Victorian Employer Satisfaction and Skills Survey 2017

Eastern Metro

Over 12,100 employers responded to the skills and training component of the *Victorian Employer Satisfaction and Skills Survey* in 2017. Of these, 1,587 were from the Eastern Metro region. Employers report that skills are important to productivity, but many are facing challenges filling jobs and finding the right applicants with the right skills. These challenges are faced both now, and are expected to continue into the future. However, a high proportion of employers that access training to improve the skills of their workforce report a positive impact on productivity and return on investment.

The statistics below reflect the experience of employers from the Eastern Metro region compared to the overall Victorian average.

**Productivity**

**Skills are important to productivity**

Businesses found that a lack of skills had a medium to high impact on workplace productivity.

**High impact**

Eastern Metro Region: 34%

Victoria: 28%

**Medium impact**

Eastern Metro Region: 46%

Victoria: 53%

**Low impact**

Eastern Metro Region: 17%

Victoria: 16%

**Impact of insufficient workforce skills**

A lack of skills can increase the workload for other staff; result in a loss of business to competitors and increase operating costs.

**Increased workload for other staff**

Eastern Metro Region: 58%

Victoria: 61%

**Loss of business to competitors**

Eastern Metro Region: 41%

Victoria: 31%

**Increased operating costs**

Eastern Metro Region: 40%

Victoria: 44%

**Challenges**

**Managing the skills of the workforce**

Employers reported that recruitment was challenging due to candidates not having the required skills or being job ready.

More than a quarter of employers saw the need to improve the skills of existing staff.

Finding people with the right skills

Eastern Metro Region: 52%

Victoria: 53%

Finding job ready candidates

Eastern Metro Region: 34%

Victoria: 33%

Training staff to keep skills up to date

Eastern Metro Region: 28%

Victoria: 27%

**Recruitment challenges**

Employers faced recruitment challenges because potential candidates did not have the required job specific and technical skills.

Agreed roles were difficult to fill

Eastern Metro Region: 53%

Victoria: 54%

**Lacked technical / job specific skills**

Eastern Metro Region: 61%

Victoria: 50%

**Lacked relevant experience**

Eastern Metro Region: 55%

Victoria: 55%

**Few applicants**

Eastern Metro Region: 43%

Victoria: 46%

**Skills**

**Skills needed now and for the future**

Businesses are concerned they may not have the skills they need for the future

Eastern Metro Region: 22%

Victoria: 24%

Businesses lack the skills they need today

Eastern Metro Region: 10%

Victoria: 9%

Businesses believe they have the skills needed for today and for the next 12 months

Eastern Metro Region: 62%

Victoria: 61%

**Main skills lacking today and in the next 12 months**

The majority of employers identify technical and job specific skills are needed or will be lacking in the next 12 months.

**Technical / job specific skills**

Eastern Metro Region: 72%

Victoria: 69%

**Management / leadership skills**

Eastern Metro Region: 43%

Victoria: 40%

**Customer service skills**

Eastern Metro Region: 37%

Victoria: 33%

**Training**

**Employers’ access to training**

Employers supported staff training in 2016

Eastern Metro Region: 65%

Victoria: 63%

Employers mainly used private training providers, and industry associations to deliver their training in 2016.

**Private training providers**

Eastern Metro Region: 53%

Victoria: 50%

**Industry associations**

Eastern Metro Region: 49%

Victoria: 48%

**TAFE**

Eastern Metro Region: 25%

Victoria: 24%

**Training contribution and quality**

Employers find that training has a positive contribution to productivity and business success.

Positive Return on Investment

Eastern Metro Region: 77%

Victoria: 75%

Positive impact on productivity

Eastern Metro Region: 72%

Victoria: 72%

Trained staff are more valuable to the workplace

Eastern Metro Region: 88%

Victoria: 86%

Quality of provider training was high

Eastern Metro Region: 81%

Victoria: 79%