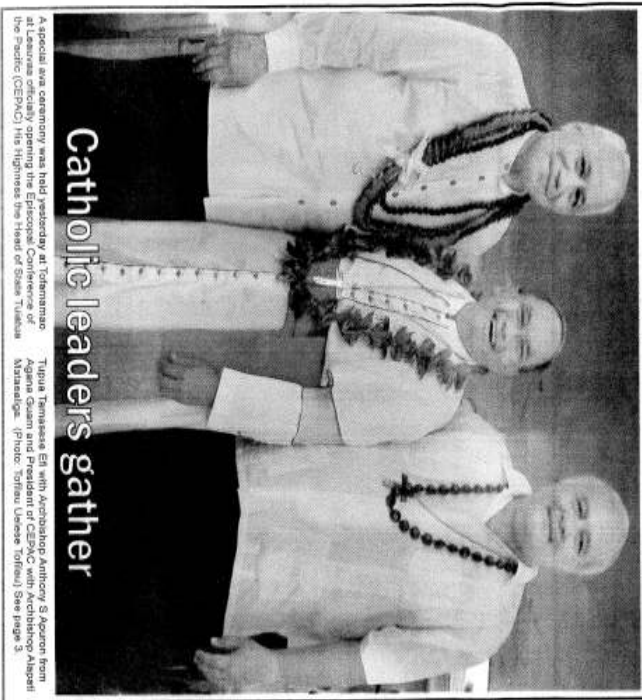
MONDAY 23 JULY 2007

PO BOX 11527, APPIA, SAMOA

\$3.00

SURVEY FOR JOBS

FULL STORY ON PAGE 2



Catholic leaders gather

A special area ceremony was held yesterday at Tofemua at Leleuaia officially opening the Episcopal Conference of the Pacific (CEPAC) His Highness the Head of State Tuiatua

Tuiua Temiasea Efi with Archbishop Anthony S. Acorn from Agaña Guam and President of CEPAC with Archbishop Alopi'i Mafaeleaga. (Photo: Tofemua Leleuaia Tofemua) See page 3

Subscription Mail P.O. 32297 email: samoasobserver@samoanet.ws

Samoa Observer - 23 July 2007/03

Rubbish complaint ... again
PT/PT/PT

Rev. turns 70
PT/PT

Foreign investment
PT/PT

DAYS TO GO
034

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Appendix G: TV Interviews - Dates

TV Interviews – Dates

7/13/07 – KVZK TV Interview/ Discussion.

This was a TV interview to appear on the morning and evening news in American Samoa. It had as a purpose to make the Available Labor Pool Survey known and understood in American Samoa and to encourage participation.

7/17/07 - Talofa Amerika Samoa Interview:

Only the professors were interviewed. – Dr. Avegalio Failautusi, Dr. Bob Doktor, Dr. Saili Doktor, Dr. Luciano Minerbi. Again, the purpose was to increase PR of the Available Labor Pool Survey and encourage large participation.

7/21/07 – Samoan Observer and News Line – News Interview in Apia - Dr. Avegalio Failautusi and Dr. Saili Doktor – PR of ALP Survey and participation encouragement.

Appendix H: Informed Oral Consent in English and Samoan

Informed Oral Consent in English and Samoan

June 25, 2007

**Informed Oral Consent to Participate in
American Samoa Labor Force Survey**

Talofa:

We are affiliated with the University of Hawai'i at Mānoa in Honolulu and we are contacting you through your church congregation, village council, or business organization to participate in a survey and/or a focus group to ascertain interest and availability of suitable Samoan labor force to work in new business ventures.

Participation is completely voluntary and anonymous. There is no personal risk in participating that we can foresee. However, one would share personal information. Participation consists in a short interview survey administered by members from our study team as well as participation in a focus group discussing employment aspect.

Since participation is completely voluntary, participants are free not to answer any questions or to withdraw from participation at any time from the interview or focus group.

There is no personal gain- monetary or otherwise in this participation, but information about employment may be valuable for some.

No personal data will be included with the final report. Individual survey forms and focus group transcripts will be destroyed after the summary results are tabulated. No name or address of respondent will be collected and linked to response forms.

Only the summary results of the survey will be public information and made available to the public libraries, the government, and possible business investors.

We are hopeful to obtain many responses on the availability of Samoan workers so that the feasibility of locating investment businesses in American Samoa can be documented.

This project is done at the request of the American Samoan Government. We are gratefully seeking your informed consent and invite you to participate in this important study.

Fa'afetai lava...

For further information on this study please contact:

Papali'i Dr. Failautusi Avegalio Jr., Executive Director Pacific Business Center Program University of Hawai'i / Honolulu Minority Business Development Center, Bus Ad A-412, Honolulu, HI 96822, USA Tel: 808-956-7026; Fax 808-956-6278; e-mail: fa@hawaii.edu

For information of human studies compliance please contact:

Bill Dendle, Executive Secretary Committee on Human Studies, University of Hawai'i, Honolulu, Hawaii, 96822, USA; Tel: 808.539.3955; Fax: 808.539.395; email: uhirb@hawaii.edu

Fa'aaliga Fa'alaua'itele. Fa'amolemole, faitau lelei ae lei fa'atumuina le Pepa o Fesili (Survey/Questionnaire), June 25, 2007

Talofa lava! O se fa'amatalaga e uiga i lenei su'esu'ega. O pepa o le'a e fa'atumuina po'o le survey o le fia iloa tonu po'o lea le tulaga o i ai le aofa'i o tagata Samoa ma le tomai e ono faigaluega ai'i ni kamupani tau atina'e e fia fa'atuina i le malo o Amerika Samoa i le lumanai.

O matou nei o lo'o faia lenei su'esu'ega ua iai se vasega o polofesa ma tamaiti aoga iunivesite o lo'o fesoasoani i le fa'afocina o lenei taumafaiga mai le Iunivesite o Hawaii. Ua matou uia lo outou pa'ia ma le mamalu e ala atu i so'o se vaega ese'ese o lo'o outou alaala ai po'o i aulotu, nu'u ma alaafaga, po'o fale faigaluega. O lenei survey atoa ai foi ma ni talanoaga pupu'u ma nisi o outou, ua o se auala lea e fa'amoemoe e maua ai ni tali lelei ma le manino e uiga i le tulaga o iai le numera o tagata e ono faigaluega i nei kamupani.

O lou auai, fa'apea le taliina o nei fesili e faia i lou lotomalie. E fa'amanatu atu e le mana'omia le tusia o lou suafa, e leai se mea e te popole ai ina ne'i e afaina ini au tali e tusia i nei pepa. E ui o lo'o iai fesili e uiga i lou tagata ua nao ni tali e faia ai se fa'amatalaga lelei e aunoa ma le a'afia o lau aia tatau. E leai se tau tau tupe i lenei su'esu'ega, ae peitai o ni tali e maua mai lenei survey o lea fa'aaogaina lea e faia ai se lipoti ma se fa'amatalaga maca ma le mautu o le aofa'iga o tagata Samoa e mafai ona faia ia galuega ma faigaluega ai.

O tali i fesili mai surveys ma talanoaga mai interviews e fa'aaogaina e fai ai se lipoti o le aotelega o le leipa ma le tomai o loo maua i le atunu'u e aunoa ma se tu'uina atu o outou suafa poo mea taua tau i lou tagata (tulou). O lea aua e te popole i lea tulaga. O surveys ma interviews o le'a fa'aaogaina i le taimi lava e uma ai na fai le lipoti. O ni lipoti mai lenei su'esu'ega e mafai ona fa'aaogaina ma tu'uina atu i le malo Amerika Samoa, po'o kamupani o loo fia fai ni latou pisinisi, po'o faletusi aua le fesoasoani i latou fuafuaga. Ae maisi kamupani ma atina'e e mana'omia ni faamatalaga mausali ma le moni e uiga i le tomai tau faakomepiuta, numera, telekarafi ma uaealesi i Samoa e lua.

E matou te talitonu o le'a fa'autagia lelei mai lenei fa'aaliga e uiga i lenei su'esu'ega e ala atu lea i luga o le malo o Amerika Samoa aua lava se lia maua o se tali manino mo ni taumafaiga o lo'o manatu iai le malo.

Fa'afetai tele mo lou 'auai lenei survey.

Papali'i Dr. Failautusi Avegalio Jr. Executive Director Pacific Business Center Program, University of Hawaii/Honolulu Minority Business Development Center, Bus Ad A-412, Honolulu, HI 96822, USA. Tel: 808-956-7026
Bill Dendle, Executive Secretary Committee on Human Studies, University of Hawaii, Honolulu, HI 96822, USA. Tel 808-539-3955

Appendix I: Village Survey Questionnaire

Village Survey Questionnaire

Labor Pool Survey

Thank you for participating in this survey. Please answer all of the following questions in English as directed.

LANGUAGE

1. Can you read English?
 Yes No
2. How well do you understand and use English?

	A lot	A little	Not at all
Understand			
Speak			
Read			
Write			

3. How well do you understand and use Samoan?

	A lot	A little	Not at all
Understand			
Speak			
Read			
Write			

DEMOGRAPHIC

4. How old are you?
 1-17 years old
 18-29 years old
 30-39 years old
 40-49 years old
 50 -59 years old
 60 or +
5. Please check the correct box
 Male Female
6. What is your present marital status? (Please choose only one)
 Married
 Divorced
 Widowed
 Single/Never married
 Common law

7. In what country were you born?

8. How many years have you lived in American Samoa, Samoa and/or the USA?

_____ # of Yrs lived in American Samoa
 _____ # of Yrs lived in Samoa
 _____ # of Yrs lived in the USA

EMPLOYMENT

9. If you are now employed, for your current job or your main job, are you employed by a government entity, by a private company, a non-profit organization, or are you self-employed? (Please choose only one)
 Government
 Private company
 Non-profit organization
 Working in the family business
 Self-employed
 Not currently employed
10. What is your current pay rate?
 2.50/hr
 3.50/hr
 4.50/hr
 5.50 + /hr
11. Are you currently full-time (more than 20 hrs/week) or part time (less than 20 hrs/week) employee?
 Full-time
 Part-time
 Not working
12. No matter if you currently have a job or not, are you willing to consider a new or different employment for the right opportunity? (Please choose only one)
 Definitely Yes
 Likely Yes
 Likely No
 Definitely No

Conducted by the University of Hawaii Pacific Business Center Program in cooperation with the Governments of American Samoa and Samoa

Labor Pool Survey

13. Do you prefer a new job to be full-(more than 20 hrs/week) or part-time (less than 20 hrs/week)?
(Please choose only one)
- Full-time (more than 20 hrs/week)
 - Part-time (less than 20 hrs/week)
 - Not sure
14. What salary will be sufficient for you to take the new job
- 3.50/hr
 - 4.50/hr
 - 5.50/hr
 - 6.50 + /hr
15. When seeking a job, how important is an increased salary?
- Very important
 - Important
 - Slightly important
 - Not important
16. Do you have health insurance?
- Yes No
- Please indicate which of the following benefits or opportunities would be very important in your decision to consider taking a new job:
17. When seeking a job, health benefits are desirable.
- Very important
 - Important
 - Slightly important
 - Not important
18. When seeking a job, educational opportunities are desirable.
- Very important
 - Important
 - Slightly important
 - Not important
19. When seeking a job, improved retirement benefits are desirable.
- Very important
 - Important
 - Slightly important
 - Not important
20. When seeking a job, on-site child care is desirable.
- Very important
 - Important
 - Slightly important
 - Not important
21. When seeking a job, flexible hours are desirable.
- Very important
 - Important
 - Slightly important
 - Not important
22. Please rank the following benefits/opportunities in the order of importance (1 being the most important and 7 being the least important).
- _____ Health benefits
 - _____ Educational Opportunities
 - _____ Retirement benefits
 - _____ On-site child care
 - _____ Flexible hours
 - _____ Increased salary
 - _____ Family obligations
23. Many new jobs might require you to change the type of work that you do? Are you willing to change your current-occupations for a new job opportunity?
- Yes
 - No
 - Not sure

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Labor Pool Survey

EDUCATION, KNOWLEDGE, & SKILLS

24. What is the highest level of education that you have completed?
(Please choose only one)

- | | |
|--|--|
| <p>American Samoa</p> <ul style="list-style-type: none"> <input type="checkbox"/> Elementary School <input type="checkbox"/> Middle School <input type="checkbox"/> High School <input type="checkbox"/> High School Diploma <input type="checkbox"/> One Year of College <input type="checkbox"/> Two Years/No Degree <input type="checkbox"/> Technical College <input type="checkbox"/> Associates Degree <input type="checkbox"/> Three Years College <input type="checkbox"/> Four Years College/No Degree <input type="checkbox"/> Bachelors Degree <input type="checkbox"/> Some Graduate School <input type="checkbox"/> Masters Degree | <p>Samoa</p> <ul style="list-style-type: none"> <input type="checkbox"/> Less than Form Five <input type="checkbox"/> Form Five <input type="checkbox"/> Form Six <input type="checkbox"/> High School Diploma <input type="checkbox"/> One Year of College <input type="checkbox"/> Two Years/No Degree <input type="checkbox"/> Technical College <input type="checkbox"/> Three Years College <input type="checkbox"/> Four Years College/No Degree <input type="checkbox"/> Bachelors Degree <input type="checkbox"/> Some Graduate School <input type="checkbox"/> Masters Degree |
|--|--|

25. In addition to your formal education, have you received formal special training such as vocational training, apprentice training, or special professional training?
 Yes No *If 'No', skip to 27*

26. If yes, please specify the types of training

27. What experience do you have with a computer? Please explain.

28. How do you search the World Wide Web on the computer?

29. Do you have prior experience with Microsoft Word?
 Yes No

30. Do you have prior experience with Microsoft Excel?
 Yes No

31. Have you studied the following subjects:

- | | | |
|--------------------------|--------------------------|--------------|
| Yes | No | |
| <input type="checkbox"/> | <input type="checkbox"/> | Algebra |
| <input type="checkbox"/> | <input type="checkbox"/> | Trigonometry |
| <input type="checkbox"/> | <input type="checkbox"/> | Geometry |

32. Please choose the correctly spelled word?

- Protocol
- Protocall
- Protacol

33. What work did you do last week?

34. What work did your brother or sister do last week?

35. What do Americans normally do on Thanksgiving Day?

Conducted by the University of Hawaii Pacific Business Center Program in cooperation with the Governments of American Samoa and Samoa

Labor Pool Survey

36. How would you describe Fa'a-Samoa to a visitor?

37. Are you currently enrolled in school or a special training program?
 No
 Enrolled in school
 Enrolled in a special training program

38. Which state is geographically closer to California?
 Nevada
 South Dakota
 New Hampshire

39. People from predominantly red states are more likely to be more conservative than people from predominantly blue states?
 True
 False

ATTITUDES/BEHAVIORS

Finally, we would like to ask you a few questions about yourself.

40. I am able to multi-task?
 Strongly Disagree
 Disagree
 Neutral
 Agree
 Strongly Agree

41. I pay attention to detail in my work?
 Strongly Disagree
 Disagree
 Neutral
 Agree
 Strongly Agree

42. I am able to apply my computer skills to a variety of situations?
 Strongly Disagree
 Disagree
 Neutral
 Agree
 Strongly Agree

43. I consider myself to be a team player?
 Strongly Disagree
 Disagree
 Neutral
 Agree
 Strongly Agree

44. I am willing to undertake self-development activities?
 Strongly Disagree
 Disagree
 Neutral
 Agree
 Strongly Agree

45. Under what conditions would you choose to relocate to American Samoa if you do not live there now?
(Check all that apply)
 Living conditions better than my current situation
 Pay is higher than my current situation
 New job opportunity
 Guaranteed work visa
 Other, please specify conditions on lines provide below

Conducted by the University of Hawaii Pacific Business Center Program in cooperation with the Governments of American Samoa and Samoa

Appendix J: American Samoa Frequency Tables Village Survey

American Samoa Frequency Tables (Village Survey)

Country or Territory

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	American Samoa	155	100.0	100.0	100.0

Island

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tutuila, AS	146	94.2	94.2	94.2
	Ta'u, AS	9	5.8	5.8	100.0
	Total	155	100.0	100.0	

Village

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Amouli, AS (Tutuila)	27	17.4	17.4	17.4
	Fagalii, AS (Tutuila)	26	16.8	16.8	34.2
	Fagatogo, AS (Tutuila)	50	32.3	32.3	66.5
	Fitiuta, AS (Tutuila)	9	5.8	5.8	72.3
	Vaitogi, AS (Tutuila)	43	27.7	27.7	100.0
	Total	155	100.0	100.0	

Read English

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	152	98.1	99.3	99.3
	No	1	.6	.7	100.0
	Total	153	98.7	100.0	
Missing	System	2	1.3		
Total		155	100.0		

Understand English

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	1	.6	.7	.7
	A little	28	18.1	18.7	19.3
	A lot	121	78.1	80.7	100.0
	Total	150	96.8	100.0	
Missing	System	5	3.2		
Total		155	100.0		

Speak English

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	3	1.9	2.0	2.0
	A little	35	22.6	23.0	25.0
	A lot	114	73.5	75.0	100.0
	Total	152	98.1	100.0	
Missing	System	3	1.9		
Total		155	100.0		

Read English

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	1	.6	.7	.7
	A little	20	12.9	13.2	13.9
	A lot	130	83.9	86.1	100.0
	Total	151	97.4	100.0	
Missing	System	4	2.6		
Total		155	100.0		

Write English

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	1	.6	.7	.7
	A little	32	20.6	21.3	22.0
	A lot	117	75.5	78.0	100.0
	Total	150	96.8	100.0	
Missing	System	5	3.2		
Total		155	100.0		

