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A STUDY TO DETERMINE THE NUMBER, TYPE, AND
REQUIREMENTS OF OFFICE ENTRY-LEVEL
JOBS IN OGDEN, UTAH, BANKS

by

O. Shelby Cox

A report submitted in partial fulfillment
of the requirements for the degree

of

MASTER OF SCIENCE

in

Business Education

Plan B

Utah State University
Logan, Utah

1969

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This study was under the direction of Dr. Dona Frost. I would like to express my appreciation to her and the other members of my research committee for their help.

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O. Shelby Cox

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ABSTRACT

A Study to Determine the Number, Type, and
Requirements of Office Entry-Level
Jobs in Ogden, Utah, Banks

by

Owen Shelby Cox, Master of Science
Utah State University, 1969

Major Professor: Dr. Dona Frost
Department: Business Education

This study was undertaken to determine the number, type, and requirements of entry-level office positions in Ogden, Utah, banks.

Questionnaires were taken to the participating banks in the Ogden, Utah, banking community. The responding banks indicated that they would consider recent high school graduates to all of the positions studied; however, a majority of the banks preferred to hire females rather than males to the office positions studied.

All of the responding banks required some type of requirement for each of the office entry-level positions, and a majority of the banks required a pre-employment test of the applicants. This information was put into table form using numbers and percentages as the means of reporting the data.

(46 pages)

CHAPTER I
INTRODUCTION

"The preparation of youth to succeed in the world of work is an important objective of the American high school."¹ This statement leaves the business educator with the obligation to provide students with an education in keeping with the needs of the business community. To provide this education effectively, the educator must be constantly aware of the kinds of work for which he is preparing the students.

"The banking profession is an integral part of the business community and may have the capacity for hiring high school graduates who have been properly prepared for entry level office positions."² Therefore, the business educator should know the kinds of jobs banks have available and the kinds of skill required of their employees.

One cannot generalize as to the needs and requirements of banks. Klise states:

No bank in this country operates on a nationwide basis. In fact, almost no bank operates in more than one state, although a few of the largest banks operate branches abroad.³

¹Policies Commission for Business and Economic Education and the National Business Education Association, "This We Believe About Business Education in the High School," Business Education Forum, January, 1963.

²Stephen G. Denkers, private interview held April 29, 1969, Ogden, Utah.

³Eugene S. Klise, Money and Banking (3rd ed.; Cincinnati, Ohio: South-Western Publishing Company, 1964), p. 149.

In order to ascertain the needs of the banks in any one community, a survey of the banks of the particular community may be beneficial. From the survey, the educator may know more precisely the kinds of information with which students need to be familiar.

Statement of the Problem

The purpose of this study will be to determine the number, type, and requirements of entry level office jobs in Ogden banks in which recent high school graduates may be employed.

The objectives of this problem are to determine:

1. The number of entry level office jobs for which recent high school graduates are employed.
2. The type of job entry office positions for which recent high school graduates are employed.
3. The job entry requirements of the office positions for which recent high school graduates are employed.
4. The preference of hiring male or female high school graduates in office entry level positions.

Importance of the Study

The importance of this study is brought out by the Policies Commission for Business and Economic Education when they state: "Business education must provide an adequate program of vocational preparation for those boys and girls who will enter business upon completing high school."⁴

⁴Policies Commission, "This We Believe," January, 1963.

Some of these students will obtain entry-level office jobs in banks; therefore, business education teachers should be familiar with the entry-level jobs in banks in which graduating high school students may find employment. As banks continue to expand, more people will be needed to fill the entry-level office positions which naturally become available through growth. Through greater understanding of these jobs, the business educator will be better able to prepare the students for future employment in this area.

Definition of Terms

Bank Messenger: Gathers items such as checks, securities, and legal documents from sections and departments, delivers items and obtains receipts, and delivers and picks up mail.

Bond Teller: Records bonds which are sold, purchased, or deposited for safekeeping or for collection. May receive payment of bonds purchased.

Coin Machine Operator: Sorts, counts, wraps, and balances coins.

Currency Sorter: Sorts, counts, and wraps paper money.

New Account Teller: Obtains information from customers applying for new accounts with the bank and opens accounts both personal and business.

Paying and Receiving Teller: Receives and pays out money and keeps records of money and negotiable instruments involved in various bank transactions. Receives checks and cash for deposits, verifies amounts, examines checks for endorsements, enters deposits in depositor's passbook or issues receipts, cashes checks and pays out money.

Proof Machine Operator: Sorts, records, and proves records of a bank transaction--such as checks, deposit slips, and withdrawal slips.

Recent High School Graduate: A person who was graduated from high school in June, 1968, will be considered a recent high school graduate.

Routing Clerk: Sorts and routes correspondence and other items.

Safe-Deposit Box Clerk: Rents safe-deposit boxes to bank customers, keeps safe-deposit records--such as signature cards, rental files, and access slips to vault area. May admit customers to the bank vault.

Secretary: Relieves officials of clerical work and minor administrative and business details. The secretary may take, transcribe, compose, and type correspondence. Files correspondence and other records and serves as a receptionist.

Typist: Types letters, reports, stencils, forms, addresses, or other straight-copy material from rough draft or corrected copy; verifies totals on report forms, requisitions or bills; and operates duplicating machines to reproduce copy.

Utility Clerk-Bookkeeper: Prepares and distributes bank statements to customers, answers inquiries, and reconciles discrepancies in records and accounts.

Delimitations

The following delimitations have been placed upon this study:

1. The banks which are located in the Ogden, North Ogden, and South Ogden telephone book will be the only banks included in the survey.
2. The following office-entry level positions will be the only positions surveyed: bank messenger, bond teller, coin-machine operator, currency sorter, new account teller, paying and receiving teller, proof

machine operator, routing clerk, safe-deposit box clerk, secretary, stock-room clerk, typist, utility clerk-bookkeeper.

3. The study is further limited to the questionnaire method.

Method of Procedure

A visit was made to the First National Bank of Logan, Utah, to secure a list of the type of entry-level office jobs for which recent high school graduates are employed. Through the cooperation of bank personnel, a list was prepared and definitions of office entry-level jobs formulated.

Two Ogden, Utah, banks were selected to verify the job titles and definitions by writing the names of all the banks in the population on small slips of paper, putting the slips into a box, and drawing out two names. Mr. Stephen G. Denkers, assistant Vice President, Ogden Office, First Security Bank of Utah, and Mr. D. Keith Hunt, Director of Business Development, Commercial Security Bank, acted as a jury for the job titles and definitions. Corrections were then made to the job titles and definitions to incorporate the suggestions of the jury.

The population of fifteen banks was obtained by using the yellow pages of the 1968 Ogden, Utah, telephone book. Only those banks listed in the yellow pages as being within the Ogden, North Ogden, and South Ogden city limits were used for this study.

Selected studies of banking and entry-level office occupations were used as guidelines in formulating the questionnaire. The questionnaire was taken to First National Bank of Logan, Utah, and First Security Bank of Utah, Logan Branch. These banks acted as the jury for the

questionnaire. Changes in the questionnaire were made to conform with suggestions from the two Logan banks.

A letter was attached to the revised questionnaire setting forth the purpose and objectives of this study; a list of definitions and instructions were included with each questionnaire. The questionnaire was given to an executive at each bank throughout the entire population. Each bank executive was requested to have the questionnaire completed within seven days from the date of delivery. In seven days each questionnaire was reclaimed.

The results of the questionnaire were tabulated and put in table form. Numbers and percentages were used as the method of reporting the data. The numbers were carried to one decimal point.

CHAPTER II

REVIEW OF THE RELATED LITERATURE

Professional literature was examined for information pertaining to office education in banking and the opportunities and requirements of entry-level office workers in banks. The following review includes only those studies and publications considered pertinent to the following area:

1. The type and number of job entry positions in banks.
2. The requirements for entry-level office positions in banks.
3. The preference of hiring males or females for entry-level office positions.

The Type and Number of Job Entry Positions

A research study completed by O'Friel⁵ in 1961 indicated that 26.7 percent of the beginning office workers in banks were classified as bookkeepers and 17.7 percent were employed as general clerks. Van Driel's⁶ study also points out the positions in which recent high school graduates

⁵Sister M. Cornelia O'Friel, S. C., "An Analysis of the Traits and Skills Needed by Beginning Office Workers in the Banks of the Pittsburg Area" (Unpublished Master's Thesis, The Catholic University of America, Washington, D. C., 1961), p. 3.

⁶Sister Mary Lourdetta Van Driel, O. S. F., "An Analysis of the Skills and Traits Needed by Clerical Workers in Selected Banks and Insurance Companies in Milwaukee County, Wisconsin, 1964" (Unpublished Master's Thesis, The Catholic University of America, Washington, D. C., 1966), p. 4.

are employed. These positions are bookkeeping clerks, and bookkeeping machine operators, calculating machine operators, cashiers and tellers, duplicating machine operators, transcribing machine operators, and typists.

Wood⁷ agreed with Van Driel and O'Friel when she indicated the various types of clerical workers needed in banks. These consisted of bookkeeping machine operators, receptionists, and especially typists and stenographers.

A survey of 222 banks asking them to list types of positions that bankers find difficult to fill was conducted by Lidar.⁸ Two-thirds of the 222 respondents pointed out that it was hard to find personnel for teller positions, and a few mentioned problems in acquiring messengers and mail room personnel. The reason for these difficulties was listed as being the intense competition for the relatively few outstanding high school graduates in the area.

Kirner⁹ disagreed with Lidar in that she indicated that 78 percent of all the entry-level jobs in banks that were the hardest to find workers for were typists and clerks. Furthermore, Kirner asserted that 32 percent of entry-level openings are for typists and clerks in banks.

⁷Marion Wood, "Standards for Job Proofing," Business Education Forum, February, 1965, p. 25.