English Language Total

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Low	1	.6	.7	.7
	Low	2	1.3	1.3	2.0
	Moderate	2	1.3	1.3	3.3
	Moderate	16	10.3	10.5	13.7
	Moderate	5	3.2	3.3	17.0
	High	11	7.1	7.2	24.2
	High	14	9.0	9.2	33.3
	High	102	65.8	66.7	100.0
	Total	153	98.7	100.0	
Missing	System	2	1.3		
Total		155	100.0		

Understand Samoan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	A little	7	4.5	4.7	4.7
	A lot	143	92.3	95.3	100.0
	Total	150	96.8	100.0	
Missing	System	5	3.2		
Total		155	100.0		

Speak Samoan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	A little	10	6.5	6.6	6.6
	A lot	142	91.6	93.4	100.0
	Total	152	98.1	100.0	
Missing	System	3	1.9		
Total		155	100.0		

Read Samoan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	1	.6	.7	.7
	A little	13	8.4	8.7	9.3
	A lot	136	87.7	90.7	100.0
	Total	150	96.8	100.0	
Missing	System	5	3.2		
Total		155	100.0		

Write Samoan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	2	1.3	1.3	1.3
	A little	16	10.3	10.7	12.0
	A lot	132	85.2	88.0	100.0
	Total	150	96.8	100.0	
Missing	System	5	3.2		
Total		155	100.0		

Samoa Language Total

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Low	2	1.3	1.3	1.3
	Moderate	2	1.3	1.3	2.6
	Moderate	4	2.6	2.6	5.3
	Moderate	2	1.3	1.3	6.6
	High	9	5.8	5.9	12.5
	High	2	1.3	1.3	13.8
	High	131	84.5	86.2	100.0
	Total	152	98.1	100.0	
Missing	System	3	1.9		
Total		155	100.0		

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-29 years old	74	47.7	47.7	47.7
	30-39 years old	37	23.9	23.9	71.6
	40-49 years old	16	10.3	10.3	81.9
	50-59 years old	18	11.6	11.6	93.5
	60+	10	6.5	6.5	100.0
	Total	155	100.0	100.0	

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	60	38.7	39.7	39.7
	Female	91	58.7	60.3	100.0
	Total	151	97.4	100.0	
Missing	System	4	2.6		
Total		155	100.0		

Marital Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married	84	54.2	54.9	54.9
	Divorced	4	2.6	2.6	57.5
	Widowed	5	3.2	3.3	60.8
	Single/Never married	60	38.7	39.2	100.0
	Total	153	98.7	100.0	
Missing	System	2	1.3		
Total		155	100.0		

Birth Country

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	American Samoa	98	63.2	63.2	63.2
	Independent Samoa	38	24.5	24.5	87.7
	USA	18	11.6	11.6	99.4
	Other	1	.6	.6	100.0
	Total	155	100.0	100.0	

Years in American Samoa

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	4	2.6	2.9	2.9
	2	1	.6	.7	3.6
	3	2	1.3	1.4	5.0
	4	1	.6	.7	5.8
	5	1	.6	.7	6.5
	6	3	1.9	2.2	8.6
	7	1	.6	.7	9.4
	8	1	.6	.7	10.1
	9	3	1.9	2.2	12.2
	10	7	4.5	5.0	17.3
	12	4	2.6	2.9	20.1
	14	1	.6	.7	20.9
	15	2	1.3	1.4	22.3
	16	1	.6	.7	23.0
	17	7	4.5	5.0	28.1
	18	10	6.5	7.2	35.3
	19	4	2.6	2.9	38.1
	20	16	10.3	11.5	49.6
	21	4	2.6	2.9	52.5
	22	2	1.3	1.4	54.0
	23	3	1.9	2.2	56.1
	24	2	1.3	1.4	57.6
	25	4	2.6	2.9	60.4
	26	3	1.9	2.2	62.6
	27	3	1.9	2.2	64.7
	28	3	1.9	2.2	66.9
	29	2	1.3	1.4	68.3
	30	8	5.2	5.8	74.1

	31	2	1.3	1.4	75.5
	32	2	1.3	1.4	77.0
	33	1	.6	.7	77.7
	34	2	1.3	1.4	79.1
	35	3	1.9	2.2	81.3
	37	2	1.3	1.4	82.7
	39	1	.6	.7	83.5
	40	3	1.9	2.2	85.6
	42	1	.6	.7	86.3
	45	3	1.9	2.2	88.5
	46	1	.6	.7	89.2
	48	1	.6	.7	89.9
	49	1	.6	.7	90.6
	50	3	1.9	2.2	92.8
	53	1	.6	.7	93.5
	54	2	1.3	1.4	95.0
	55	1	.6	.7	95.7
	56	3	1.9	2.2	97.8
	57	1	.6	.7	98.6
	59	1	.6	.7	99.3
	63	1	.6	.7	100.0
	Total	139	89.7	100.0	
Missing	System	16	10.3		
Total		155	100.0		

Years in Independent Samoa

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	.6	6.7	6.7
	1	1	.6	6.7	13.3
	2	1	.6	6.7	20.0
	3	1	.6	6.7	26.7
	5	1	.6	6.7	33.3
	15	1	.6	6.7	40.0
	16	1	.6	6.7	46.7
	19	2	1.3	13.3	60.0
	20	4	2.6	26.7	86.7
	27	1	.6	6.7	93.3
	35	1	.6	6.7	100.0
	Total	15	9.7	100.0	
Missing	System	140	90.3		
Total		155	100.0		

Years in the United States

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	.6	1.8	1.8
	1	3	1.9	5.5	7.3
	2	3	1.9	5.5	12.7
	3	3	1.9	5.5	18.2
	4	7	4.5	12.7	30.9
	5	2	1.3	3.6	34.5
	6	2	1.3	3.6	38.2
	7	3	1.9	5.5	43.6
	8	1	.6	1.8	45.5
	9	2	1.3	3.6	49.1
	10	4	2.6	7.3	56.4
	14	2	1.3	3.6	60.0
	15	5	3.2	9.1	69.1
	16	1	.6	1.8	70.9
	17	3	1.9	5.5	76.4
	18	1	.6	1.8	78.2
	20	5	3.2	9.1	87.3
	22	2	1.3	3.6	90.9
	23	1	.6	1.8	92.7
	24	1	.6	1.8	94.5
	26	1	.6	1.8	96.4
	30	1	.6	1.8	98.2
	40	1	.6	1.8	100.0
	Total	55	35.5	100.0	
Missing	System	100	64.5		
Total		155	100.0		

Current Employer

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Government	52	33.5	34.2	34.2
	Private company	18	11.6	11.8	46.1
	Non-profit organization	6	3.9	3.9	50.0
	Working in the family business	7	4.5	4.6	54.6
	Self-employed	4	2.6	2.6	57.2
	Not currently employed	65	41.9	42.8	100.0
	Total	152	98.1	100.0	
Missing	System	3	1.9		
Total		155	100.0		

Current Ray Rate

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	\$2.50/hr	5	3.2	5.4	5.4
	\$3.50/hr	25	16.1	27.2	32.6
	\$4.50/hr	19	12.3	20.7	53.3
	\$5.50+/hr	43	27.7	46.7	100.0
	Total	92	59.4	100.0	
Missing	System	63	40.6		
Total		155	100.0		

Current Type of Employment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Full-time	79	51.0	55.2	55.2
	Part-time	6	3.9	4.2	59.4
	Not working	58	37.4	40.6	100.0
	Total	143	92.3	100.0	
Missing	System	12	7.7		

Current Type of Employment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Full-time	79	51.0	55.2	55.2
	Part-time	6	3.9	4.2	59.4
	Not working	58	37.4	40.6	100.0
	Total	143	92.3	100.0	
Missing	System	12	7.7		
Total		155	100.0		

Consider New and/or Different Employment Given Right Opportunity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Definitely Yes	90	58.1	58.8	58.8
	Likely Yes	42	27.1	27.5	86.3
	Likely No	8	5.2	5.2	91.5
	Definitely No	13	8.4	8.5	100.0
	Total	153	98.7	100.0	
Missing	System	2	1.3		
Total		155	100.0		

Employment Type Preference

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Full-time	102	65.8	65.8	65.8
	Part-time	20	12.9	12.9	78.7
	Not sure	33	21.3	21.3	100.0
	Total	155	100.0	100.0	

Sufficient Salary Rate

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	\$3.50/hr	12	7.7	8.1	8.1
	\$4.50/hr	29	18.7	19.5	27.5
	\$5.50/hr	33	21.3	22.1	49.7
	\$6.50+/hr	75	48.4	50.3	100.0
	Total	149	96.1	100.0	
Missing	System	6	3.9		
Total		155	100.0		

Importance of Salary Increase

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	116	74.8	76.8	76.8
	Important	23	14.8	15.2	92.1
	Slightly important	7	4.5	4.6	96.7
	Not important	5	3.2	3.3	100.0
	Total	151	97.4	100.0	
Missing	System	4	2.6		
Total		155	100.0		

Current Health Insurance Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	71	45.8	47.0	47.0
	No	80	51.6	53.0	100.0
	Total	151	97.4	100.0	
Missing	System	4	2.6		
Total		155	100.0		

Importance of Health Benefits

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	121	78.1	78.6	78.6
	Important	24	15.5	15.6	94.2
	Slightly important	3	1.9	1.9	96.1
	Not important	6	3.9	3.9	100.0
	Total	154	99.4	100.0	
Missing	System	1	.6		
Total		155	100.0		

Importance of Opportunities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	111	71.6	72.1	72.1
	Important	37	23.9	24.0	96.1
	Slightly important	2	1.3	1.3	97.4
	Not important	4	2.6	2.6	100.0
	Total	154	99.4	100.0	
Missing	System	1	.6		
Total		155	100.0		

Importance of Retirement Benefits

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	116	74.8	75.3	75.3
	Important	28	18.1	18.2	93.5
	Slightly important	5	3.2	3.2	96.8
	Not important	5	3.2	3.2	100.0
	Total	154	99.4	100.0	
Missing	System	1	.6		
Total		155	100.0		

Importance of Child Care

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	84	54.2	54.9	54.9
	Important	44	28.4	28.8	83.7
	Slightly important	15	9.7	9.8	93.5
	Not important	10	6.5	6.5	100.0
	Total	153	98.7	100.0	
Missing	System	2	1.3		
Total		155	100.0		

Importance of Flexible Hours

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	75	48.4	48.7	48.7
	Important	56	36.1	36.4	85.1
	Slightly important	17	11.0	11.0	96.1
	Not important	6	3.9	3.9	100.0
	Total	154	99.4	100.0	
Missing	System	1	.6		
Total		155	100.0		

Benefits Ranking

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	21	13.5	17.6	17.6
	2	39	25.2	32.8	50.4
	3	33	21.3	27.7	78.2
	4	12	7.7	10.1	88.2
	5	7	4.5	5.9	94.1
	6	4	2.6	3.4	97.5
	7	3	1.9	2.5	100.0
	Total	119	76.8	100.0	
Missing	System	36	23.2		
Total		155	100.0		

Opportunities Ranking

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	38	24.5	31.9	31.9
	2	26	16.8	21.8	53.8
	3	25	16.1	21.0	74.8
	4	14	9.0	11.8	86.6
	5	5	3.2	4.2	90.8
	6	7	4.5	5.9	96.6
	7	4	2.6	3.4	100.0
	Total		119	76.8	100.0
Missing	System	36	23.2		
Total		155	100.0		

Retirement Ranking

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	9	5.8	7.6	7.6
	2	9	5.8	7.6	15.1
	3	15	9.7	12.6	27.7
	4	23	14.8	19.3	47.1
	5	23	14.8	19.3	66.4
	6	26	16.8	21.8	88.2
	7	14	9.0	11.8	100.0
	Total		119	76.8	100.0
Missing	System	36	23.2		
Total		155	100.0		

Child Care Ranking

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	7	4.5	5.9	5.9
	2	8	5.2	6.7	12.6
	3	10	6.5	8.4	21.0
	4	16	10.3	13.4	34.5
	5	18	11.6	15.1	49.6
	6	22	14.2	18.5	68.1
	7	38	24.5	31.9	100.0
	Total	119	76.8	100.0	
Missing	System	36	23.2		
Total		155	100.0		

Flexible Hours Ranking

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	1.9	2.5	2.5
	2	4	2.6	3.4	5.9
	3	6	3.9	5.0	10.9
	4	16	10.3	13.4	24.4
	5	27	17.4	22.7	47.1
	6	31	20.0	26.1	73.1
	7	32	20.6	26.9	100.0
	Total	119	76.8	100.0	
Missing	System	36	23.2		
Total		155	100.0		

Importance of Salary Increase Ranking

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	13	8.4	10.9	10.9
	2	13	8.4	10.9	21.8
	3	19	12.3	16.0	37.8
	4	27	17.4	22.7	60.5
	5	16	10.3	13.4	73.9
	6	17	11.0	14.3	88.2
	7	14	9.0	11.8	100.0
	Total		119	76.8	100.0
Missing	System	36	23.2		
Total		155	100.0		

Family Obligations Ranking

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	28	18.1	23.5	23.5
	2	20	12.9	16.8	40.3
	3	11	7.1	9.2	49.6
	4	11	7.1	9.2	58.8
	5	23	14.8	19.3	78.2
	6	12	7.7	10.1	88.2
	7	14	9.0	11.8	100.0
	Total		119	76.8	100.0
Missing	System	36	23.2		
Total		155	100.0		

Willingness to Change Job

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	86	55.5	56.2	56.2
	No	16	10.3	10.5	66.7
	Not sure	51	32.9	33.3	100.0
	Total	153	98.7	100.0	
Missing	System	2	1.3		
Total		155	100.0		

American Samoa Education

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	Elementary School	1	.6	.8	.8	
	High School	24	15.5	18.6	19.4	
	High School Diploma	34	21.9	26.4	45.7	
	One year of college	17	11.0	13.2	58.9	
	Two years of college/No degree	10	6.5	7.8	66.7	
	Technical College	3	1.9	2.3	69.0	
	Associates Degree	14	9.0	10.9	79.8	
	Three years of college	5	3.2	3.9	83.7	
	Four years of college/No degree	4	2.6	3.1	86.8	
	Bachelors Degree	12	7.7	9.3	96.1	
	Some Graduate School	3	1.9	2.3	98.4	
	Masters Degree+	2	1.3	1.6	100.0	
	Total	129	83.2	100.0		
	Missing	System	26	16.8		
	Total		155	100.0		

Independent Samoa Education

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	Less than Form Five	4	2.6	13.8	13.8	
	Form Five	4	2.6	13.8	27.6	
	Form Six	1	.6	3.4	31.0	
	High School Diploma	5	3.2	17.2	48.3	
	One year of college	4	2.6	13.8	62.1	
	Two years of college/No degree	2	1.3	6.9	69.0	
	Technical College	1	.6	3.4	72.4	
	Four Years of College/No Degree	7	4.5	24.1	96.6	
	Some Graduate School	1	.6	3.4	100.0	
	Total	29	18.7	100.0		
	Missing	System	126	81.3		
	Total		155	100.0		

Formal & Special Training

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	61	39.4	43.9	43.9
	No	78	50.3	56.1	100.0
	Total	139	89.7	100.0	
Missing	System	16	10.3		
Total		155	100.0		

English Use (Training)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Everything incorrect / Unclear	5	3.2	7.0	7.0
	One word answer	52	33.5	73.2	80.3
	Comprehensible sentence(s) (minor mistakes)	11	7.1	15.5	95.8
	Simple sentence(s)	2	1.3	2.8	98.6
	Complex sentence(s)	1	.6	1.4	100.0
	Total	71	45.8	100.0	
Missing	System	84	54.2		
Total		155	100.0		

English Use (Computer)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Everything incorrect / Unclear	5	3.2	3.5	3.5
	One word answer	93	60.0	65.0	68.5
	Comprehensible sentence(s) (minor mistakes)	37	23.9	25.9	94.4
	Simple sentence(s)	7	4.5	4.9	99.3
	Complex sentence(s)	1	.6	.7	100.0
	Total	143	92.3	100.0	
Missing	System	12	7.7		
Total		155	100.0		

Computer Experience Level

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	High	2	1.3	1.4	1.4
	Medium	53	34.2	37.1	38.5
	Low	46	29.7	32.2	70.6
	No computer experience	33	21.3	23.1	93.7
	Response not clear	9	5.8	6.3	100.0
	Total	143	92.3	100.0	
Missing	System	12	7.7		
Total		155	100.0		

Internet Access (Use)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Correct	83	53.5	63.8	63.8
	Incorrect	47	30.3	36.2	100.0
	Total	130	83.9	100.0	
Missing	System	25	16.1		
Total		155	100.0		

English Use (Internet)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Everything incorrect / Unclear	7	4.5	5.4	5.4
	One word answer	77	49.7	59.2	64.6
	Comprehensible sentence(s) (minor mistakes)	34	21.9	26.2	90.8
	Simple sentence(s)	12	7.7	9.2	100.0
	Total	130	83.9	100.0	

Missing	System	25	16.1	
Total		155	100.0	

MS Word Experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	94	60.6	62.7	62.7
	No	56	36.1	37.3	100.0
	Total	150	96.8	100.0	
Missing	System	5	3.2		
Total		155	100.0		

MS Excel Experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	85	54.8	57.0	57.0
	No	64	41.3	43.0	100.0
	Total	149	96.1	100.0	
Missing	System	6	3.9		
Total		155	100.0		

Algebra Experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	127	81.9	84.7	84.7
	No	23	14.8	15.3	100.0
	Total	150	96.8	100.0	
Missing	System	5	3.2		
Total		155	100.0		

Trigonometry Experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	58	37.4	48.3	48.3

	No	62	40.0	51.7	100.0
	Total	120	77.4	100.0	
Missing	System	35	22.6		
Total		155	100.0		

Geometry Experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	106	68.4	79.7	79.7
	No	27	17.4	20.3	100.0
	Total	133	85.8	100.0	
Missing	System	22	14.2		
Total		155	100.0		

Correct Spelling (Protocol)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	106	68.4	75.7	75.7
	No	34	21.9	24.3	100.0
	Total	140	90.3	100.0	
Missing	System	15	9.7		
Total		155	100.0		

English Use (Work)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Everything incorrect / Unclear	10	6.5	7.1	7.1
	One word answer	59	38.1	41.8	48.9
	Comprehensible sentence(s) (minor mistakes)	46	29.7	32.6	81.6
	Simple sentence(s)	25	16.1	17.7	99.3
	Complex sentence(s)	1	.6	.7	100.0
	Total	141	91.0	100.0	
Missing	System	14	9.0		

English Use (Work)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Everything incorrect / Unclear	10	6.5	7.1	7.1
	One word answer	59	38.1	41.8	48.9
	Comprehensible sentence(s) (minor mistakes)	46	29.7	32.6	81.6
	Simple sentence(s)	25	16.1	17.7	99.3
	Complex sentence(s)	1	.6	.7	100.0
	Total	141	91.0	100.0	
Missing	System	14	9.0		
Total		155	100.0		

English Use (Sibling)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Everything incorrect / Unclear	3	1.9	2.1	2.1
	One word answer	65	41.9	45.8	47.9
	Comprehensible sentence(s) (minor mistakes)	44	28.4	31.0	78.9
	Simple sentence(s)	30	19.4	21.1	100.0
	Total	142	91.6	100.0	
Missing	System	13	8.4		
Total		155	100.0		

United States Culture (Thanksgiving)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Correct	137	88.4	91.3	91.3
	Incorrect	13	8.4	8.7	100.0
	Total	150	96.8	100.0	
Missing	System	5	3.2		
Total		155	100.0		

English Use (US Culture)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Everything incorrect / Unclear	6	3.9	4.1	4.1
	One word answer	60	38.7	41.1	45.2
	Comprehensible sentence(s) (minor mistakes)	60	38.7	41.1	86.3
	Simple sentence(s)	17	11.0	11.6	97.9

	Complex sentence(s)	3	1.9	2.1	100.0
	Total	146	94.2	100.0	
Missing	System	9	5.8		
Total		155	100.0		

English Use (Fa`a Samoa)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Everything incorrect / Unclear	20	12.9	13.8	13.8
	One word answer	43	27.7	29.7	43.4
	Comprehensible sentence(s) (minor mistakes)	61	39.4	42.1	85.5
	Simple sentence(s)	20	12.9	13.8	99.3
	Complex sentence(s)	1	.6	.7	100.0
	Total	145	93.5	100.0	
Missing	System	10	6.5		
Total		155	100.0		

Current Education Enrollment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	106	68.4	69.3	69.3
	Enrolled in school	33	21.3	21.6	90.8
	Enrolled in a special training program	14	9.0	9.2	100.0
	Total	153	98.7	100.0	
Missing	System	2	1.3		
Total		155	100.0		

United States Geography

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Correct	118	76.1	83.1	83.1
	Incorrect	24	15.5	16.9	100.0
	Total	142	91.6	100.0	

Missing	System	13	8.4	
Total		155	100.0	

United States Politics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Correct	57	36.8	40.4	40.4
	Incorrect	84	54.2	59.6	100.0
	Total	141	91.0	100.0	
Missing	System	14	9.0		
Total		155	100.0		

Multi-Task Oriented

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	11	7.1	7.1	7.1
	Disagree	11	7.1	7.1	14.2
	Neutral	37	23.9	23.9	38.1
	Agree	51	32.9	32.9	71.0
	Strongly agree	45	29.0	29.0	100.0
	Total	155	100.0	100.0	

Detail Oriented

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	15	9.7	9.7	9.7
	Disagree	5	3.2	3.2	13.0
	Neutral	9	5.8	5.8	18.8
	Agree	60	38.7	39.0	57.8
	Strongly agree	65	41.9	42.2	100.0
	Total	154	99.4	100.0	
Missing	System	1	.6		
Total		155	100.0		

Computer Oriented

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	13	8.4	8.4	8.4
	Disagree	14	9.0	9.1	17.5
	Neutral	19	12.3	12.3	29.9
	Agree	67	43.2	43.5	73.4
	Strongly agree	41	26.5	26.6	100.0
	Total	154	99.4	100.0	
Missing	System	1	.6		
Total		155	100.0		

Team Oriented

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	13	8.4	8.4	8.4
	Disagree	10	6.5	6.5	14.8
	Neutral	9	5.8	5.8	20.6
	Agree	59	38.1	38.1	58.7
	Strongly agree	64	41.3	41.3	100.0
	Total	155	100.0	100.0	

Self Development Oriented

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	13	8.4	8.4	8.4
	Disagree	8	5.2	5.2	13.5
	Neutral	12	7.7	7.7	21.3
	Agree	65	41.9	41.9	63.2
	Strongly agree	57	36.8	36.8	100.0
	Total	155	100.0	100.0	

Relocate Condition: Better Living Conditions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	52	33.5	98.1	98.1
	No	1	.6	1.9	100.0
	Total	53	34.2	100.0	
Missing	System	102	65.8		
Total		155	100.0		

Relocate Condition: Importance of Pay Increase

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	53	34.2	100.0	100.0
Missing	System	102	65.8		
Total		155	100.0		

Relocate Condition: Importance of Opportunities in New Job

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	63	40.6	100.0	100.0
Missing	System	92	59.4		
Total		155	100.0		

Relocate Condition: Work Visa

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	18	11.6	100.0	100.0
Missing	System	137	88.4		
Total		155	100.0		

Relocate Condition: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	15	9.7	100.0	100.0
Missing	System	140	90.3		
Total		155	100.0		

Appendix K: American Samoa Frequency Tables (Telephone Survey)

American Samoa Frequency Tables (Telephone Survey)

Country or Territory

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	American Samoa	100	100.0	100.0	100.0

Island

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tutuila, AS	100	100.0	100.0	100.0

Village

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tafuna, AS (Tutuila)	55	55.0	55.0	55.0
	Nu`uuli, AS (Tutuila)	24	24.0	24.0	79.0
	Leone, AS (Tutuila)	1	1.0	1.0	80.0
	Ili`ili, AS (Tutuila)	4	4.0	4.0	84.0
	Nu`uuliuta, AS (Tutuila)	1	1.0	1.0	85.0
	Pavai`a`i, AS (Tutuila)	3	3.0	3.0	88.0
	Vaitogi, AS (Tutuila)	1	1.0	1.0	89.0
	Aoloau, AS (Tutuila)	2	2.0	2.0	91.0
	Mesepa, AS (Tutuila)	2	2.0	2.0	93.0
	Mapusagafou, AS (Tutuila)	1	1.0	1.0	94.0
	Malaeimi, AS (Tutuila)	2	2.0	2.0	96.0
	Falenu, AS (Tutuila)	1	1.0	1.0	97.0
	Mapusaga, AS (Tutuila)	1	1.0	1.0	98.0
	Ottoville, AS (Tutuila)	1	1.0	1.0	99.0
	Petesa, AS (Tutuila)	1	1.0	1.0	100.0
	Total	100	100.0	100.0	

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-29 years old	37	37.0	37.0	37.0
	30-39 years old	15	15.0	15.0	52.0
	40-49 years old	21	21.0	21.0	73.0
	50-59 years old	15	15.0	15.0	88.0
	60+	12	12.0	12.0	100.0
	Total	100	100.0	100.0	

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	34	34.0	34.3	34.3
	Female	65	65.0	65.7	100.0
	Total	99	99.0	100.0	
Missing	System	1	1.0		
Total		100	100.0		

Consider New and/or Different Employment Given Right Opportunity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Definitely Yes	56	56.0	56.0	56.0
	Likely Yes	20	20.0	20.0	76.0
	Likely No	9	9.0	9.0	85.0
	Definitely No	15	15.0	15.0	100.0
	Total	100	100.0	100.0	

Sufficient Salary Rate

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	\$3.50/hr	7	7.0	7.1	7.1
	\$4.50/hr	10	10.0	10.1	17.2
	\$5.50/hr	11	11.0	11.1	28.3
	\$6.50+/hr	71	71.0	71.7	100.0
	Total	99	99.0	100.0	
Missing	System	1	1.0		
Total		100	100.0		

Most Important Benefit

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Health benefits	26	26.0	26.3	26.3
	Educational benefits	22	22.0	22.2	48.5
	Retirement benefits	17	17.0	17.2	65.7
	On-site child care	3	3.0	3.0	68.7
	Flexible hours	1	1.0	1.0	69.7
	Increased salary	12	12.0	12.1	81.8
	Family obligations	18	18.0	18.2	100.0
	Total	99	99.0	100.0	
	Missing	System	1	1.0	
Total		100	100.0		

American Samoa Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Middle School	1	1.0	1.0	1.0
	High School	2	2.0	2.1	3.1
	High School Diploma	24	24.0	24.7	27.8
	One year of college	17	17.0	17.5	45.4
	Two years of college/No degree	12	12.0	12.4	57.7
	Technical College	2	2.0	2.1	59.8
	Associates Degree	14	14.0	14.4	74.2
	Three years of college	2	2.0	2.1	76.3
	Four years of college/No degree	4	4.0	4.1	80.4
	Bachelors Degree	14	14.0	14.4	94.8
	Some Graduate School	2	2.0	2.1	96.9
	Masters Degree+	3	3.0	3.1	100.0
	Total	97	97.0	100.0	
Missing	System	3	3.0		
Total		100	100.0		

Independent Samoa Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Form Five	1	1.0	33.3	33.3
	High School Diploma	2	2.0	66.7	100.0
	Total	3	3.0	100.0	
Missing	System	97	97.0		
Total		100	100.0		

MS Word Experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	75	75.0	75.0	75.0
	No	25	25.0	25.0	100.0
	Total	100	100.0	100.0	

MS Excel Experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	68	68.0	68.0	68.0
	No	32	32.0	32.0	100.0
	Total	100	100.0	100.0	

Algebra Experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	90	90.0	90.0	90.0
	No	10	10.0	10.0	100.0
	Total	100	100.0	100.0	

Trigonometry Experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	36	36.0	36.0	36.0
	No	64	64.0	64.0	100.0
	Total	100	100.0	100.0	

Geometry Experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	67	67.0	67.0	67.0
	No	33	33.0	33.0	100.0
	Total	100	100.0	100.0	

Correct Spelling (Protocol)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	51	51.0	51.0	51.0
	No	49	49.0	49.0	100.0
	Total	100	100.0	100.0	

English Ability Sufficient for Call Center

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Definitely Yes	72	72.0	72.0	72.0
Likely Yes	18	18.0	18.0	90.0
Likely No	5	5.0	5.0	95.0
Definitely No	5	5.0	5.0	100.0
Total	100	100.0	100.0	

Appendix L: Independent Samoa Frequency Tables

INDEPENDENT SAMOA FREQUENCY TABLES

Country or Territory

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Independent Samoa	452	100.0	100.0	100.0

Island

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Upolus, Samoa	326	72.1	72.1	72.1
	Savai'i, Samoa	126	27.9	27.9	100.0
	Total	452	100.0	100.0	

Village

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Matautu, Samoa (Upolu)	59	13.1	13.1	13.1
	Saleapaga, Samoa (Upolu)	106	23.5	23.5	36.5
	Tufulele, Samoa (Upolu)	59	13.1	13.1	49.6
	Vaitele (Fou), Samoa (Upolu)	62	13.7	13.7	63.3
	Vaitele (Uta), Samoa (Upolu)	40	8.8	8.8	72.1
	Vaitoomuli, Samoa (Savaii)	126	27.9	27.9	100.0
	Total	452	100.0	100.0	

Read English

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	433	95.8	96.7	96.7
	No	15	3.3	3.3	100.0
	Total	448	99.1	100.0	
Missing	System	4	.9		

Read English

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	433	95.8	96.7	96.7
	No	15	3.3	3.3	100.0
	Total	448	99.1	100.0	
Missing	System	4	.9		
Total		452	100.0		

Understand English

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	13	2.9	3.2	3.2
	A little	90	19.9	22.3	25.6
	A lot	300	66.4	74.4	100.0
	Total	403	89.2	100.0	
Missing	System	49	10.8		
Total		452	100.0		

Speak English

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	6	1.3	1.5	1.5
	A little	100	22.1	24.8	26.3
	A lot	297	65.7	73.7	100.0
	Total	403	89.2	100.0	
Missing	System	49	10.8		
Total		452	100.0		

Read English

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	6	1.3	1.5	1.5
	A little	59	13.1	15.1	16.7
	A lot	325	71.9	83.3	100.0
	Total	390	86.3	100.0	
Missing	System	62	13.7		
Total		452	100.0		

Write English

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	6	1.3	1.6	1.6
	A little	63	13.9	16.3	17.8
	A lot	318	70.4	82.2	100.0
	Total	387	85.6	100.0	
Missing	System	65	14.4		
Total		452	100.0		

English Language Total

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Low	21	4.6	4.7	4.7
	Low	14	3.1	3.1	7.8
	Low	33	7.3	7.3	15.1
	Moderate	1	.2	.2	15.4
	Moderate	46	10.2	10.2	25.6
	Moderate	13	2.9	2.9	28.5
	High	36	8.0	8.0	36.5
	High	35	7.7	7.8	44.3
	High	250	55.3	55.7	100.0
	Total	449	99.3	100.0	
Missing	System	3	.7		
Total		452	100.0		

Understand Samoan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	7	1.5	1.7	1.7
	A little	15	3.3	3.7	5.4
	A lot	388	85.8	94.6	100.0
	Total	410	90.7	100.0	
Missing	System	42	9.3		
Total		452	100.0		

Speak Samoan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	2	.4	.5	.5
	A little	21	4.6	5.2	5.7
	A lot	378	83.6	94.3	100.0
	Total	401	88.7	100.0	
Missing	System	51	11.3		
Total		452	100.0		

Read Samoan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	5	1.1	1.3	1.3
	A little	11	2.4	2.8	4.1
	A lot	378	83.6	95.9	100.0
	Total	394	87.2	100.0	
Missing	System	58	12.8		
Total		452	100.0		

Write Samoan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	2	.4	.5	.5
	A little	9	2.0	2.3	2.8
	A lot	377	83.4	97.2	100.0
	Total	388	85.8	100.0	
Missing	System	64	14.2		
Total		452	100.0		

Samoan Language Total

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Low	14	3.1	3.1	3.1
	Low	6	1.3	1.3	4.5
	Low	40	8.8	8.9	13.4
	Moderate	2	.4	.4	13.9
	Moderate	10	2.2	2.2	16.1
	Moderate	2	.4	.4	16.6
	High	10	2.2	2.2	18.8
	High	8	1.8	1.8	20.6
	High	355	78.5	79.4	100.0
	Total	447	98.9	100.0	
Missing	System	5	1.1		
Total		452	100.0		

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-29 years old	257	56.9	56.9	56.9
	30-39 years old	85	18.8	18.8	75.7
	40-49 years old	69	15.3	15.3	90.9
	50-59 years old	32	7.1	7.1	98.0
	60+	9	2.0	2.0	100.0
	Total	452	100.0	100.0	

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	216	47.8	48.9	48.9
	Female	226	50.0	51.1	100.0
	Total	442	97.8	100.0	
Missing	System	10	2.2		
Total		452	100.0		

Marital Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married	210	46.5	47.6	47.6
	Divorced	9	2.0	2.0	49.7
	Widowed	10	2.2	2.3	51.9
	Single/Never married	208	46.0	47.2	99.1
	Common law	4	.9	.9	100.0
	Total	441	97.6	100.0	
Missing	System	11	2.4		
Total		452	100.0		

Birth Country

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	23	5.1	5.1	5.1
American Samoa	4	.9	.9	6.0
Independent Samoa	419	92.7	92.7	98.7
USA	1	.2	.2	98.9
Other	5	1.1	1.1	100.0
Total	452	100.0	100.0	

Years in American Samoa

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	207	45.8	72.9	72.9
	0.1	2	.4	.7	73.6
	0.3	2	.4	.7	74.3
	0.6	2	.4	.7	75.0
	0.7	1	.2	.4	75.4
	1	16	3.5	5.6	81.0
	1.5	4	.9	1.4	82.4
	2	12	2.7	4.2	86.6
	2.5	1	.2	.4	87.0
	3	5	1.1	1.8	88.7
	4	6	1.3	2.1	90.8
	5	6	1.3	2.1	93.0
	6	1	.2	.4	93.3
	7	1	.2	.4	93.7
	9	2	.4	.7	94.4
	10	3	.7	1.1	95.4
	12	1	.2	.4	95.8
	13	1	.2	.4	96.1
	14	1	.2	.4	96.5
	17	2	.4	.7	97.2
	20	1	.2	.4	97.5
	23	1	.2	.4	97.9
	25	2	.4	.7	98.6
	26	1	.2	.4	98.9
	27	1	.2	.4	99.3
	37	1	.2	.4	99.6
	56	1	.2	.4	100.0
	Total	284	62.8	100.0	