⁸J. W. Lidar, "Problems in Finding Qualified Employees," Banking, November, 1966, pp. 51-52.

⁹Sister M. Ermina Kirner, S. S. M. D., "A Survey of the Business Offices of Camden County, New Jersey, to Determine the Requirements of Beginning Office Workers, 1958-1959" (Unpublished Master's Thesis, The Catholic University of America, Washington, D. C., 1960), p. 26.

A survey of eleven western states undertaken by Crank and Crank¹⁰ disagreed somewhat with Kirner's study in that they indicated the number of entry-level jobs would increase in banks only in the following positions: general clerk, accounting clerk, and key punch operator. The number of people needed as mail room clerks, file clerks, stock room clerks, typists, receptionists, and cashiers, however, would remain about the same.

Requirements for Entry-Level
Office Positions in Banks

According to a study of the skill requirements for office workers in banks, Rothermel¹¹ indicated that 70 percent of the employers demanded as necessary, skills in English, business vocabulary, basic arithmetic, and business mathematics. O'Friel¹² disagreed when she concluded that proofreading, spelling, full keyboard adding-listing machines, and book-keeping machines were the most required skills needed by entry-level office workers in banks.

Van Driel¹³ agreed somewhat with Rothermel and with O'Friel when she concluded that the skills needed by high school graduates to find

¹⁰Doris H. Crank and Floyd L. Crank, "Desirable Outcomes of Education for Business at All Levels," National Business Education Association Year-book (Washington, D. C.: N. B. E. A., 1963), pp. 14-15.

¹¹Patricia Rothermel, "A Study of the Skills and Knowledge Requirements of Clerical Workers in the Oceanside-Carlsby Area" (Unpublished Master's Thesis, San Diego College, California, 1958), p. 70.

¹²O'Friel, "An Analysis of the Traits," pp. 34-35.

¹³Van Driel, "An Analysis of the Skills," p. 54.

employment in banks are: calculating machine skills, business math, typing, and English.

Regarding the requirements for a pre-employment test O'Friel¹⁴ states that: "One of the requirements for entry-level employment in banks is to pass a pre-employment test." She indicated that general intelligence and aptitude tests were used.

Lidar¹⁵ concurs with O'Friel's findings. His survey indicated that one-fourth of the 222 respondents stated that they required pre-employment tests to determine intelligence and aptitude.

Preference of Hiring Male
or Female Employees

According to Sawyer, women are employed in two-thirds of all clerical positions, and 95 per cent of more of all typists are women.¹⁶ Van Driel's¹⁷ study also indicated that this was the trend in office entry-level positions in banks. One of her findings was that men made up 29.59 percent of the office employees and 70.41 percent were women.

Lufkin agreed with both Sawyer and Van Driel when he emphasized that the majority of bank employees are women when he stated: ". . . our working population is about 75 percent and often as much as 80 percent female."¹⁸

¹⁴O'Friel, "An Analysis of the Traits," pp. 34-35.

¹⁵Lidar, "Problems in Finding Employees," p. 58.

¹⁶Joe W. Sawyer, "Typewriting Standards for Office Occupations: Are They Realistic?," Business Education Forum, May, 1965, p. 11.

¹⁷Van Driel, "An Analysis of the Skills," p. 89.

¹⁸Robert W. Lufkin, "A Businessman Comments on Looking in on Employment Technique," American Business Education, March, 1961, p. 186.

CHAPTER III
PRESENTATION OF DATA

Presented in this chapter are the results of a study relating to entry-level office jobs in banks in the Ogden, Utah, banking community.

A cover letter and questionnaire were taken to each of the fifteen banks in the Ogden banking community. After a week had elapsed, the questionnaires were collected. All fifteen banks in the Ogden area returned the questionnaires. This represented 100 percent of the population. Of these fifteen responding banks, two returned blank questionnaires indicating that they did not hire entry-level office employees. The information from thirteen questionnaires is included in this presentation of data.

The data in this chapter is presented in four sections. In the first section, data relevant to the consideration and hiring of recent high school graduates is presented. The next section deals with the preference, if any, for hiring male or female recent high school graduates. Findings relevant to skill requirements and pre-employment testing is presented in the third and fourth sections of this chapter.