Missing	System	168	37.2	
Total		452	100.0	

Years in Independent Samoa

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	5	1.1	1.5	1.5
	1	1	.2	.3	1.8
	2	1	.2	.3	2.1
	5	1	.2	.3	2.4
	6	1	.2	.3	2.7
	7	2	.4	.6	3.3
	10	2	.4	.6	4.0
	12	1	.2	.3	4.3
	13	2	.4	.6	4.9
	15	1	.2	.3	5.2
	16	3	.7	.9	6.1
	17	2	.4	.6	6.7
	18	19	4.2	5.8	12.5
	19	21	4.6	6.4	18.8
	20	35	7.7	10.6	29.5
	21	16	3.5	4.9	34.3
	22	13	2.9	4.0	38.3
	23	18	4.0	5.5	43.8
	23.5	1	.2	.3	44.1
	24	19	4.2	5.8	49.8
	25	16	3.5	4.9	54.7
	26	12	2.7	3.6	58.4
	27	16	3.5	4.9	63.2
	28	11	2.4	3.3	66.6
	28.5	1	.2	.3	66.9

29	5	1.1	1.5	68.4
30	20	4.4	6.1	74.5
31	1	.2	.3	74.8
33	5	1.1	1.5	76.3
34	2	.4	.6	76.9
35	2	.4	.6	77.5
36	9	2.0	2.7	80.2
37	6	1.3	1.8	82.1
38	3	.7	.9	83.0
39	3	.7	.9	83.9
40	15	3.3	4.6	88.4
42	5	1.1	1.5	90.0
43	4	.9	1.2	91.2
44	3	.7	.9	92.1
45	5	1.1	1.5	93.6
46	3	.7	.9	94.5
47	4	.9	1.2	95.7
48	1	.2	.3	96.0
49	1	.2	.3	96.4
50	3	.7	.9	97.3
51	1	.2	.3	97.6
53	1	.2	.3	97.9
54	1	.2	.3	98.2
55	1	.2	.3	98.5
56	1	.2	.3	98.8
59	1	.2	.3	99.1
60	3	.7	.9	100.0
Total	329	72.8	100.0	
Missing System	123	27.2		
Total	452	100.0		

Years in the United States

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	245	54.2	93.9	93.9
	1	4	.9	1.5	95.4
	2	3	.7	1.1	96.6
	3	4	.9	1.5	98.1
	3.5	1	.2	.4	98.5
	4	1	.2	.4	98.9
	6	1	.2	.4	99.2
	10	1	.2	.4	99.6
	16	1	.2	.4	100.0
	Total	261	57.7	100.0	
Missing	System	191	42.3		
Total		452	100.0		

Current Employer

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Government	81	17.9	19.0	19.0
	Private company	109	24.1	25.6	44.6
	Non-profit organization	12	2.7	2.8	47.4
	Working in the family business	110	24.3	25.8	73.2
	Self-employed	50	11.1	11.7	85.0
	Not currently employed	64	14.2	15.0	100.0
	Total	426	94.2	100.0	
Missing	System	26	5.8		
Total		452	100.0		

Current Ray Rate

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	\$2.50/hr	115	25.4	31.8	31.8
	\$3.50/hr	84	18.6	23.2	55.0
	\$4.50/hr	63	13.9	17.4	72.4
	\$5.50+/hr	100	22.1	27.6	100.0
	Total	362	80.1	100.0	
Missing	System	90	19.9		
Total		452	100.0		

Current Type of Employment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Full-time	271	60.0	63.3	63.3
	Part-time	70	15.5	16.4	79.7
	Not working	87	19.2	20.3	100.0
	Total	428	94.7	100.0	
Missing	System	24	5.3		
Total		452	100.0		

Consider New and/or Different Employment Given Right Opportunity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Definitely Yes	219	48.5	51.8	51.8
	Likely Yes	178	39.4	42.1	93.9
	Likely No	18	4.0	4.3	98.1
	Definitely No	8	1.8	1.9	100.0
	Total	423	93.6	100.0	
Missing	System	29	6.4		
Total		452	100.0		

Employment Type Preference

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Full-time	302	66.8	69.4	69.4
	Part-time	73	16.2	16.8	86.2
	Not sure	60	13.3	13.8	100.0
	Total	435	96.2	100.0	
Missing	System	17	3.8		
Total		452	100.0		

Sufficient Salary Rate

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	\$3.50/hr	91	20.1	21.8	21.8
	\$4.50/hr	82	18.1	19.6	41.4
	\$5.50/hr	76	16.8	18.2	59.6
	\$6.50+/hr	169	37.4	40.4	100.0
	Total	418	92.5	100.0	
Missing	System	34	7.5		
Total		452	100.0		

Importance of Salary Increase

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	312	69.0	73.8	73.8
	Important	81	17.9	19.1	92.9
	Slightly important	18	4.0	4.3	97.2
	Not important	12	2.7	2.8	100.0
	Total	423	93.6	100.0	
Missing	System	29	6.4		
Total		452	100.0		

Current Health Insurance Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	241	53.3	56.4	56.4
	No	186	41.2	43.6	100.0
	Total	427	94.5	100.0	
Missing	System	25	5.5		
Total		452	100.0		

Importance of Health Benefits

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	343	75.9	77.4	77.4
	Important	68	15.0	15.3	92.8
	Slightly important	25	5.5	5.6	98.4
	Not important	7	1.5	1.6	100.0
	Total	443	98.0	100.0	
Missing	System	9	2.0		
Total		452	100.0		

Importance of Opportunities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	333	73.7	75.2	75.2
	Important	82	18.1	18.5	93.7
	Slightly important	20	4.4	4.5	98.2
	Not important	8	1.8	1.8	100.0
	Total	443	98.0	100.0	
Missing	System	9	2.0		
Total		452	100.0		

Importance of Retirement Benefits

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	295	65.3	67.2	67.2
	Important	102	22.6	23.2	90.4
	Slightly important	24	5.3	5.5	95.9
	Not important	18	4.0	4.1	100.0
	Total	439	97.1	100.0	
Missing	System	13	2.9		
Total		452	100.0		

Importance of Child Care

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	252	55.8	58.2	58.2
	Important	118	26.1	27.3	85.5
	Slightly important	38	8.4	8.8	94.2
	Not important	25	5.5	5.8	100.0
	Total	433	95.8	100.0	
Missing	System	19	4.2		
Total		452	100.0		

Importance of Flexible Hours

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very important	250	55.3	58.0	58.0
	Important	105	23.2	24.4	82.4
	Slightly important	49	10.8	11.4	93.7
	Not important	27	6.0	6.3	100.0
	Total	431	95.4	100.0	
Missing	System	21	4.6		
Total		452	100.0		

Benefits Ranking

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	116	25.7	35.7	35.7
	2	103	22.8	31.7	67.4
	3	48	10.6	14.8	82.2
	4	28	6.2	8.6	90.8
	5	11	2.4	3.4	94.2
	6	6	1.3	1.8	96.0
	7	13	2.9	4.0	100.0
	Total		325	71.9	100.0
Missing	System	127	28.1		
Total		452	100.0		

Opportunities Ranking

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	100	22.1	33.4	33.4
	2	78	17.3	26.1	59.5
	3	46	10.2	15.4	74.9
	4	19	4.2	6.4	81.3
	5	25	5.5	8.4	89.6
	6	18	4.0	6.0	95.7
	7	13	2.9	4.3	100.0
	Total		299	66.2	100.0
Missing	System	153	33.8		
Total		452	100.0		

Retirement Ranking

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	12	2.7	4.0	4.0
	2	21	4.6	7.0	11.0
	3	35	7.7	11.6	22.6
	4	36	8.0	12.0	34.6
	5	60	13.3	19.9	54.5
	6	46	10.2	15.3	69.8
	7	91	20.1	30.2	100.0
	Total	301	66.6	100.0	
Missing	System	151	33.4		
Total		452	100.0		

Child Care Ranking

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	12	2.7	4.0	4.0
	2	24	5.3	8.0	12.0
	3	48	10.6	16.1	28.1
	4	62	13.7	20.7	48.8
	5	37	8.2	12.4	61.2
	6	68	15.0	22.7	83.9
	7	48	10.6	16.1	100.0
	Total	299	66.2	100.0	
Missing	System	153	33.8		
Total		452	100.0		

Flexible Hours Ranking

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	13	2.9	4.4	4.4
	2	9	2.0	3.1	7.5
	3	33	7.3	11.2	18.6
	4	45	10.0	15.3	33.9
	5	72	15.9	24.4	58.3
	6	70	15.5	23.7	82.0
	7	53	11.7	18.0	100.0
	Total		295	65.3	100.0
Missing	System	157	34.7		
Total		452	100.0		

Importance of Salary Increase Ranking

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	36	8.0	12.4	12.4
	2	30	6.6	10.3	22.7
	3	45	10.0	15.5	38.1
	4	51	11.3	17.5	55.7
	5	47	10.4	16.2	71.8
	6	54	11.9	18.6	90.4
	7	28	6.2	9.6	100.0
	Total		291	64.4	100.0
Missing	System	161	35.6		
Total		452	100.0		

Family Obligations Ranking

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	35	7.7	11.7	11.7
	2	40	8.8	13.3	25.0
	3	42	9.3	14.0	39.0
	4	56	12.4	18.7	57.7
	5	34	7.5	11.3	69.0
	6	29	6.4	9.7	78.7
	7	64	14.2	21.3	100.0
	Total	300	66.4	100.0	
Missing	System	152	33.6		
Total		452	100.0		

Willingness to Change Job

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	295	65.3	69.2	69.2
	No	26	5.8	6.1	75.4
	Not sure	105	23.2	24.6	100.0
	Total	426	94.2	100.0	
Missing	System	26	5.8		
Total		452	100.0		

American Samoa Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	High School	19	4.2	40.4	40.4
	High School Diploma	7	1.5	14.9	55.3
	One year of college	1	.2	2.1	57.4
	Technical College	7	1.5	14.9	72.3
	Associates Degree	2	.4	4.3	76.6
	Three years of college	3	.7	6.4	83.0
	Four years of college/No degree	2	.4	4.3	87.2
	Bachelors Degree	2	.4	4.3	91.5
	Some Graduate School	2	.4	4.3	95.7
	Masters Degree+	2	.4	4.3	100.0
	Total	47	10.4	100.0	
Missing	System	405	89.6		
Total		452	100.0		

Independent Samoa Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than Form Five	20	4.4	5.1	5.1
	Form Five	78	17.3	19.7	24.8
	Form Six	95	21.0	24.1	48.9

	High School Diploma	56	12.4	14.2	63.0
	One year of college	13	2.9	3.3	66.3
	Two years of college/No degree	5	1.1	1.3	67.6
	Technical College	36	8.0	9.1	76.7
	Three Years of College	23	5.1	5.8	82.5
	Four Years of College/No Degree	27	6.0	6.8	89.4
	Bachelors Degree	16	3.5	4.1	93.4
	Some Graduate School	22	4.9	5.6	99.0
	Masters Degree+	4	.9	1.0	100.0
	Total	395	87.4	100.0	
Missing	System	57	12.6		
Total		452	100.0		

Formal & Special Training

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	195	43.1	45.6	45.6
	No	233	51.5	54.4	100.0
	Total	428	94.7	100.0	
Missing	System	24	5.3		
Total		452	100.0		

English Use (Training)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Everything incorrect / Unclear	47	10.4	23.7	23.7
	One word answer	59	13.1	29.8	53.5
	Comprehensible sentence(s) (minor mistakes)	40	8.8	20.2	73.7
	Simple sentence(s)	29	6.4	14.6	88.4
	Complex sentence(s)	23	5.1	11.6	100.0
	Total	198	43.8	100.0	
	Missing System	254	56.2		
Total	452	100.0			

English Use (Computer)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Everything incorrect / Unclear	192	42.5	45.2	45.2
	One word answer	107	23.7	25.2	70.4
	Comprehensible sentence(s) (minor mistakes)	81	17.9	19.1	89.4
	Simple sentence(s)	18	4.0	4.2	93.6
	Complex sentence(s)	27	6.0	6.4	100.0
	Total	425	94.0	100.0	
	Missing System	27	6.0		
Total	452	100.0			

Computer Experience Level

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	High	52	11.5	12.3	12.3
	Medium	64	14.2	15.2	27.5
	Low	35	7.7	8.3	35.8
	No computer experience	179	39.6	42.4	78.2
	Response not clear	92	20.4	21.8	100.0
	Total	422	93.4	100.0	
Missing	System	30	6.6		
Total		452	100.0		

Internet Access (Use)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Correct	320	70.8	78.0	78.0
	Incorrect	90	19.9	22.0	100.0
	Total	410	90.7	100.0	
Missing	System	42	9.3		
Total		452	100.0		

English Use (Internet)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Everything incorrect / Unclear	228	50.4	55.6	55.6
	One word answer	84	18.6	20.5	76.1
	Comprehensible sentence(s) (minor mistakes)	49	10.8	12.0	88.0
	Simple sentence(s)	41	9.1	10.0	98.0

	Complex sentence(s)	8	1.8	2.0	100.0
	Total	410	90.7	100.0	
Missing	System	42	9.3		
Total		452	100.0		

MS Word Experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	221	48.9	55.0	55.0
	No	181	40.0	45.0	100.0
	Total	402	88.9	100.0	
Missing	System	50	11.1		
Total		452	100.0		

MS Excel Experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	217	48.0	55.1	55.1
	No	177	39.2	44.9	100.0
	Total	394	87.2	100.0	
Missing	System	58	12.8		
Total		452	100.0		

Algebra Experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	237	52.4	65.3	65.3
	No	126	27.9	34.7	100.0
	Total	363	80.3	100.0	
Missing	System	89	19.7		
Total		452	100.0		

Trigonometry Experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	171	37.8	55.9	55.9
	No	135	29.9	44.1	100.0
	Total	306	67.7	100.0	
Missing	System	146	32.3		

Trigonometry Experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	171	37.8	55.9	55.9
	No	135	29.9	44.1	100.0
	Total	306	67.7	100.0	
Missing	System	146	32.3		
Total		452	100.0		

Geometry Experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	194	42.9	61.4	61.4
	No	122	27.0	38.6	100.0
	Total	316	69.9	100.0	
Missing	System	136	30.1		
Total		452	100.0		

Correct Spelling (Protocol)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	220	48.7	57.4	57.4
	No	163	36.1	42.6	100.0
	Total	383	84.7	100.0	
Missing	System	69	15.3		
Total		452	100.0		

English Use (Work)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Everything incorrect / Unclear	60	13.3	13.5	13.5
	One word answer	142	31.4	31.9	45.4
	Comprehensible sentence(s) (minor mistakes)	133	29.4	29.9	75.3
	Simple sentence(s)	99	21.9	22.2	97.5
	Complex sentence(s)	11	2.4	2.5	100.0
	Total	445	98.5	100.0	
Missing	System	7	1.5		
Total		452	100.0		

English Use (Sibling)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Everything incorrect / Unclear	61	13.5	13.9	13.9
	One word answer	120	26.5	27.3	41.2
	Comprehensible sentence(s) (minor mistakes)	166	36.7	37.8	79.0
	Simple sentence(s)	88	19.5	20.0	99.1
	Complex sentence(s)	4	.9	.9	100.0
	Total	439	97.1	100.0	
	Missing	System	13	2.9	
Total		452	100.0		

United States Culture (Thanksgiving)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Correct	309	68.4	74.6	74.6
	Incorrect	105	23.2	25.4	100.0
	Total	414	91.6	100.0	
Missing	System	38	8.4		
Total		452	100.0		

English Use (US Culture)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Everything incorrect / Unclear	213	47.1	51.6	51.6
	One word answer	78	17.3	18.9	70.5
	Comprehensible sentence(s) (minor mistakes)	74	16.4	17.9	88.4
	Simple sentence(s)	43	9.5	10.4	98.8

	Complex sentence(s)	5	1.1	1.2	100.0
	Total	413	91.4	100.0	
Missing	System	39	8.6		
Total		452	100.0		

English Use (Fa`a Samoa)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Everything incorrect / Unclear	114	25.2	25.9	25.9
	One word answer	57	12.6	13.0	38.9
	Comprehensible sentence(s) (minor mistakes)	182	40.3	41.4	80.2
	Simple sentence(s)	73	16.2	16.6	96.8
	Complex sentence(s)	14	3.1	3.2	100.0
	Total	440	97.3	100.0	
	Missing	System	12	2.7	
Total		452	100.0		

Current Education Enrollment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	159	35.2	37.9	37.9
	Enrolled in school	146	32.3	34.8	72.6
	Enrolled in a special training program	115	25.4	27.4	100.0
	Total	420	92.9	100.0	
Missing	System	32	7.1		
Total		452	100.0		

United States Geography

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Correct	139	30.8	44.7	44.7
	Incorrect	149	33.0	47.9	92.6
	2	22	4.9	7.1	99.7
	3	1	.2	.3	100.0
	Total	311	68.8	100.0	

Missing	System	141	31.2	
Total		452	100.0	

United States Politics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Correct	211	46.7	58.9	58.9
	Incorrect	147	32.5	41.1	100.0
	Total	358	79.2	100.0	
Missing	System	94	20.8		
Total		452	100.0		

Multi-Task Oriented

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	43	9.5	10.2	10.2
	Disagree	31	6.9	7.4	17.6
	Neutral	33	7.3	7.9	25.5
	Agree	190	42.0	45.2	70.7
	Strongly agree	123	27.2	29.3	100.0
	Total	420	92.9	100.0	
Missing	System	32	7.1		
Total		452	100.0		

Detail Oriented

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	39	8.6	9.2	9.2
	Disagree	29	6.4	6.8	16.0
	Neutral	23	5.1	5.4	21.4
	Agree	160	35.4	37.6	59.1
	Strongly agree	174	38.5	40.9	100.0
	Total	425	94.0	100.0	
Missing	System	27	6.0		
Total		452	100.0		

Computer Oriented

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	50	11.1	12.2	12.2
	Disagree	30	6.6	7.3	19.5
	Neutral	32	7.1	7.8	27.3
	Agree	167	36.9	40.7	68.0
	Strongly agree	131	29.0	32.0	100.0
	Total	410	90.7	100.0	
Missing	System	42	9.3		
Total		452	100.0		

Team Oriented

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	39	8.6	9.2	9.2
	Disagree	24	5.3	5.7	14.9
	Neutral	31	6.9	7.3	22.2
	Agree	166	36.7	39.2	61.5
	Strongly agree	163	36.1	38.5	100.0
	Total	423	93.6	100.0	
Missing	System	29	6.4		
Total		452	100.0		

Self Development Oriented

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	33	7.3	7.8	7.8
	Disagree	36	8.0	8.5	16.4
	Neutral	23	5.1	5.5	21.8
	Agree	207	45.8	49.1	70.9
	Strongly agree	123	27.2	29.1	100.0
	Total	422	93.4	100.0	

Missing	System	30	6.6		
Total		452	100.0		

Relocate Condition: Better Living Conditions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	110	24.3	25.1	25.1
	No	329	72.8	74.9	100.0
	Total	439	97.1	100.0	
Missing	System	13	2.9		
Total		452	100.0		

Relocate Condition: Importance of Pay Increase

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	124	27.4	28.2	28.2
	No	316	69.9	71.8	100.0
	Total	440	97.3	100.0	
Missing	System	12	2.7		
Total		452	100.0		

Relocate Condition: Importance of Opportunities in New Job

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	136	30.1	30.9	30.9
	No	304	67.3	69.1	100.0
	Total	440	97.3	100.0	
Missing	System	12	2.7		
Total		452	100.0		

Relocate Condition: Work Visa

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	107	23.7	24.3	24.3
	No	333	73.7	75.7	100.0
	Total	440	97.3	100.0	
Missing	System	12	2.7		
Total		452	100.0		

Relocate Condition: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	26	5.8	5.9	5.9
	No	413	91.4	94.1	100.0
	Total	439	97.1	100.0	
Missing	System	13	2.9		
Total		452	100.0		

Appendix M: Country Profile

Country Profile

FACTS	AM. SAMOA	SAMOA
POPULATION	57,663 (July 2007 est)	214,265 (July 2007 est)
Age Structure	0-14 yrs: 33.6% (male 10,049/female 9,345) 15-64 yrs: 63.5% (male 19,041/female 17,556) 65+ yrs: 2.9% (male 606/female 1,066)	0-14 yrs: 38.1% (male 41,551/female 40,085) 15-64 yrs: 56.3% (male 63,320/female 57,227) 65+ yrs: 5.6% (male 5,416/female 6,616)
Median Age	Total: 23.6 yrs Male: 23.4 yrs Female: 23.8 yrs	Total: 20.4 yrs Male: 20.7 yrs Female: 20.2 yrs
Ethnic groups	Native Pacific Islanders 92.9%; Asian 2.9%; White 1.2%; Mixed 2.8%; Other 0.2% (2000 census)	Samoan 92.6%; Euroasians 7%; (persons of European and Polynesian blood); Europeans 0.4%
Religions	Christian Congregationalist 50%; Roman Catholic 20%; Protestant and other 30%	Congregationalists 34.8%; Roman Catholic 19.6%; Methodist 15%; Latter-Day Saints 12.7%; Assembly of God 6.6%; Seventh-Day Adventist 3.5%; Worship Center 1.3%; other Christian 4.5%; other 1.9%; unspecified 0.1% (2001 census)
Languages	Samoan 90.6%; English 2.9%; Tongan 2.4%; other Pacific Islander 2.1%; other 2.0% NOTE: Most people are bilingual (2000 census)	Samoan (Polynesian); English
Literacy	Definition: age 15 and over can read and write Total population: 97% Male: 98% Female: 97% (2000 census)	Definition: age 15 and over can read and write Total population: 99.7% Male: 99.6% Female: 99.7% (2003 census)
ECONOMY (overview)	<ul style="list-style-type: none"> ➤ Traditional Polynesian economy in which >90% of land is communally owned. ➤ Linked with US with which Am. Samoa conducts most of its commerce. ➤ Tuna fishing and tuna processing plants are backbone of private sector, with canned tuna the primary export. ➤ Tourism is a promising developing sector. 	<ul style="list-style-type: none"> ➤ Traditionally dependent on development aid, family remittances from overseas, agriculture, and fishing. ➤ Agriculture employs 2/3 of labor force and furnishes 90% of exports, featuring coconut cream, coconut oil, and copra. ➤ One factory in the Foreign Trade Zone employs 3,000 people to make automobile electrical harnesses for an assembly plant in Australia. ➤ Tourism is expanding sector, accounting for 25% of GDP (about 100,000 tourists visited the islands in 2005).
GDP (purchasing power parity)	\$510.1 million (2003 est)	\$1 billion (2002 est)
GDP per capita	\$5,800 (2005 est)	\$2,100 (2005 est)
Labor Force	17,630 (2005 est)	90,000 (2000 est)

Labor Force – by occupation	Agriculture: 34% Industry: 33% Services: 33% (1990 est)	* Agriculture: 64% * Industry: 6% * Services: 30% (November 2006)
Unemployment rate	12% of labor force (2007 estimate) **	12% of labor force (2001 estimate) ***
Budget	<u>Revenues</u> : \$121 million (37% in local revenue and 63% in US grants) <u>Expenditures</u> : \$127 million; including capital expenditures of \$NA (FY96/97 est)	<u>Revenues</u> : \$171.3 million <u>Expenditures</u> : \$78.1 million; including capital expenditures of \$NA (FY04/05 est)
Industries	Tuna canneries (largely supplied by foreign fishing vessels); Handicrafts	Food processing; building materials; auto parts
Industrial growth rate	NA	2.8% (2000 est)
Exports	\$445.6 million (FY04 est)	\$94 million f.o.b (2004 est)
Export commodities	Canned tuna 93% (2004 est)	Fish, coconut oil and cream; copra; taro; automotive parts; garments; beer
Export – partners	Indonesia 28.2%; India 22.3%; Australia 15.3%; Japan 11.2%; NZ 7.1% (2005 est)	Australia 75.9%; Am. Samoa 13.6%; US 6.5% (2005 est)
Imports	\$308.8 million (FY04 est)	\$285 million f.o.b. (2004 est)
Import commodities	Material for canneries 56%; food 8%; petroleum products 7%; machinery and parts 6% (2004 est)	Machinery and equipment; industrial supplies; foodstuffs
Import – partners	Australia 66%; Samoa 13.8%; NA 10.8% (2005 est)	NZ 31%; Australia 22.6%; US 13.5%; Japan 7.5%; Fiji 6%; China 4.6% (2005 est)
Economic aid recipient	Important financial support from the US, > \$40 million in 1994	\$30.8 million (2004 est)

SOURCE: All of data in the tables is taken from CIA *The World Factbook* (via Web access) 2007 except as noted below.

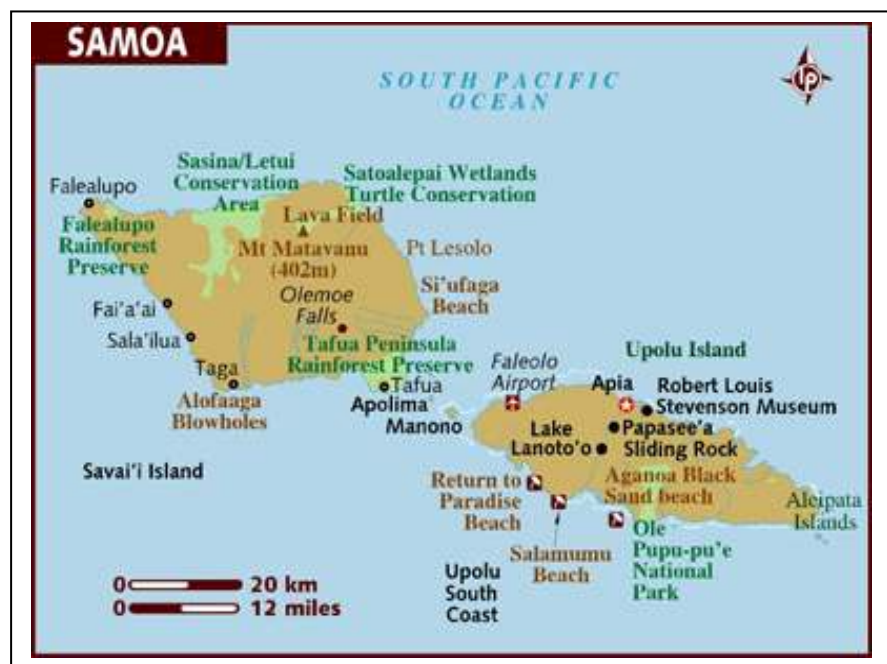
* Source: US Dept. of State web page May 2007

** Source: Unemployment is estimated at 12% according to a 2007 communication with the American Samoa Statistical Office. The CIA 2005 value of 29.8 % may be a gross overestimation

*** Samoa Statistical Department web page 2007

NOTE: Our report does not use the data in this tables. The data here is included only for disclosure.

Maps of American Samoa and Samoa



**Appendix N: American Samoa Labor Pool Study Focus Group with Stakeholders
Representatives**

American Samoa Labor Pool Study
Focus Group with Stakeholders Representatives

SCOPE
To gain information about the quantity and quality of the available labor pool (ALP) in American Samoa and Samoa from the public, private, community and education representatives.

1. What is the size of the ALP (the workers that can be immediately employed) in American Samoa and Samoa?
1. _____

2. What are the characteristics of the of the available labor pool (ALP) in American Samoa and Samoa?
(a) Age & Gender distribution; (b) Salary & Benefits requirements; (c) Educational achievements; (d) American English spoken and written fluency; (e) Computer literacy; (f) Knowledge of US geography, culture and lifestyle.
2. _____

3. What Government can do in the areas of immigration, labor, housing, transportation, infrastructures, community facilities, and social services to facilitate the location and long term retention of industries that provide jobs in the new information economy?
3. _____

4. What Educational Institutions (schools, community college and university) can do to provide education and training suitable for jobs in the new economy?
4. _____

5. What working opportunities, wage levels, working conditions, and benefits packages the Private Sector can provide for the workers in the new economy?
5. _____

6. What are the impacts to consider on Fa' a Samoa if new industries, such as a call center, are located in American Samoa?
6. _____

7. What are the possible range and intensity of impacts on other employment sectors if a call center is created in America Samoa?
7. _____

Appendix O: Individual Focus Group Discussion Minutes

Individual Focus Group Discussion Minutes (unedited version)

FOCUS GROUPS NARRATIVE

The following pages contain the narrative extracted from the focus groups transcripts that were taped as well as typed.

Any attribution to individual conference participants is removed for confidentiality. It is only indicated if a focus group was composed in prevalence by government or private sector representatives, and if it was held in American Samoa or Samoa. These are useful distinctions to differentiate viewpoints and explore areas of possible collaboration across sectors within and between American Samoa and Samoa to ensure an ALP.

What is important are the information, ideas, opinions, hopes, and concerns about the ALP shared by those in attendance, and not who actually stated them.

This narrative expresses the views of the focus groups participants and not the opinion of the ALP Study Team. Members of the study team limited themselves to answer questions, probe scenarios, issues and situations, and answer questions on the ALP study and on the call center.

No particular editing has been done to this narrative to clarify, explain or interpret the transcripts.

No paraphrasing has been done so as not to deviate from the original way, emphasis and style the participants made their contributions.

No particular effort has been made to reach a consensus among participants, as the range of all their opinions was considered important. Thus, some statements at times may seem contradictory. They simply present individual opinions. Some statements may not be very clear, but they are retained in the narrative anyway, as they may be useful for a later analysis.

Unfolding a range of opinions is useful because they call attention to matters that eventually must be addressed in the environmental impact assessment (EIA) or environmental impact statement (EIS) needed to meet federal or territorial requirements when planning the location of new businesses and facilities for the new economy such as a call center. In other words, the focus groups fulfill the “scoping” meetings to design a useful EIA or EIS.

This narrative organizes the individual contributions under the headings of the seven questions proposed in the focus group agenda (some questions were not explicitly addressed by some focus groups). This allows for an integrated comparative discussion that is summarized in Section VI of this report entitled “Synthesis of Focus Group Discussion and of Individual Response Forms”.

GOVERNMENT/PUBLIC SECTOR – TOP MANAGEMENT

This focus group was composed by four directors or deputies of the Department of Human Resources (EE), Department of Public Works, and Barstow Library Services as well as seven members of the University of Hawaii Available Labor Pool (ALP) project team.

Question 1: What is the size of the available labor pool (the workers that can be immediately employed) in American Samoa?

The available labor pool accounts for anyone, within the ages of 16 and 65, who would take a job, if the opportunities are attractive enough. It includes the unemployed.

Knowing the qualifications of the call center, about 2,000 would be eligible to work there. Although the younger generation can speak English well, they still do not have the ideals of respect. Even with the customer service training provided at the library, many refuse to change due to their stubborn personality. This factor should be accounted for.

What number of people would be eligible? Assuming that there is a ten to fifteen percent increase in salary and benefits then may 6,000 would be eligible.

Question 2: What are the characteristics of the available labor pool (ALP) in American Samoa and Samoa? (a) Age and Gender distribution; (b) Salary and Benefits requirements; (c) Educational achievements; (d) American English Spoken and written fluency; (e) Computer literacy; (f) Knowledge of US geography, culture and lifestyle.

(a) Age and gender distribution

Many employees do not hire sixteen year olds. Those under age eighteen need parental consent in order to work. The military allows seventeen years old with parental consent.

Many of the people hired are around twenty years old. Very few high school graduates are hired. Around five percent of people hired are local. The rest are from Samoa.

Many people lack technical skills. Within the department of engineering, many have college degrees but still need more training. This has been the case for the past thirty years. Many of the people hired are from Samoa. There is a lack of professional people.

The library has a workforce of fourteen people from twenty-two years old to seventy-two years old. Summer workforce is doubled with a majority of people aged 16 and 17. These are the hardest working. Many of the parents would be supportive of minors working summer jobs. Some matai suggests that many older people would want to return to work with the right opportunities. Is this true? There is not many employees that continue working past sixty-five years old. Those around fifty-five years old usually retire. This is dependent on whether they have children. If they have children supporting parents, then they would usually retire earlier.

Many schoolteachers would be looking for summer jobs, they can be part of the labor force.

What percentage of the population speak or write English?

A view was that the majority of people speak English well. Older people speak English especially well. But the younger people cannot write Samoan very well. Another view was that many people from Samoa do not speak English. Although they have the skill, they probably do not speak English well. They can only communicate in Samoan.

Many people might be able to speak English but also do not possess enough skill to convey specific details or communicate effectively over the phone. This would be especially difficult for these same people to communicate without the use of body language or facial expression.

Question 3: What can the government do in the area of immigration, labor, housing, transportation, infrastructures, community facilities, and social services to facilitate the location and the long-term retention of industries that provide jobs in the new information economy?

A good number of people are employed and are illegal workers. Estimate of how many of them would be illegal range from 5 to 10% or even 50%. A more precise number should be available at the immigration office that can furnish the figure of how many aliens are allowed to work. However many aliens marry local and can work.

The numbers of illegal aliens are about 10%. There is a team that follows the government rules to ensure that the illegal aliens are paying taxes. But employers are getting around this by paying in cash, which is less than the minimum wage.

Say that there are about 2,000 people that are illegal. There are 3500 Government workers with a miscellaneous number of 5,000 workers. So about 12,000 are employed and not illegal and not working for the government. How many of the 12,000 could be persuaded to take a job with the call center? An answer to this question would be 6,000, however many might not be qualified for the call center.

Many of the younger people would be more qualified as they speak English better and have better technical skills. About half of the 12,000 are younger people. And the call center needs 3,000 workers.

The question should be phrased: “Are there 3,000 people that will move over to the call center jobs?” The answer would be affirmative because there is an existing labor supply for the call center here in American Samoa.

Question 4. What educational institutions (schools, community college and university) can do to provide education and training suitable for jobs in the new economy?

Many of the local kids may not want to become professional in a specific job.

There is a need for higher technical and vocational training at American Samoa Community College. Many of the people currently hired have no formal training. Even those that have degrees from Community Colleges do not have adequate training.

Question 5. What working opportunities, wage levels, working conditions, and benefits packages the Private Sector can provide for the workers in the new economy?

There are about ten to twenty local contractors on the island. It's harder to work for the private sector. There is not enough demand for labor, so it's harder to make money.

Many of the private sector companies are failing their employees. The private sector companies do not pay employees, as they do not make enough money. They are also deducting Social Security and FICA but refuse to pay those employees. There is no sick leave. There is no annual leave. People would definitely leave their jobs for a company that was more reliable.

Pretend that the number of able-bodied people who could work was 30,000. Also say that the number of employed were 18,000 and those that were unemployed were 1,000. If about 11,000 were able-bodied and were not employed or unemployed, how many of these employed would switch to a better job if a better job existed? An answer would be that "all would switch!" But many employees earning retirement benefits would not switch unless it was possible to retain those benefits.

Question 6: What are the impacts to consider on fa'a Samoa if new industries, such as a call center, are located in American Samoa?

The impact depends on if the language spoken if one is prioritized higher than another. If English is valued higher than Samoa, many would speak English.

The wages offered by the call centers may be about five to six dollars an hour. If that is the case it would not be much of an increase in salary. Teachers are paid around four dollars. Five dollars an hour is for an entry-level position. Managerial positions are going to be higher. Many businesses want to come to American Samoa. There is a need to collect as much data about the local situation for the companies that are interested in investing in American Samoa.