Employment

The number of entry-level office positions in which recent high school graduates may find employment is presented in Table 1. The office

TABLE 1
 NUMBER AND PERCENT OF OGDEN, UTAH, BANKS WHICH CONSIDER
 HIRING RECENT HIGH SCHOOL GRADUATES FOR
 ENTRY-LEVEL OFFICE POSITIONS

| | Number who would consider | Percent of total who would consider |
|-----------------------------|------------------------------|----------------------------------------|
| Bank Messenger | 10 | 70.7 |
| Stock Room Clerk | 10 | 70.7 |
| Typist | 10 | 70.7 |
| Coin Machine Operator | 9 | 69.2 |
| Routing Clerk | 9 | 69.2 |
| Utility Clerk-Bookkeeper | 9 | 69.2 |
| Currency Sorter | 8 | 61.5 |
| Proof Machine Operator | 8 | 61.5 |
| Paying and Receiving Teller | 7 | 53.8 |
| Safe-Deposit Box Clerk | 5 | 38.5 |
| Bond Teller | 4 | 30.7 |
| New Account Teller | 4 | 30.7 |
| Secretary | 4 | 30.7 |
| Other | 1 | 7.1 |

positions responded to the most frequently in Table 1 were bank messenger, stock room clerk, and typist, each receiving ten responses which represented 70.7 percent of the total number of banks who would consider recent high school graduates for entry-level office positions. Coin machine operator

and routing clerk each received eight responses which represents 69.2 percent who would consider recent high school graduates.

Office positions responded to the least were bond teller and secretary. Each of these received four responses or 30.7 percent of the total number of banks who would consider recent high school graduates. Telephone operator, which received only one response or 7.1 percent of the total, was the office position responded to the least.

The positions which each of the Ogden banks would consider for the hiring of recent high school graduates is presented in Table 2. Banks one through four would consider recent high school graduates for all of the entry-level office positions but one, that being operator. Banks ten, eleven, and twelve consider recent high school graduates for the same positions, these being bank messenger, coin machine operator, currency sorter, routing clerk, stock room clerk, and typist. Bank five will only consider recent high school graduates for paying and receiving tellers, while bank eight only considers recent high school graduates for the typing position.

The respondents to the questionnaire were asked to indicate the number of people employed in the last twelve months, and of that number, how many graduated from high school in June, 1968. Table 3 indicates the number of employees hired, and the number that were recent high school graduates. Nineteen people were hired as proof machine operators which represented the largest number employed to one position. Paying and receiving teller received eighteen responses which was the second most hired position. The banks did not hire people for the following positions: bond teller, currency sorter, and routing clerk.

TABLE 2

THE INDIVIDUAL BANKS IN THE OGDEN, UTAH, BANKING COMMUNITY
INDICATING THE POSITIONS THAT THEY WOULD CONSIDER FOR
THE HIRING OF RECENT HIGH SCHOOL GRADUATES

| Position | Bank Identification | | | | | | | | | | | | | Total |
|--------------------------------|---------------------|---|---|---|---|---|---|---|---|----|----|----|----|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | |
| Bank Messenger | + | + | + | + | | + | + | | + | + | + | + | 10 | |
| Stock Room Clerk | + | + | + | + | | + | + | | | + | + | + | + | 10 |
| Typist | + | + | + | + | | | + | + | + | + | + | + | + | 10 |
| Coin Machine Operator | + | + | + | + | | + | + | | | + | + | + | | 9 |
| Routing Clerk | + | + | + | + | | + | + | | | + | + | + | | 9 |
| Utility Clerk- Bookkeeper | + | + | + | + | | | + | | + | + | + | + | | 9 |
| Currency Sorter | + | + | + | + | | | + | | | + | + | + | | 8 |
| Proof Machine Operator | + | + | + | + | | + | + | | + | | | | + | 8 |
| Paying and Receiving Teller | + | + | + | + | + | | | | + | | | | + | 7 |
| Safe-Deposit Box Clerk | + | + | + | + | | | | | + | | | | | 5 |
| Bond Teller | + | + | + | + | | | | | | | | | | 4 |
| New Account Teller | + | + | + | + | | | | | | | | | | 4 |
| Secretary | + | + | + | + | | | | | | | | | | 4 |
| Other | | | | | | | | | + | | | | | 1 |

^aIndicates that a bank would consider employing a recent high school graduate to that position.

TABLE 3

THE NUMBER OF PEOPLE EMPLOYED COMPARED WITH THE NUMBER WHO
WERE RECENT HIGH SCHOOL GRADUATES

| | Total number hired | Total number of recent high school graduates hired |
|-----------------------------|-----------------------|----------------------------------------------------------|
| Proof Machine Operator | 19 | 1 |
| Paying and Receiving Teller | 18 | 1 |
| Utility Clerk-Bookkeeper | 16 | 3 |
| Secretary | 15 | 0 |
| Typist | 13 | 0 |
| Others | 10 | 1 |
| Bank Messenger | 4 | 0 |
| New Account Teller | 3 | 0 |
| Safe-Deposit Box Clerk | 2 | 1 |
| Coin Machine Operator | 1 | 0 |
| Stock Room Clerk | 1 | 0 |
| Currency Sorter | 0 | 0 |
| Routing Clerk | 0 | 0 |
| Bond Teller | 0 | 0 |
| Total | 110 | 7 |

The banks hired a total of 110 people and of this total only seven were recent high school graduates. These graduates were hired for the following positions: paying and receiving teller, proof machine operator, safe-deposit box clerk, utility clerk-bookkeeper, and operator.