**AMERICAN SAMOA FOCUS GROUP 2, JULY 18, 2007
GOVERNMENT/PUBLIC SECTOR – MIDDLE MANAGEMENT**

Seven managers including financial, personnel, an EEO officer and a special assistant of the Governor's Office attended this focus group in addition to seven members of the UH ALF project team.

Question 1: What is the size of the available labor pool (the workers that can be immediately employed) in American Samoa?

Suppose that about 40,000 people are between eighteen to sixty-five years old in American Samoa. About 20,000 people have jobs. Of those, 12,000 people work in the private sector, and another 7,500 people work for the government. Lastly, 500 people are self-employed. That means there are about 20,000 people are not working or are unemployed.

A call center requires employees to field calls in customer service. They must be professional. How many would have that English capability? About 30% to 40% or 50% of those working in the private sector and about 50% of the government workers would have that capability. Of those that are not employed, about 60% would return to employment at the call center. Many of those people are younger mothers who could work. This is especially more realistic now with the childcare centers. But, there is a high number of mothers that are qualified but have to stay home to watch their kids. About 20% are mothers.

There are also a high number of veterans that could work. There are also many people that have disability that can still work and would return to work if given a chance.

There aren't that many jobs available, those that are unemployed are very qualified but are unemployed because there aren't enough jobs.

About 15% to 20% are high school graduates that cannot find jobs. The rest are not capable. That is about 4,000 people.

Many people come from the U.S but do not work because pay is not enough. But they are qualified.

There may be about 12,750 people that may comprise the available labor pool. This is the number of people who could potentially work at the call centers. There are about 5000 high school graduates and many of them do not go to American Samoa Community College. But the number of high school graduates includes those that do have the necessary skills. However many of them are technically proficient and with training from the call center, they would be more proficient.

Question 2: What are the characteristics of the available labor pool (ALP) in American Samoa and Samoa? (a) Age and Gender distribution; (b) Salary and Benefits requirements; (c) Educational achievements; (d) American English Spoken and written fluency; (e) Computer literacy; (f) Knowledge of US geography, culture and lifestyle.

(a) Age & gender distribution

There are more women than men that work in American Samoa. Many high school students work during the summer and on weekends. The students from the American Samoa Community College could work. There are many middle-aged people who want to relocate back to American Samoa who would also be part of the available labor pool.

Probably more women than men would be working at the call center. At the summer programs, there are more women working in the office than men. More women seek jobs. Many of the people working in the military are women.

The call center will not be totally dominated by women. There are many men that do not play professional football. There are many bright boys that are currently looking for jobs. Not all of them want to play football or do labor work. Some of them want to work in an office.

Veterans

Many people joined the armed services and want to retire and come back to American Samoa. They look for jobs within the private sector. There is a significant number of retirees that come back. Many stay with their families and are still in the village. They even participate in the village affairs.

Three years ago, about 8,000 people were veterans. Congressman Faleomavaega would have this information. This information is also available at the local VA hospital here in American Samoa, which has a listing of all veterans. From the Governor's office, there are about 1,200 veterans and that might be a lower estimate. Many of the veterans that are middle-aged have traveled and would have great experience in customer service and rapport. The younger generation, especially want to learn as much as possible. They are very teachable.

Middle-aged veterans would come back to work at the call center because the call center may be very attractive to them because they want to be involved in family and it is an easy job for them. The call center office hours are good for those people who prefer to be free during the day or the night.

Need for jobs

In conclusions many people are looking for the job. The government does not provide enough jobs for these people. There is a major need for more jobs.

(d) American English spoken and written fluency

Because English is taught in elementary schools, all children speak English. There is only a small percent of kids that do not speak English.

In a Samoan-spoken church, there were many people who asked for an English translation. Surprising many people would prefer English because they are proficient in English. English may be better when one need to be more detailed in communication.

Question 3: What can the government do in the area of immigration, labor, housing, transportation, infrastructures, community facilities, and social services to facilitate the location and the long-term retention of industries that provide jobs in the new information economy?

Immigration law and work permits

The government should focus on immigration issues. Many people from Samoa need an entry permit into American Samoa. But these same people can be sponsored by the private sector.

Is it possible to recruit workers from Samoa and also from other country if there aren't enough workers in American Samoa because there is a work permit in place. However it would be better first to utilize the labor force available in American Samoa.

There legal and labor issues. People can complain to the EEOB resulting in the Labor Department issuing fines for various reasons. Labor laws are not enforced here. There isn't even a sexual harassment regulation or other training here.

Childcare

Other ways the government can support these new businesses is to provide childcare. The government could help the private sector in relieving these worries from parents with children who could work. For example at the American Samoa Community College, the government provides childcare for those going to school.

But there still might be problems when the shifts are late night. Since the day care centers run during the day, having childcare might be an issue for those parents have to work at night. The Canneries allow for parents to work different shifts in order to take care of their children.

Question 4. What educational institutions (schools, community college and university) can do to provide education and training suitable for jobs in the new economy?

Education facilities in American Samoa help not only the young but also others:

- (a) The American Samoa Community College is trying to activate education programs by providing classes for government employees. This program is also available to everyone. These classes target three specific skills, which are good for professional development. But the program is only for those that want to attend. The continuing education was at the college for many years but not many people attended the program. The program is going to help all people regardless of their background. The program is good because it provides an incentive for many that want professional development. It makes a great difference if the program is mandatory or not for government workers and for private sectors workers.
- (b) The Department of Education is doing something similar. They send teachers to obtain their degrees. The incentive is higher pay. The problem with the current training program it does not offers incentives like pay increase. The program is good for performance evaluation but not good for immediate benefits like pay increase. There should be more programs for other departments since only these departments offer these incentives for free. If there is no incentive, than no one will go. But there are incentives for other programs. For example, the Department of Health offers cash awards for nurses seeking higher training.

Question 5. What working opportunities, wage levels, working conditions, and benefits packages the Private Sector can provide for the workers in the new economy?

If there were a new company coming to Samoa, they would need to make sure that they are providing incentives for the people to work for them.

What worker would choose, good pay or good benefits? This may depend on age. If they were a lot older, they would want good benefits depending on medical plans. If they were younger, they would want good pay. Good pay is more desirable as you can invest the savings from it.

If there is a job opportunity with a great salary, many people would take it regardless of their gender.

Question 6: What are the impacts to consider on fa'a Samoa if new industries, such as a call center, are located in American Samoa?

The call center may not be a major impact on fa'a Samoa. The canneries exist now and the fa'a Samoa has not been greatly affected by them. Actually it would be a plus as people can give more money to their families. Overall, there would not be a negative impact. But there should be financial management courses offered to help people deal with their wages, otherwise many might waste their money on negatives like alcohol. People need to learn how to spend their money wisely.

From these jobs, people are able to become more skilled. Also, this new opportunity presents a challenge for the government to continually develop new programs that fit the new needs of the people.

One negative of the call center would be that many people might overextend themselves to make more money. There might be repercussions within the family due to the absence of these working people. But having a job is a better option than not having one at all.

There might be some sort of effect in having Samoans as supervisors. What about having the matai at call centers? Maybe matai should not work in the work place. Rank within the employment structure should matter. This is the case in the military. Regardless of your age, it is your rank that determines how you are treated. There are a lot of matai in the workplace. And although they receive respect, it would complicate the work culture and atmosphere. However, untitled people will still defer to those that have a title. It is detrimental to have a matai at the top that is not qualified. But the appointment of supervisors will need to be well planned. It can work. It works in Samoa.

Sending a replacement for a worker from a family may decrease the quality of service, unless both family members are trained in the job in question.

Question 7: What are the possible range and intensity of impacts on other employment sectors if a call center is located in American Samoa?

The call center may cause a lot of competition among businesses for qualified employees. The call center would want to operate twenty-four hours a day. About 1000 people will be needed to work as operators. Impact on urban development would need to be considered due to the establishment of the call center and new jobs.

AMERICAN SAMOA FOCUS GROUP 3, July 20, 2007
PRIVATE SECTOR

Thirteen people attended this focus group representing the private sector (communication, tuna cannery, business firms, business associations and organization), but also the USA Department of Interior, and the American Samoa Department of Commerce, as well as five members of the University of Hawaii Available Labor Pool (ALP) project team.

Question 1: What is the size of the available labor pool (the workers that can be immediately employed) in American Samoa?

The available labor pool is the number of people in Samoa who could speak English and could work in a job. This number will include those who could speak with confidence in a professional manner while being accurate in providing information. What percent of those people speak English in a manner that could work at the call center?

The number of people employed includes those from Samoa, Tonga, and other countries in American Samoa. The cannery has about 5,000 workers. The government employs about 6,000 workers. There are another 5,000 people working in the private sector. The total is 16,000 workers.

Of those 5,000 working in the cannery, how many could work in the call center?

Their number would be very minimal. The majority of people in the workforce are from Samoa and don't speak English very well.

We need to know the number of people who could work in the call center. The students at the American Samoa Community College can speak English. We should look at the 16-65 age group of people who are educated.

About 50% of those currently employed could work at the call center. In the government about less than half could work in the call center? These numbers will vary depending on the salary and benefits being offered.

The business owners from the call center who came to American Samoa mentioned that the focus of the workforce was centered on the college. They were extremely impressed with the people from the college. They were not very impressed with the workers in the government. So the college would be the better place to look at the available labor pool.

In sum 20% of the workers from the cannery, 45% to 60% of the workers from the government, and about 50% of those in the private sector could work at the call center. There are about 7,000 workers at both canneries and maybe there are about 250 graduates each year. There are about 16,000 to 18,000 people that are not employed and are not seeking work. Is there an available labor pool in that group? And what is their size? Are there others people who are qualified but are not graduates like housewives? How many are retired veterans?

The Department of Immigration has information about foreign workers. But many foreigners are not able to legally work because they do not have the required work permits. Many are immigrants from Samoa. Their number may be 20% to 30%

Question 2: What are the characteristics of the available labor pool (ALP) in American Samoa and Samoa? (a) Age and Gender distribution; (b) Salary and Benefits requirements; (c) Educational achievements; (d) American English Spoken and written fluency; (e) Computer literacy; (f) Knowledge of US geography, culture and lifestyle.

Those from Western Samoa do not speak English well. They also speak with an accent that would be too different from the American one.

A very small number of people would have computer literacy skills, to work at the call center.

It is very difficult to find someone to work in information technology (IT) field. The computer literacy skills are not taught. So there is a need for educational programs to improve computer literacy.

It will be difficult to capture a business with the number of computer literacy skills available.

Workers at the call center do not really need to have computer literacy skills; they just need to be able to read. The call center job only requires that the people be treated in a professional manner. They do not need sophisticated computer skills. They are trained to read off a screen the information required by the customer. They only need to hire people that can understand others. At a local call center, training is provided with the company own computer software. The workforce is a younger age group of twenty to twenty-five year olds. Many of the applications and resumes received are from off-island. And the turnover of the workers is very low.

Females speak English better than males. About two-to-one. This is true across other jobs as well. This would be the requirement of the call centers: to find the people that could work at multitasks and train new workers to meet that standard. Men, in Samoan culture, may be more shy and tentative to get into a discussion. They are also very bright. This shyness could be a major factor. There are some characteristics that are required at the call center like multi-tasking. There are two views about this matter. One is that these requirements cause a decrease, perhaps a slight reduction in possible workers, as many people will have to speak English and do multiple tasks at one time. Another view is that giving workers a change in their routine would be good for them.

Question 5. What working opportunities, wage levels, working conditions, and benefits packages the Private Sector can provide for the workers in the new economy?

Wages at Bleu Sky, a telephone company, are above the minimum wage, about seven dollars an hour without counting benefits. In the mainland, benefits and wage is about eighteen dollars per hour.

Transportation is most important among other needs. The canneries conducted a survey from which the workers indicated that they wanted transportation for the night shift workers. The cannery decided to pay for transportation.

The cannery is also looking into providing childcare for the female workers during both day and night shifts.

Also, if the call center brings someone from outside the territory, they will need to provide accommodations.

They will have to design an attractive package for those outside of American Samoa. An entire package needs to be considered.

The workers at the cannery are different from the workers at the call center.

The wage and benefit package also applies to other skilled workers that the call center will need like plumbers, carpenters, and electricians.

There are people from outside of American Samoa that would move to Tutuila island. There are people that would come back if the opportunities are good. There is a lot of talent outside of that would come back to American Samoa. Many do not come back because they can make more money in the States. They need jobs and there just aren't enough jobs here.

The available labor pool should also include workers from New Zealand and Australia. Many Samoans go to New Zealand for work and some may be glad to come back. Many people would move back to American Samoa if there were available jobs.

Question 6: What are the impacts to consider on fa'a Samoa if new industries, such as a call center, are located in American Samoa?

There is a real need to bring businesses into American Samoa. It may be possible to have an extended family guarantee three jobs at the call center. Samoa is different in that the family could work at a certain amount of jobs. This is possible because it would be part of the fa'a Samoa, where the entire family as a unit collaborates to work at these jobs.

Question 7: What are the possible range and intensity of impacts on other employment sectors if a call center is located in American Samoa?

There are different views regarding the impact of a call center on other employers. One view is that there will be a turnover of workers to the call center. Another view is that many people who work in the government will not leave their job. They spend a lot of time on the computer not doing much but looking at websites. Some workers have left a private company to work in the government because it is less demanding. Still another view is that many people who work for the government really want a challenge.

**FOCUS GROUPS WITH AMERICAN SAMOA STAKEHOLDER REPRESENTATIVES
- EIGHT WRITTEN ANSWERS****Question 1. What is the size of the ALP (the workers that can be immediately employed) in American Samoa and Samoa?**

The ALP would be 16,000 people by including people in the work-place, retirees and Samoan expatriate who could return home. A rough estimate of people not working would be 16,000; of these people 15%, or 2,400, would have the qualification and job experience for working at the call center as well as residency status to work legally.

A lower estimate of the ALP would be 7,500.

Currently 40% employees in the government sector, 60% in the private sector, and 20% unemployed (and not in the labor force) constitute the labor force. The canneries have about 5,000 employees. Another estimate is that 12,000 in the ALP would have English proficiencies.

Question 2. What are the characteristics of the of the available labor pool (ALP) in American Samoa and Samoa? (a) Age & Gender distribution; (b) Salary & Benefits requirements; (c) Educational achievements; (d) American English spoken and written fluency; (e) Computer literacy; (f) Knowledge of US geography, culture and lifestyle.

The community college graduate 18- and older would be 60% and the high school graduate 16 to 18 years old would be 60 %.

In addition from meeting the above characteristics, at least a school-leaving certificate should be a requirement for the applicants and college education would be desirable.

American Samoans have a very limited educational resource; financial assistance is also very limited. To just understand the basic of working skills in English and computer will motivate the ALP to take up this challenge.

In addition to the salary reasonable and better benefits would attract workers, like \$7/hour plus health and vacation benefits. An ALP can be found of young people in American Samoa, Samoa, Hawaii, US Mainland, and New Zealand.

The 18-45 age group, both male and female, with a high school living certificate would be fluent in basic spoken and written English. In the population range 18-49 years old, a fair number of those from Samoa will be fluent in written and spoken English; the computer literacy and knowledge of the USA geography, culture, and lifestyle will be very low.

Question 3. What Government can do in the areas of immigration, labor, housing, transportation, infrastructures, community facilities, and social services to facilitate the location and long-term retention of industries that provide jobs in the new information economy?

The American Samoa government plays a vital role in planning for the call center because it can assist with housing, better and frequent transportation services, a medical center and child care services.

The American Samoa government should enforce proper legal procedures for immigration because too many people from other countries are living in American Samoa without proper documents. These undocumented workers compete with local people for the available jobs. Proper immigration status should be a requirement for hiring in the call center.

The government should cater to the need of the ALP. If the call center is looking toward bringing people from American Samoa, immigration policies should be amended and implemented to make it easy for Samoan people to enter the territory of American Samoa.

The government should streamline entry and work permits. A guest-worker permit has actually been passed and will be instrumental in supporting the new industries. Other possibilities lie in reviewing tax incentives for corporations.

Question 4. What Educational Institutions (schools, community college and university) can do to provide education and training suitable for jobs in the new economy?

Educational institutions can tailor courses to suit the requirements of the commercial sector. The curriculum for computer literacy can increase with computer courses from the beginning to the advanced levels because technology is on the rise. There is a need of more training in technical (IT) and communication skills including English proficiency for the ALP. Credits for education should continue. Actually students are now taught computer literacy, starting from grade schools. Also computer classes are introduced for the government workforce so as to reach also the older workers. Organizations that can assist include ASCC, Micropac, PICED. Motivation and creativity of the teaching staff will help.

Question 5. What working opportunities, wage levels, working conditions, and benefits packages the Private Sector can provide for the workers in the new economy?

The new economy can offer competitive and better wage levels that are above the minimum wage and can provide facilities at the work place, such as canteen and exercise room. Benefit packages can include medical insurance, superannuation packages, 401K and retirement benefits and annual leave. Housing and child-care assistance and transportation are other attractive benefits. Workers should have accommodation, child-care and transportation taken care for all the work shifts.

Question 6. What are the impacts to consider on fa'a Samoa if new industries, such as a call center, are located in American Samoa?

There could be minimal impact on fa'a Samoa because the call center operates at another technical level and conversely fa'a Samoa will not interfere with the call center. What may

happens is an increase in \$ contribution to families and church functions due to the increase in workers and wages. The job created by the call center would improve family stability by keeping the young with a job and a better option to stay at home.

Question 7. What are the possible range and intensity of impacts on other employment sectors if a call center is created in America Samoa?

If the call center wages will be significantly more than industry is now paying, there will be a rush trying to be employed by the call center. Many employees will not stay in their present job – staff turnover will be high. There will be a turnover from the private, and possibly the governments sectors, when people see that there are better wages and benefits available to them.

The increase in job opportunity will be a strong positive impact for the locals and will also promote and improve the quality of training of the workers themselves because of the competition among employers.

There will be definite migration between sectors, depending on the wage/benefit package.

**AMERICAN SAMOA FOCUS GROUP 4, AUGUST 9, 2007
GOVERNMENT/PUBLIC SECTOR- AGENCY DIRECTORS**

After the University of Hawai'i project team left American Samoa a last focus group was held to accommodate those government agency directors that were unable to attend the previous focus group planned for them. This meeting was called at the request of Governor Togiola and was facilitated by Mrs. Oreta M. Togafau, Special Assistant to the Governor. The agenda was the same of the previous focus groups and addressed the same seven questions. The original group memory was sent as a memo to the Governor dated August 9, 2007. Below is a summary and an interpretation of this very valuable contribution.

Questions 1: What is the size of the available labor pool (the workers that can be immediately employed) in American Samoa ?

The directors shared a range of views on the possible size of the available labor pool (ALP). There are at least 300 to 400 people who are not working for the government but who may be available to work in the call center. There are certainly over 2,000 people available for work. There are a high number of people who are willing to work.

At least 20,000 people out of the total population of about 60,000 in American Samoa, may be available for employment". This last estimate indicates the need for employment in a whole range of occupation, not just the call center. Government officials are then aware of this.

Question 2: What are the characteristics of the available labor pool (ALP) in American Samoa and Samoa? (a) Age and Gender distribution; (b) Salary and Benefits requirements; (c) Educational achievements; (d) American English Spoken and written fluency; (e) Computer literacy; (f) Knowledge of US geography, culture and lifestyle.

After a lengthy discussion regarding both genders, there was no consensus as to a gender distribution for possible employment in the call center; however there was a consensus that the ages would spread from the youngest age to the retirement age.

Most Directors agreed that the English language is the universal language in American Samoa and that nearly everyone in American Samoa spoke English. Nevertheless there was a concern that proper English and writing skills are greatly lacking, and also computer skills.

All agreed that the minimum wage offered in the USA should be offered in American Samoa as well as same benefits for employees.

Although many Samoans travel to and from the USA it doesn't necessarily mean that they have knowledge of the culture and lifestyle of the USA.

Question 3: What can the government do in the area of immigration, labor, housing, transportation, infrastructures, community facilities, and social services to facilitate the

location and the long-term retention of industries that provide jobs in the new information economy?

Immigration laws and regulations should be revisited especially to have a more compatible relationship with Samoa and other neighboring island nations so they can provide other workers as necessary to meet employers' needs.

The directors identified additional areas of concerns:

- a. The American Samoa Government must have more training on labor laws and regulations, so as not to repeat past problems with other industries.
- b. Housing will pose a problem in American Samoa. There is not enough housing to accommodate many more additional people for renting. Rental rates need to be regulated. The American Samoa Government should look at this situation seriously.
- c. Transportation will also increase. There is a need to improve the roads, fill potholes, and enforce safety laws and regulations.
- d. The American Samoa Government needs to seriously follow a 5-year program as far as building its infrastructure. It seems that things just happen without serious planning.
- e. There are inadequate community facilities. The need and demand for today's population are barely met and a big increase in workers and their families to accommodate a new large industry is a serious concern.
- f. Definitely there will be more social problems due to the increase in population.

The conclusion was that the American Samoa Government should have an overall plan to address these matters.

Question 4. What educational institutions (schools, community college and university) can do to provide education and training suitable for jobs in the new economy?

There is a serious concern that the schools need to strengthen all standards, such as English, Math, social studies, as well as programs in technology and computer skills. Attitude is also another big issue. However it was emphasized that there are able and qualified people in these institutions to provide the needed training. Schools and the Community College should also remember the disabled peoples' needs for education and training. They can be another special untapped source of labor for the call center.

Question 5. What working opportunities, wage levels, working conditions, and benefits packages the Private Sector can provide for the workers in the new economy?

There was unanimous agreement among the directors that employees working opportunities, wage levels, working conditions and benefits packages should be as close to the USA level without making too much of an impact on fa'a Samoa, the Samoan way of life.

Question 6: What are the impacts to consider on fa'a Samoa if new industries, such as a call center, are located in American Samoa?

There was unanimous agreement that American Samoa can handle having a call center located in American Samoa. As any new industry, a call center in American Samoa should include a "fa'alavelave" leave policy to allow meeting family and village obligations.

The Group basically agreed that work attendance turns poor when employees are not left with options compatible with fa'a Samoa. fa'a Samoa is the reality in American Samoa and any new venture that is introduced and that is not compatible with this way of life, soon dies out because fa'a Samoa "is here and it is here to stay".

The discussion raised the matter of gradual social change brought in by new job opportunities. It was mentioned that the more money one makes, the more away the more individualized one gets. fa'a Samoa is not about the individual but the group. There will be then slight changes in the fa'a Samoa. However it was suggested that this change might be welcomed by many because everyone cares about their own individual welfare first".

A call center that operates 24 hours will affect the village curfew crew.

Question 7: What are the possible range and intensity of impacts on other employment sectors if a call center is located in American Samoa?

As with anything new that comes to American Samoa, or anywhere else, there will be changes and problems will arise. The directors anticipated immediate impacts on other employers if the call center is established in American Samoa.

- a. There will be a rush to obtain employment with this new industry and it will take a while before that newness wears off.
- b. If the pay will be greatly different from the present pay rate in the American Samoa Government people will leave it to get that better wage.
- c. Also the private sector will definitely be greatly impacted. But those who will be hired by the call center will only be those who learn to use the new technology.

Additionally a call center in American Samoa will greatly help the college students because they will be able to obtain jobs to help with their school expenses. This is an attractive employment possibility for students.

A general conclusion was that it is important that any new industry prepare a package that will not only meet their needs but the needs of the people".

Addendum: Dealing with Staffing and Retention of Employees

It is interesting to add an experience over a call center relocated from abroad in small USA cities with low wages (\$8 to \$14 an hour) and with little competition for workers. A call center may run into hiring and retention problems.

The 1-800 Flowers call center located in a small American town in Oklahoma dealt with a low labor pool and high employees turnover by:

- increasing training to boost people skills of managers
- adjusting work schedules, such as eliminating seven-day workweeks
- soliciting employees concerns through surveys
- expanding it network of home-based call center agents
- providing chat room assistance to workers to deal with stress on the job

(Erin White “Call Center in Small Towns Can Run Into Problems”. The Wall Street Journal on Line Monday October 22, 2007)

Some of these suggestions have been echoed by the participants of the focus groups and of the meetings with the village matai.

SAMOA FOCUS GROUP 1, July 24, 2007
GOVERNMENT/PUBLIC SECTOR

Nine people attended this focus group from various Government of Samoa Ministries (Commerce, Industry and Labor; Women, Social and Cultural Development; Communication, Information and Transportation; Education, Sport and Culture; National University of Samoa), as well as six members of the University of Hawaii Available Labor Pool Study Team.

Question 2: What are the characteristics of the available labor pool (ALP) in American Samoa and Samoa? (a) Age and Gender distribution; (b) Salary and Benefits requirements; (c) Educational achievements; (d) American English Spoken and written fluency; (e) Computer literacy; (f) Knowledge of US geography, culture and lifestyle.

With the call center workers would be better in the English language: many would have better bilingual skills.

Question 3: What can the government do in the area of immigration, labor, housing, transportation, infrastructures, community facilities, and social services to facilitate the location and the long-term retention of industries that provide jobs in the new information economy?

The American Samoa government has recently accepted workers from Samoa. An amnesty program is available for those over-stayers living in American Samoa. If that is not enough, whatever appropriate recommendations brought up from this study could be added to the agenda of the meetings between the Prime Minister and Governor of American Samoa.

It's good to have housing options. However, the Government of Samoa would need to know if the conditions in American Samoa are okay. It is not good to say that everyone can stay with the extended family. Yes, they need the housing and help from the government. Yes to everything that is being mentioned in question three.

There are two different types of people who would migrate to American Samoa. The first are those that rent or buy their own place and live on their own. The second are those that stay with their relatives. The number of those living on their own would be based on how much their salary is.

Affordable housing remains an issue. Even if the matai say it is okay for workers to go to American Samoa to work, flats and housing should be available for those workers.

In staying with their relatives, there will be problems in giving money to the families they are staying with. There might be nothing left for that person.

Question 4. What educational institutions (schools, community college and university) can do to provide education and training suitable for jobs in the new economy?

The current education system can cater towards the number of laborers wanted by the call center. But the available labor pool is based on the possible opportunities.

Maybe call center operators should have degrees and, if so, the call center might hire the educated people from Samoa. Possible brain drain away from Samoa is a matter to consider.

The graduates of Samoa need to stay in Samoa, but if there were better opportunities in Pago Pago, then they would leave. The education system in Samoa has a collegiate program that already caters for the people and students are definitely exposed to a good education.

Computer study begins in primary school and continues till the National University of Samoa. There are volunteers that help acquire computers and education materials for different villages and schools. There is a program that will provide community courses for various villages. This could be a recommendation for the American Samoa government.

The Ministry of Communication, Information, and Technology has various programs to assist with training and education and it is helped by women's organizations. There are also school nets, which exist between a couple of schools.

About 800 students graduate from NUS every year. That is a conservative estimate. Those 800 people would be part of the available labor pool.

The educational system does provide suitable training for Samoans. It also attempts to cater to the different levels. Not just academic but also the vocational training. The existing industry associations advise on community programs. There are also maritime training programs. There is an existing network that helps develop the students and young people.

At the request of the Government of Samoa, UNDP provided funding for two years to establish the first Samoa Qualifications Authority (SQA). The SQA will provide policy advice to Government on all aspects of post-school education and training to promote national economic, social and cultural development in tandem with both national and international goals. It will play a coordinating role and exercise regulatory responsibilities with regard to post-school education and training. The project funds all costs for the placement of key personnel and capacity building, as well as institutional strengthening costs related to legislation, undertaking research and instigating linkages with similar institutions in neighboring countries. The outcome of the project will be reduced disparity in education access with expanded opportunities for quality education for life for all community groups thereby contributing to national development in Samoa.

SQA is good as it accredits the training programs. The SQA would be a good regulator of post-secondary educational programs because SQA looks at systems and procedures and approves them".

Question 5. What working opportunities, wage levels, working conditions, and benefits packages the Private Sector can provide for the workers in the new economy?

What are the incentives offered by these businesses? The call center will have eight-hour shifts with fifteen-minute breaks. The building will have a cafeteria. Each operator will have his own cubicle with a chair and computer. The operator will also be paid eighteen dollars an hour including benefits. There will be a higher pay for managerial positions.

The United States government mandates the labor laws in American Samoa. Social services should be provided to the workers. Insurance should be extended to those foreign workers in American Samoa who do not qualify as residents.

We can find out if in fact residents and nonresidents working in the cannery have the same benefits.

Benefits vary based on the individual business. Although all workers receive some sort of coverage by the national labor laws, health insurance coverage would depend on the private sector.

The American Samoa government could pressure the private sector to provide health insurance since having health insurance would be a major concern for those interested in the call center jobs. The labor services are provided through the Department of Commerce and Human Relations in American Samoa.

There might be preferential problems towards those from American Samoa over those from Samoa. The contract must allow for something for the workers to bring back home. An employee needs to come back with something. The workers need to have some sort of financial security that needs to be included. They need to have money put away and saved for later.

Question 6: What are the impacts to consider on fa'a Samoa if new industries, such as a call center, are located in American Samoa?

Fa'a Samoa provides a way to resolve conflicts.

What recommendations can be given for those workers that need to take off work for the fa'a Samoa like the fa'alavelave? The person from Samoa in American Samoa needs to be given at least three days off for a fa'alavelave.

In addition, many villages rely on the young educated matai, but these jobs might attract these matai. So now these villages might not have these matai to help them.

How about applying the hypothetical situation from the managerial perspective: what if an employee needs to take off for another fa'alavelave. Then the employee could send money instead of going to a fa'alavelave

There are three different types of leaves granted to workers. The call center company needs to look at these when drafting the conditions. The employees could also send money.

If there are union strikes and people are fired, the family would be upset. There could be a clash in culture and employment.

Now though the call center wages the extended family could receive money.

The dress code for the work needs to be defined. There is a need to decide what is appropriate to wear to work.

Question 7: What are the possible range and intensity of impacts on other employment sectors if a call center is located in American Samoa?

There will always be positive and negative impacts based on the new job opportunities.

There is also no question that an available labor pool exists in Samoa. Is it possible for the businesses to come to where the labor pool is? If they open a call center in Samoa, there wouldn't be these concerns discussed today.

The USA call center companies are interested eventually in moving to Samoa, while the companies in Canada and India want to keep their businesses with America.

The Samoan government needs to be able to trust the job and benefits package that is offered by the companies.

**Focus Group 1 With Samoa Government and Public Sector Representatives –
Eight Written Answers****Question 1. What is the size of the ALP (the workers that can be immediately employed) in Samoa?**

Forty thousand to 48,000 people may need a job. There should be 10,000 literate people; and 5,000 to 8,000 people could be conservative numbers for the ALP in Samoa. The National University of Samoa has 2000 students and each year 800 students do graduate; this could be a suitable recruitment pool. There are more than 2000 school leavers, a mature non-working group.

Question 2. What are the characteristics of the of the available labor pool (ALP) in American Samoa and Samoa? (a) Age & Gender distribution; (b) Salary & Benefits requirements; (c) Educational achievements; (d) American English spoken and written fluency; (e) Computer literacy; (f) Knowledge of US geography, culture and lifestyle.

The characteristics of the ALP would be a range of 21-35 years of age. The minimum wage should be USA \$8.00 an hour; the minimum PSSG with a grading of 3. Fluency in English would be a requirement but not American Fluency. Basic computer operating skills should be MS Word, Excel and Access. Knowledge of USA culture and lifestyle should be desirable but not essential. The labor pool in Samoa is mostly computer literate.

Question 3. What Government can do in the areas of immigration, labor, housing, transportation, infrastructures, community facilities, and social services to facilitate the location and long-term retention of industries that provide jobs in the new information economy?

The Samoa government can only show concern for these matters, as they must be addressed in American Samoa. It can set minimum and maximum costs to be paid by migrating workers for health and transportation.

The American Samoa government should ensure exemptions of immigration restrictions; provide workers protection and proper accommodation and services and all other requirements relating to the employment of workers.

The Samoan government can facilitate that these matters are addressed by the American Samoa government and can ensure that proper contract agreements are executed with everything included.

There should be an amnesty of undocumented workers in American Samoa, and should be an annual meeting between the two governments to monitor progress of the West to East movement of workers so there is no risk for young people to go over American Samoa.

The job package will be enough to lure workers to the call center.

Question 4. What Educational Institutions (schools, community college and university) can do to provide education and training suitable for jobs in the new economy?

In addition to graduate students there are other potential employees who has taken computer classes. There are others who are unemployed and it would be a good opportunity to train them for the purpose of working at the call center.

For secondary learning computer is included in the curriculum and school net; there are resource centers with computer and women committees that assist. For tertiary learning computing is taught as a core, CISCO.

Institutions that can help are the primary schools, universities (National University of Samoa), Polytechnics (Government and churches), private schools (Tesere School) and private trainers.

Program can be set up connecting international standards with regional and local needs. All school leavers from college to universities in Samoa are prepared for the new economy.

Other agencies and regulations such as the EEO, Health and Social Services, Retirement, Social Security Act can assist. Computers are available at the National University of Samoa, secondary schools, private schools; and there are also village-based computers.

Question 5. What working opportunities, wage levels, working conditions, and benefits packages the Private Sector can provide for the workers in the new economy?

A desirable employment package includes health costs, housing insurance cover, resignation/retirement benefits and working conditions covering leaves. The package has to be attractive to lure qualified job applicants and to bind worker and the company. The employment package should be better than what is usually available in Samoa. For management level \$50,000/year would be ideal for the management level.

Question 6. What are the impacts to consider on fa'a Samoa if new industries, such as a call center, are located in American Samoa?

Not much impact will occur on fa'a Samoa but it depends on the workers. The impact is minimum because the job does not involve a family oriented relationship.

F'a Samoa addresses parent to child advise, respect of other people; help to settle disagreements and guide a young matai to run his family. fa'a Samoa permeates all aspects of a Samoan's life so any new industry need to understand fa'a Samoa.

Dress code on the job is important; housing needs should be met; the employment package should have some visible benefits at the end of the contract.

A social impact would be English prevailing over the Samoan language; and an economic impact would be wage differences among workers. Job duties may create an impact on family

commitments and obligations. There will be impact on the family if a member will go to work in American Samoa.

Question 7. What are the possible range and intensity of impacts on other employment sectors if a call center is created in America Samoa?

There would be less need for counter service, as those workers will become redundant because that function would be taken over by the call center.

There will be an attractive employment package for local returning graduates thus affecting the brain drain situation.

There will be less need for generating other jobs with the creation of jobs by the call center.

If the conditions are attractive some employers will remain without workers.

There will be a wider choice of employment.

Because generating employment opportunity is a priority for the government the impact on other sectors will be ok.

The call center will go where there is an ALP.

SAMOA FOCUS GROUP 2, July 25, 2007
PRIVATE SECTOR

Eight people attended this focus group representing the private sector in Samoa, as well as six members of the University of Hawaii Available Labor Pool Team. Because participants were from Samoa, questions 1, pertaining to American Samoa, was not addressed, others questions were rephrased to fit the Samoa Situation.