Hiring Preference

A comparison of the preference of hiring recent male or female high school graduates is presented in Table 4. Table 4 indicates that only

TABLE 4

A COMPARISON OF PREFERENCES FOR THE EMPLOYMENT OF THE MALE
AND FEMALE HIGH SCHOOL GRADUATES IN THE OGDEN,
UTAH, BANKING COMMUNITY

| | Male | | Female | | No preference | |
|--------------------------------|------|-------|--------|-------|---------------|------|
| | No. | % | No. | % | No. | % |
| Bank Messenger | 3 | 30.0 | 1 | 10.0 | 6 | 60.0 |
| Bond Teller | 0 | 0.0 | 4 | 100.0 | 0 | 0.0 |
| Coin Machine Operator | 6 | 66.7 | 0 | 0.0 | 3 | 33.3 |
| Currency Sorter | 0 | 0.0 | 2 | 25.0 | 6 | 75.0 |
| New Account Teller | 0 | 0.0 | 4 | 100.0 | 0 | 0.0 |
| Paying and Receiving Teller | 0 | 0.0 | 5 | 71.4 | 2 | 29.6 |
| Proof Machine Operator | 0 | 0.0 | 7 | 87.5 | 1 | 12.5 |
| Routing Clerk | 0 | 0.0 | 1 | 12.5 | 7 | 87.5 |
| Safe-Deposit Box Clerk | 0 | 0.0 | 5 | 100.0 | 0 | 0.0 |
| Secretary | 0 | 0.0 | 4 | 100.0 | 0 | 0.0 |
| Stock Room Clerk | 10 | 100.0 | 0 | 0.0 | 0 | 0.0 |
| Typist | 0 | 0.0 | 10 | 100.0 | 0 | 0.0 |
| Utility Clerk- Bookkeeper | 0 | 0.0 | 3 | 33.3 | 6 | 66.7 |
| Other | 0 | 0.0 | 1 | 100.0 | 0 | 0.0 |

three positions received responses for the preference of hiring recent male high school graduates, these positions being: bank messenger, which received three responses and represents 30.0 percent of the population who would consider hiring recent high school graduates; coin machine operator, which received six responses and represents 66.7 percent; and stock room clerk, which received ten responses and represents 100.0 percent of those who would consider hiring recent high school graduates to that position.

Twelve positions were checked for the preference of hiring recent female high school graduates, indicating that there is a greater preference for females in office entry-level positions than for males. The position receiving the largest response was the typist which received ten checks which was 100.0 percent of the respondents. Two positions were not responded to, these being coin machine operator and stock room clerk.

The position checked most frequently for which there was no preference in hiring either male or female recent high school graduates was the routing clerk. This position received seven responses which represented 87.5 percent of the responding banks. Bond teller, new account teller, safe-deposit box clerk, secretary, stock room clerk, typist, and operator did not receive any responses indicating that Ogden banks do have a preference in hiring for certain positions.

Specific Requirements

The specific requirements needed for office entry-level positions in the Ogden banks are presented in Table 5. The positions requiring the

TABLE 5

NUMBER^a AND PERCENT OF BANKS INDICATING SELECTED REQUIREMENTS OF RECENT HIGH SCHOOL GRADUATES
FOR ENTRY-LEVEL OFFICE POSITIONS IN OGDEN, UTAH, BANKS

| Position | Book-keeping | | Business English | | Business Machines | | Business Math | | Mach. Trans. | | Short-hand | | Typing | | Driving | |
|--------------------------|--------------|-------|------------------|-------|-------------------|------|---------------|------|--------------|-------|------------|-------|--------|-------|---------|---|
| | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % |
| Bank Messenger | 1 | 10.0 | | | | | | | | | | | 2 | 20.0 | | |
| Bond Teller | 2 | 50.0 | 1 | 25.0 | 3 | 75.0 | 2 | 50.0 | | | | | 5 | 100.0 | | |
| Coin Machine Operator | | | | | 2 | 22.2 | 1 | 11.1 | | | | | 2 | 22.2 | | |
| Currency Sorter | | | | | 2 | 25.0 | 5 | 62.5 | | | | | 2 | 25.0 | | |
| New Account Teller | 2 | 50.0 | 4 | 100.0 | 3 | 75.0 | | | 3 | 75.0 | | | 4 | 100.0 | | |
| Pay. and Rec. Teller | 3 | 42.9 | 1 | 14.5 | 6 | 85.7 | 6 | 85.7 | | | | | 5 | 71.4 | | |
| Proof Machine Operator | 3 | 43.9 | | | 7 | 87.5 | 1 | 12.5 | | | | | 2 | 25.0 | | |
| Routing Clerk | | | | | 1 | 12.5 | | | | | | | 2 | 25.0 | | |
| Safe-Deposit Box Clerk | | | 3 | 60.0 | 1 | 20.0 | 1 | 20.0 | | | | | 5 | 100.0 | | |
| Secretary | | | 4 | 100.0 | | | 1 | 25.0 | 4 | 100.0 | 4 | 100.0 | 4 | 100.0 | | |
| Stock Room Clerk | 1 | 10.0 | | | | | 1 | 10.0 | | | | | 2 | 20.0 | | |
| Typist | | | 9 | 90.0 | 2 | 20.0 | | | 3 | 30.0 | 1 | 10.0 | 10 | 100.0 | | |
| Utility Clerk-Bookkeeper | 9 | 100.0 | 4 | 44.4 | 2 | 22.2 | 2 | 22.2 | | | | | 5 | 55.6 | | |