Question 2: What are the characteristics of the available labor pool (ALP) in American Samoa and Samoa? (a) Age and Gender distribution; (b) Salary and Benefits requirements; (c) Educational achievements; (d) American English Spoken and written fluency; (e) Computer literacy; (f) Knowledge of US geography, culture and lifestyle.

Samoa youth can meet the education requirement of the call center because many kids watch American programs on TV and are more familiar with USA culture. The required skill set should not be a problem. The learning ability is also not a problem. But the work culture needs to be developed for recent graduates so they are integrated into jobs easier as people still need good managers.

Question 3: What can the government do in the area of immigration, labor, housing, transportation, infrastructures, community facilities, and social services to facilitate the location and the long-term retention of industries that provide jobs in the new information economy?

Workers from Samoa would either stay with their family or rent their own place in American Samoa. It's hard to determine a percentage distribution between family or rental place, as it would be based on individual choices, but may be 50% -60% of the people would choose to stay with their family.

Many Samoan workers would be village-based as there is a strong sense of belonging to the family. However some contends that living in the village shouldn't be an option as it affects the relatives and exhausts the resources of the hosts and village and this may be is an abuse of hospitality if the guest does not give anything back.

Alternatively, a laborer may just want to be an individual and not live with the family, so the option of living on their own should still be there. There is also another option of providing home stays for workers like for Peace Corps. Housing should not be rigidly regulated but addressed in a flexible way be fixed as it would be attractive also to an investor.

There is a concern about women going over to American Samoa and not being safe. There are a lot of issues regarding female safety including the prostitution of Samoans in Pago.

Both American Samoa and Samoa governments should look into housing as part of the package of incentives offered. The governments will meet soon to discuss these incentives. These are acts for industries wanting.

Please see this website → www.piacilii.org or www.parliament.gov.ws

Question 4. What educational institutions (schools, community college and university) can do to provide education and training suitable for jobs in the new economy?

SQA is good as it accredits the training programs. The SQA would be a good regulator of post-secondary educational programs. SQA looks at systems and procedures and approves it.

Young people have high level of proficiency and can learn computer skills quickly. They are very trainable. However, they need to improve their ability to make decisions. It may be an inherent problem stemming from the Samoan culture.

On the work place some workers have been afraid to report problems. They have this idea that the boss will shoot the messenger and so have made bad problems worse. The Call Center management has to ensure worker's confidence in reporting errors. Kids are brought up not to bring up problems. The call center by hiring local supervisors could help with this problem.

There are more graduates leaving Samoa who are socialized to question their own initiative. This may dependent on the exposure to media and their own upbringing. More kids lately are making their own decisions.

Based on the latest surveys, there are weaknesses in English skills at the National University of Samoa. The government needs to look at these problems especially for the tourism and commercial sector. The Institute of Technology requires a five grade in English classes. There is a large failure rate for computer literacy. With Internet access and computers in the village, does not mean that computer literacy is prevalent. For example, in one village with a computer, only one lesson was taught. Computer based programs that are interactive are available.

Some employers have no problems finding graduates with skills. These students are those at the top 10% of their class. The basic skill level is fine, but Samoatel had to spend money on training. So the call centers will need to specify the level of skills wanted.

Question 5. What working opportunities, wage levels, working conditions, and benefits packages the Private Sector can provide for the workers in the new economy?

The government can ensure that there are adequate benefits for Samoans coming over to American Samoa.

It is very important to Samoa that young people obtain jobs and housing benefits. There is no reason that they shouldn't be receiving benefits because they aren't from American Samoa.

Due to an existing friction between American Samoa and Samoa, the businesses would have to ensure that those from Samoa receive equal benefits and are not exploited as cheap workers.

There are other social factors to account for, for example pension affordability is definitely an issue. The Chamber of Commerce and other NGOs developed an aim to harmonize issues relating to benefits.

There is a program where the government allows for overstayers. There is also the Samoa Qualification Authority (SQA), which is a certification of standards ensuring the outcomes are met and are government regulated.

Question 6: What are the impacts to consider on fa'a Samoa if new industries, such as a call center, are located in American Samoa?

American culture would increase but some feels that American culture will not influence the Samoan culture as many leave this influence when they come back to Samoa. Others instead believe that the American culture will affect Samoa, as these workers will bring with them new technologies like televisions, videos, and other modern technologies.

Question 7: What are the possible range and intensity of impacts on other employment sectors if a call center is located in American Samoa?

The available labor pool in Samoa would decrease and the demand for labor would increase. That increase would cause wages to increase. Private sector opportunities would also increase. Middle class opportunities would also increase. There would not be a brain drain as there are incentives available.

If the call center is located only in American Samoa the available labor pool in Samoa will decrease. There would be an increase in opportunities for people. There will also be an increase in remittances and an increase in revenue. Lastly, there would be a decrease in the private sector.

Opportunities would increase. For example, many of the workers that went to work in the canneries retired after five years. However, the skills acquired from the cannery were transferable in Samoa. The labor pool would decrease.

Since about 400 to 600 people would be needed by the call center in the short-term. It would be good for Samoa if the Call Center were located in Samoa. It would be an influence on culture as there wouldn't be a driver for change. Or the Call Center could first set up in American Samoa and later expand and start a sister company in Samoa.

While the businesses from the US would provide a lot of money, the remittances from those living in American have allowed for businesses especially in Samoa.

Since Samoa is about 12 hours behind the European Union, it could be possible for the Call Centers to take advantage of EU businesses as well as US businesses. This is made possible through the digital cables that are around the entire island.

FOCUS GROUP 2 WITH SAMOA PRIVATE SECTOR REPRESENTATIVES - SEVEN WRITTEN ANSWERS**Question 1. What is the size of the ALP (the workers that can be immediately employed) in Samoa?**

Estimates give a range from at least 3,000 to between 30,000 and 40,000 up to 84,000. An explanation of this variation is that some participants may think of the ALP and other participants instead of the people in the labor force age group.

Question 2. What are the characteristics of the of the available labor pool (ALP) in American Samoa and Samoa? (a) Age & Gender distribution; (b) Salary & Benefits requirements; (c) Educational achievements; (d) American English spoken and written fluency; (e) Computer literacy; (f) Knowledge of US geography, culture and lifestyle.

An issue is proper certification and clarification of standards. If some skill is missing it can be taught. Potential of the workers is otherwise high in educational achievements. However a high % of those in 18-24 years group might need development in English and computer skills, as well as education and enforcement of work ethics.

The geographic location of the two Samoa in Pago Pago, in Apia and Savai'i are convenient as far as the time zone and the English language.

More specifically:

- a. Gender distribution in the APL may be 50% for both male and female; the age cohort of 15-45 years would be available in both countries American Samoa and Samoa.
- b. Salary and benefits expectation by Samoans would be met and be consistent across the country and should be ensured to the workers; housing, medical and accident benefits would be provided as well as family benefits for young couple.
- c. Workers would be high school or university trained.
- d. American English spoken and written fluency should be adequate as it is a must for the job task; actually the level of English proficiency in Samoa is very good.
- e. Workers would be able to acquire computer literacy; the labor pool is trainable, they are hands on and focused. For example they have experience from the introduction of the cell phone they have an ability to adapt and learn the features of operating them.
- f. Knowledge of the USA is necessary. Samoan workers would be more qualified than those from Asian countries because of their exposure to American culture

and because the Samoan Qualification Authority would be able to confirm to job providers employee qualifications.

Question 3. What Government can do in the areas of immigration, labor, housing, transportation, infrastructures, community facilities, and social services to facilitate the location and long-term retention of industries that provide jobs in the new information economy?

The Samoan government should make sure that the above arrangements on labor and employment are in place and the workers have easy access to these arrangements, services and facilities; that the CER agreement is in place with a gradual opening of opportunities.

Reciprocate arrangements of benefits transfer to Samoa after 3 years of the contract. Provide for young families of workers. There should be equal treatment and opportunities for Samoa families when working in American Samoa.

For Samoans living in American Samoa housing choices and accommodation or village stay, medical benefits, and insurance should be available. Pension portability should be also provided. The government should assist workers and all these matters should be resolved and) in place before workers move to American Samoa).

Digital connectivity should be extended from American Samoa to Samoa; specific training should be provided at the National University of Samoa by discussing various courses options on communication and computer skills.

The government should relax laws to ensure free flow of immigration between the two countries.

Question 4. What Educational Institutions (schools, community college and university) can do to provide education and training suitable for jobs in the new economy?

Educational institutions should open opportunities for private sector provider for training of the workers. The Polytechnic, SUNGO and private providers can operate with appropriate funding.

The Samoa Qualification Authority (SQA) certifies that standards are set and authorizes providers of training in English proficiency and computer literacy. What exists to assess English proficiency with SINAPI?

There could be on hands training on the job; for example SUNGO offers training on basic computer skills, etc. English is already widely taught and computers are now more widely used. There is to revise the curriculum for both English and Samoan.

Level of education can be accredited toward SQA. Institutions do exist to accommodate these training) needs. The Institute of Technology has a Diploma in Administration with courses already available on communication, administration and computer skills.

Question 5. What working opportunities, wage levels, working conditions, and benefits packages the Private Sector can provide for the workers in the new economy?

Since these opportunities are restricted in Samoa, there is a huge opportunity for growth. Villages can be used as models for flexibility in housing options; and training courses should be provided on computer and American culture. The increase in employment opportunities will generate increase remittance into Samoa.

Question 6. What are the impacts to consider on fa'a Samoa if new industries, such as a call center, are located in American Samoa?

There would not be much impact from the call center on fa'a Samoa. The impact would be minimal since the culture between the two countries is the same; but both countries can benefit financially for the opportunity. The impact on fa'a Samoa is already there because of the influence and availability of TV, DVD and MTV.

Other impacts would include increase immigration to American Samoa and job opportunities that are closer to Samoa for the better-trained and educated workforce. An approach is not to let this matter fester but address it by trusting and loving, by asking questions, by being cautious, as the new generations are more initiators.

Question 7. What are the possible range and intensity of impacts on other employment sectors if a call center is created in American Samoa?

There will be increases in supply and demand as well as increases in costs, increase in wages, and an increase of the middle class. There will be increases in employment, in relationships and remittances to Samoa and more opportunities for village development.

Impact on other sectors will not be great, but having a call center in Samoa will have great economic benefits for Samoa and negative social impacts are not foreseen. Impact on other sectors will be a reduced labor force pool for them since some workers will be hired by the call center. There will be an increase of knowledge about the USA.

Figures are not available, but American Samoa has always looked at Samoa and Tonga for recruitment of labor.

Appendix P: Pictures of the Village Surveys

Pictures of the Village Surveys



Filling the ALP survey, Fitiuta Village, Ta`u, American Samoa



ALP Team monitoring the survey, Vaitogi Village, Tutuila, American Samoa



Filling the ALP survey forms, Vaitogi Village, Tutuila, American Samoa



Obtaining the ALP survey forms, Fagatogo Village, Tutuila, American Samoa



ALP Team at Vaito'omuli Village, Savai'i, Samoa



ALP Survey Team distributing the survey forms, Vaito'omuli Village, Savai'i, Samoa



ALP Team members meeting with matai, Vaito'omuli Village, Savai'i, Samoa

PBCP Team with the Head of State of Samoa - Tuiatua Tupua Tamasese Efi



Appendix Q: Project Proposal

Date: 3/20/2007

PROPOSAL

LABOR POOL SURVEY:
LABOR POOL AVAILABILITY FOR A
BUSINESS OUTSOURCING CALL CENTER
IN AMERICAN SAMOA

Conducted by

THE UNIVERSITY OF HAWAII - PACIFIC BUSINESS CENTER PROGRAM (UH-PBCP)

INTRODUCTION

American Call Centers have been established in foreign countries but there is a move for re-entrenchment in the U.S. for a number of reasons.

Because American Samoa is an American Territory with a labor pool that is versatile in American English language and lifestyles, it may have an international comparative advantage in being a location for a Business Process Outsourcing (BPO) Call Center. The labor pool in American Samoa is educated and available, and can be expanded to attract Samoans from Independent Samoa (formerly known as Western Samoa) as well as Samoans living in Hawai'i, and in selected U.S. Mainland localities who might relocate in American Samoa.

American Samoa also has a competitive wage level and an appropriate time zone and it is currently establishing the needed communication, fiber optic, and telecom infrastructure for the Call Center operation.

Benefits to American Samoa would result in a substantial increase in wage competitive private sectors jobs that can help decrease unemployment, under-employment, and cause a shift from public to private employment.

This research will proceed in two phases:

Phase I will take place between May 2007 and August 1, 2007. Deliverable from Phase I will be available by August 6, 2007. Phase I will include a multi-method study of the labor pool quantity and quality in American Samoa, Samoa and Hawai'i.

Phase II will be a similar study initiated in August 2007 and concluded by November 30, 2007. Phase II will replicate the multi-methods research of Phase I, but do so in key U.S. Mainland markets known to have large concentration of Samoans (e.g. Los Angeles/ Orange County, CA; San Diego, CA; Salt Lake City/ Provo, Utah). The budget for Phases I and II is attached as Exhibit "A".

PURPOSE

The major purpose of this proposal will be to assess the conditions of availability of a labor force for a BPO Call Center to be located at Tafuna Plains, American Samoa. The intent is to determine quantity and qualifications of the labor pool to successfully carry out all the necessary activities required by a professional BPO Call Center.

The research objective will be to ascertain if members of the Civilian Labor Force, or potential members of the CLF, will indicate a willingness to employment opportunities at the Call Center, and if so, to these workers expectations, such as:

- * The salary requirements to become employed at the Call Center.
- * The benefits requirements (health, retirement, educational/ training opportunities) to become employed at the Call Center.
- * The willingness of individuals to change jobs for the opportunity to work at the Call Center.

And to determine worker qualifications to successfully conduct all the necessary activities required by a professional BPO Call Center, such as:

- * American English fluency in spoken and written applications.
- * Computer literacy and use
- * Knowledge of U.S. Geography, culture, and lifestyle.

Apparently, turnover is the Achilles' Heel of the Call Center Industry. Thus, the research will also be designed to show whether, if the BPO Call Center successfully meets workers' expectations in American Samoa, while concomitantly screening effectively for appropriate qualification and knowledge/skills of the work force, it will be able to achieve turnover rates far lower than the industry norm.

Controlling for the above variables allows the research team to estimate the percentage of the labor force that will seriously consider applying for the Call Center employment opportunity. The advantage of this survey methodology is it allows the researchers to ask questions of the CLF (people currently working or receiving unemployment benefits or unemployed seeking work) and also questions of potential members of the CLF (students, retirees, homemakers) concerning their availability for new employment at the American Samoan Call Center.

RESEARCH DESIGN

The research design uses a multi-method paradigm. A multi-method approach allows for the triangulation and comparisons of research results and approach the problems from different angles thus assuring greater rigor of the validity of the conclusions and recommendations.

- A. Scoping: Analysis of existing population, household and employment data to establish the current general conditions of the labor force in American Samoa and Independent Samoa.

B. Survey Design:

1. Analysis of existing surveys protocols and instruments from the U.S. Department of Labor and the U.S. Census for consistency and Quality Assurance.
Development and pre-testing of the labor force survey instrument.
2. Conduct a random sample telephone survey in American Samoa, Samoa and Hawai'i to identify the suitable potential labor force availability for the Call Center.
3. Conduct focus groups and in-depth interviews with potential labor force via Church, Community and Village organizations in American Samoa, Samoa and Hawai'i, so as to validate findings in (2) above.
4. Conduct focus groups and in-depth interviews with high schools and A.S. community college and National University of Samoa students to assess their interest, availability and qualifications for work in the Call Center now and in the near future, so as to enhance the accuracy of findings in (2) and (3) above.
5. The telephone survey is designed to assess if respondents might be seeking new or different employment. After a brief paragraph explaining the concept and procedures of the A.S. Call Center, we proceed as follows:
For respondents who are not employed full time, the survey will ask: "Do you currently want a job such as the job at the A.S. Call Center?"
For employed respondents: "Are you currently interested in exploring a new job, such as one with the A.S. Call Center?" If the respondent answers "Yes" to either question, then he/she will be classified as being in the available labor pool for the A.S. Call Center.
For those defined as being in the available labor pool, the following demographics and qualifications will be surveyed:

- * Age
- * Gender
- * Educational and/or Vocational Training
- * American English speaking and written fluency
- * Computer use literacy
- * Knowledge of U.S. geography, culture, and lifestyle

For those defined as being in the available labor pool, the following factors necessary to lure workers to apply and fill positions at the A.S. Call Center are assessed:

- * necessary hourly wage rate
- * necessary health benefits
- * necessary educational benefits
- * necessary retirement benefits
- * on-site child care
- * flexible hours

DELIVERABLES

Phase I:

The following deliverables will be forthcoming from PBCP/UH on or before August 6, 2007 for Phase I: Hawai'i, A. Samoa, and Samoa.

1. For both the Call Center customer service representative and supervisors. Estimate of quantity and quality of the available labor pool for A.S. Call Center for each of the following demographics:
 - * by age
 - * by gender
 - * by salary requirements
 - * by benefits requirements
 - * by educational/vocational training
 - * by spoken American English speaking and written fluency
 - * by computer use literacy
 - * by knowledge of U.S. geography, culture, and lifestyle
2. Summary of findings from focus groups and from in-depth interviews.
3. Executive Summary and Recommendations.

Phase II:

Phase II research design and deliverables will be similar to those of Phase I. Potential Call Center customer service representatives and supervisors of Samoan descent will be surveyed in Southern California (from L.A., Orange and San Diego Counties); Provo and Salt Lake City, Utah; and from among retired and active-duty military. Phase II deliverables will be available on or before November 30, 2007.