^aNot all banks consider recent high school graduates for all of the positions--please see Table 1.

greatest requirements were bond teller, new account teller, paying and receiving teller, proof machine operator, secretary, typist, and utility clerk-bookkeeper. The position requiring the least amount of requirements was the routing clerk which only required two skills, business machines and typing.

The specific requirements most frequently responded to were typing, business machines, and business math. Machine transcription and shorthand were the requirements responded to the least.

Pre-Employment Testing

Seven banks (53.8 percent) require a pre-employment test and six (46.2 percent) do not as shown in Table 6. The types of tests that the

TABLE 6
NUMBER OF BANKS REQUIRING PRE-EMPLOYMENT TESTS FOR
ENTRY-LEVEL OFFICE POSITIONS IN THE OGDEN,
UTAH, BANKING COMMUNITY

| | Number | Percentage |
|--------------|--------|------------|
| Required | 7 | 53.8 |
| Not Required | 6 | 46.2 |

seven banks responded to were standardized tests and a combination of standardized and company-made tests as indicated in Table 7. Six banks, or 46.2 percent of the population, require standardized tests, while only one bank, or 7.7 percent, of the population require a combination of both standardized and company-made tests.

TABLE 7

NUMBER OF BANKS IN THE OGDEN, UTAH, BANKING COMMUNITY
CHECKING THE TYPES OF TESTS ADMINISTERED
TO PRE-EMPLOYMENT PROSPECTS

| Type of Test | Number | Percentage |
|---------------------|--------|------------|
| Standardized tests | 6 | 46.2 |
| No test | 6 | 46.2 |
| Combination of both | 1 | 7.7 |
| Company-made tests | 0 | 0.0 |

The number and percent of banks that require a pre-employment test for a particular position are shown in Table 8. Seven banks or 53.8 percent of the population require a test for the following positions: bank messenger, bond teller, currency sorter, new account teller, paying and receiving teller, proof machine operator, routing clerk, safe-deposit box clerk, secretary, typist, and utility clerk-bookkeeper. Six banks or 46.2 percent do not require a pre-employment test for the positions just mentioned.

Four banks or 30.8 percent require pre-employment tests for the positions of coin machine operator and stock room clerk. Nine banks or 69.2 percent of the responding population do not require tests for these two positions. Thirteen banks or 100 percent of the responding population do not require a pre-employment test for the position of the operator.

TABLE 8

NUMBER AND PERCENT OF BANKS IN THE OGDEN, UTAH, BANKING
COMMUNITY REQUIRING PRE-EMPLOYMENT TESTS FOR
GIVEN ENTRY-LEVEL POSITIONS

| Positions | Number not Requiring Test | | Number Requiring Test | |
|-----------------------------|------------------------------|---------|--------------------------|---------|
| | Number | Percent | Number | Percent |
| Bank Messenger | 6 | 46.2 | 7 | 53.8 |
| Bond Teller | 6 | 46.2 | 7 | 53.8 |
| Coin Machine Operator | 9 | 69.2 | 4 | 30.8 |
| Currency Sorter | 6 | 46.2 | 7 | 53.8 |
| New Account Teller | 6 | 46.2 | 7 | 53.8 |
| Paying and Receiving Teller | 6 | 46.2 | 7 | 53.8 |
| Proof Machine Operator | 6 | 46.2 | 7 | 53.8 |
| Routing Clerk | 6 | 46.2 | 7 | 53.8 |
| Safe-Deposit Box Clerk | 6 | 46.2 | 7 | 53.8 |
| Secretary | 6 | 46.2 | 7 | 53.8 |
| Stock Room Clerk | 9 | 69.2 | 4 | 30.8 |
| Typist | 6 | 46.2 | 7 | 53.8 |
| Utility Clerk-Bookkeeper | 6 | 46.2 | 7 | 53.8 |
| Other | 13 | 100.0 | 0 | 0.0 |

The types of tests administered to prospective office entry-level applicants is indicated in Table 9. Seven banks or 53.8 percent require arithmetic, clerical aptitude, shorthand, and typewriting straight-copy tests. Six banks or 46.2 percent do not require these tests. Three banks

or 23.1 percent require English tests and four banks or 31.8 percent require filing tests. Thirteen banks or 100 percent of the responding population do not give the following pre-employment tests: intelligence, personality, and typewriting production.

TABLE 9
NUMBER AND PERCENT OF OGDEN, UTAH, BANKS RQQUIRING
SPECIFIC TYPES OF TESTS OF PROSPECTIVE
OFFICE ENTRY-LEVEL APPLICANTS

| Type of test | No Testing Requirements | | Testing Requirements | |
|---------------------------|-------------------------|---------|----------------------|---------|
| | Number | Percent | Number | Percent |
| Arithmetic | 6 | 46.2 | 7 | 53.8 |
| Clerical Aptitude | 6 | 46.2 | 7 | 53.8 |
| English | 10 | 76.9 | 3 | 23.1 |
| Filing | 9 | 69.2 | 4 | 31.8 |
| Intelligence | 13 | 100.0 | 0 | 0.0 |
| Personality | 13 | 100.0 | 0 | 0.0 |
| Shorthand | 6 | 46.2 | 7 | 53.8 |
| Typewriting Straight-Copy | 6 | 46.2 | 7 | 53.8 |
| Typewriting Production | 13 | 100.0 | 0 | 0.0 |

The average skill proficiency required for an entry-level office applicant is shown in Table 10. The shorthand tests were for a length of three minutes, but no indication of the required words per minute were given by the responding banks. The typing tests were for three minutes, and the applicants were required to type 45 words per minute.

TABLE 10
AVERAGE SKILL PROFICIENCY REQUIREMENTS FOR
ENTRY-LEVEL APPLICANTS AT THE BANKS
ADMINISTERING TESTS

| Test | Number Requiring Test | Length | Words Per Minute |
|-----------|--------------------------|--------|---------------------|
| Shorthand | 6 | 3 | a |
| Typing | 6 | 3 | 45 |

^aNo indication.

CHAPTER IV
SUMMARY, CONCLUSIONS, AND RECOMMENDATIONS

Summary

This study was undertaken to determine the number, type, and requirements of entry-level office positions in Ogden, Utah, banks. A list of the banks was formulated from the telephone directory. A total of 15 questionnaires were received, which represented 100 percent of the population. Two respondents had indicated that they did not hire people for entry-level positions. Thirteen responses were used to formulate the data in this study.

The questionnaire was developed to determine:

1. The number of entry-level office jobs for which recent high school graduates are employed.
2. The type of job-entry office positions in which recent high school graduates are employed.
3. The job-entry requirements of the office positions for which recent high school graduates are employed.
4. The preference of hiring male or female high school graduates in office entry-level positions.

Employment

The 13 responding banks hired 110 people in the entry-level office positions studied, and of the 110 people who were hired only 7 were

recent high school graduates. The responding banks also indicated that they would consider recent high school graduates for all of the 14 positions studied.

Hiring preference

The majority of the banks preferred females over males for entry-level office positions. The banks indicated that they prefer males for only three positions, these being bank messenger, coin machine operator, and stock room clerk. The banks indicated that they would not hire females to the position of stock room clerk.

Specific requirements

All the responding banks required some type of requirement for each of the entry-level office positions. The skill that was required the most by all banks was typing. Positions requiring the greatest amount of skills were bond teller, new account teller, paying and receiving teller, proof machine operator, secretary, typist, and utility clerk-bookkeeper.

Pre-employment testing

Seven of the 13 banks indicated that they required a pre-employment test of all applicants for the entry-level office positions studied. The seven banks requiring pre-employment tests used standardized tests and a combination of standardized and company-made tests.

A majority of the banks requiring a pre-employment test gave specific types of tests to prospective office entry-level applicants.

Conclusions

The following conclusions are drawn from the findings of this study:

1. Entry-level office jobs are available for recent high school graduates who can meet the requirements of the banks in the Ogden, Utah, banking community.
2. Females are preferred over males in a majority of the entry-level office positions in the Ogden, Utah, banks.
3. Recent high school graduates are required to take pre-employment tests for half of the initial employment openings in the Ogden, Utah, banking community.
4. All job applicants are required to have some skills in type-writing.

Recommendations

The following recommendations are based on the findings and conclusions of this study:

1. Business education students should receive information with regard to the availability of office entry-level positions in the banks as a part of their guidance program in the secondary schools.
2. The guidance counselors and business teachers should indicate to students that most of the entry-level office positions in the Ogden banks prefer females to males.
3. High school seniors should be given information with regard to the types of tests that are given by the Ogden, Utah, banking community.

4. All students who will be seeking jobs in the Ogden, Utah, banking community should take at least one class in typewriting.

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APPENDIXES

Appendix A

Cover Letter

May 31, 1969

Dear Sir:

This letter is a request for your cooperation in preparing a study of "Entry-Level Office Jobs in Ogden Banks for Recent High School Graduates." Such a study is of value in providing information to the Ogden area schools that are training students to enter the world of work. Banking is an integral part of the business community and may have the capacity to hire recent high school graduates.

To help prepare these graduates to enter banking it will be of benefit for the business teacher to know the type, number, and requirements of entry level office jobs in banks. By filling in the attached questionnaire this information will be available to them.

For your convenience a list of job titles and definitions are also attached to aid you in filling out the questionnaire. A summary of the findings and conclusions will be mailed to you upon completion of the study.

Yours very truly,

O. Shelby Cox

Enclosures

Appendix B

Definition of Terms

Bank Messenger. Gathers items such as checks, securities, and legal documents from sections and departments. Delivers items and obtains receipts, and delivers and picks up mail.

Bond Teller. Records bonds which are sold, purchased, or deposited for safekeeping or for collection. May receive payment of bonds purchased.

Coin Machine Operator. Sorts, counts, wraps, and balances coins.

Currency Sorter. Sorts, counts, and wraps paper money.

New Account Teller. Obtains information from customers applying for new accounts with the bank and opens accounts both personal and business.

Paying and Receiving Teller. Receives and pays out money and keeps records of money and negotiable instruments involved in various bank transactions. Receives checks and cash for deposits in depositor's passbook or issues receipts, cashes checks, and pays out money.

Proof Machine Operator. Sorts, records, and proves records of bank transactions--such as checks, deposit slips, and withdrawal slips.

Recent High School Graduate. An individual who has graduated from high school in June, 1968.

Routing Clerk. Sorts and routes correspondence and other items.

Safe-Deposit Box Clerk. Rents safe-deposit boxes to bank customers, keeps safe-deposit records--such as signature cards, rental files and access slips to vault area. May admit customers to the bank vault.

Secretary. Relieves officials of clerical work and minor administrative and business details. The secretary may take, transcribe, compose, and type correspondence. Files correspondence and other records and serves as a receptionist.

Typist. Types letters, reports, stencils, forms, addresses, or other straight-copy material from rough draft or corrected copy; verifies totals on report forms, requisitions or bills; and operates duplicating machines to reproduce copy.

Utility Clerk-Bookkeeper. Prepares and distributes bank statements to customers, answers inquiries, and reconciles discrepancies in records and accounts.

Appendix C

Questionnaire for Entry-Level Office Jobs in Ogden Banks

Bank Name _____ Address _____

Completed by _____ Position _____

1. Please check (✓) the following entry-level office positions that you would consider for the hiring of high school graduates who have graduated from high school in the last twelve months.

| Positions | Would Consider |
|----------------------------------|----------------|
| Bank Messenger | |
| Bond Teller | |
| Coin Machine Operator | |
| Currency Sorter | |
| New Account Teller | |
| Paying and Receiving Teller | |
| Proof Machine Operator | |
| Routing Clerk | |
| Safe-Deposit Box Clerk | |
| Secretary | |
| Stock Room Clerk | |
| Typist | |
| Utility Clerk-Bookkeeper | |
| Other Position--Please indicate: | |

2. How many people have you hired during the last twelve months for the following positions? Of the number hired, how many graduated from high school in June, 1968?

| Position | Number Hired | Number Hired Who Graduated in 1968 |
|-----------------------------------|--------------|------------------------------------|
| Bank Messenger | | |
| Bond Teller | | |
| Coin Machine Operator | | |
| Currency Sorter | | |
| New Account Teller | | |
| Paying and Receiving Teller | | |
| Proof Machine Operator | | |
| Routing Clerk | | |
| Safe-Deposit Box Clerk | | |
| Secretary | | |
| Stock Room Clerk | | |
| Typist | | |
| Utility Clerk-Bookkeeper | | |
| Other Positions--Please indicate: | | |

5. Do you require a pre-employment test for office entry-level job prospects?

Yes _____ No _____

6. If answered "yes" in Number 5, do you give

Standardized tests _____

Company-made tests _____

Combination of Both _____

7. Please check (✓) the following entry-level office positions for which you do require a pre-employment test.

| Position | Test Required |
|----------------------------------------|---------------|
| Bank Messenger _____ | |
| Bond Teller _____ | |
| Coin Machine Operator _____ | |
| Currency Sorter _____ | |
| New Account Teller _____ | |
| Paying and Receiving Teller _____ | |
| Proof Machine Operator _____ | |
| Routing Clerk _____ | |
| Safe-Deposit Box Clerk _____ | |
| Secretary _____ | |
| Stock Room Clerk _____ | |
| Typist _____ | |
| Utility Clerk-Bookkeeper _____ | |
| Other Positions--Please indicate _____ | |

8. Please check (✓) the type of test administered to prospective office entry-level applicants.

_____ Arithmetic
 _____ Clerical Aptitude
 _____ English
 _____ Filing
 _____ Intelligence
 _____ Personality

| | Length minutes | Words per minute | Percent of errors permitted |
|-----------------------------------------------------------|-------------------|------------------------|-----------------------------------|
| _____ Shorthand | | | |
| _____ Typewriting--Straight Copy | | | |
| _____ Typewriting--Production (material as on the job) | | | |
| _____ Other type--Please indicate: | | | |

VITA

Owen Shelby Cox

Candidate for the Degree of

Master of Science

Report: A Study to Determine the Number, Type, and Requirements of
Office Entry-Level Jobs in Ogden, Utah, Banks

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