Victorian Employer Skills and Training Survey 2017

Information Media and Telecommunications

Over 12,100 employers responded to the skills and training component of the *Victorian Employer Satisfaction and Skills Survey* in 2017. Of these, 206 were from the Information Media and Telecommunications industry. 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 in the Information Media and Telecommunications industry 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**

Information Media and Telecommunications: 25%

Victoria: 28%

**Medium impact**

Information Media and Telecommunications: 52%

Victoria: 53%

**Low impact**

Information Media and Telecommunications: 23%

Victoria: 16%

**Impact of insufficient workforce skills**

A lack of skills can increase the workload for other staff, technological difficulties and result in an inability to innovate.

**Increased workload for other staff**

Information Media and Telecommunications: 45%

Victoria: 61%

**Difficulties keeping up with advancing technologies**

Information Media and Telecommunications: 36%

Victoria: 19%

**Inability to innovate**

Information Media and Telecommunications: 32%

Victoria: 25%

**Challenges**

**Managing the skills of the workforce**

Employers reported that recruitment was challenging due to candidates not having the required skills and keeping pace with technology.

More than a quarter of employers saw the need to innovate and develop new products and services.

Finding people with the right skills

Information Media and Telecommunications: 56%

Victoria: 53%

Keeping pace with advancing technology

Information Media and Telecommunications: 29%

Victoria: 22%

Innovating or developing new products or services

Information Media and Telecommunications: 29%

Victoria: 16%

**Recruitment challenges**

Employers faced recruitment challenges primarily due to a lack of relevant experience and technical or job specific skills.

Agreed roles were difficult to fill

Information Media and Telecommunications: 60%

Victoria: 54%

**Lacked relevant experience**

Information Media and Telecommunications: 70%

Victoria: 55%

**Lacked technical / job specific skills**

Information Media and Telecommunications: 54%

Victoria: 50%

**Few applicants**

Information Media and Telecommunications: 39%

Victoria: 46%

**Skills**

**Skills needed now and for the future**

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

Information Media and Telecommunications: 32%

Victoria: 24%

Businesses lack the skills they need today

Information Media and Telecommunications: 10%

Victoria: 9%

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

Information Media and Telecommunications: 52%

Victoria: 61%

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

Two thirds of employers identified technical and job specific skills are lacking today or will be lacking in the next 12 months.

**Technical / job specific skills**

Information Media and Telecommunications: 66%

Victoria: 69%

**Management / leadership skills**

Information Media and Telecommunications: 44%

Victoria: 40%

**IT / computer skills**

Information Media and Telecommunications: 40%

Victoria: 33%

**Training**

**Employers’ access to training**

Employers supported staff training in 2016

Information Media and Telecommunications: 65%

Victoria: 63%

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

**Private training providers**

Information Media and Telecommunications: 62%

Victoria: 50%

**Industry associations**

Information Media and Telecommunications: 46%

Victoria: 48%

**TAFE**

Information Media and Telecommunications: 13%

Victoria: 24%

**Training contribution and quality**

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

Positive Return on Investment

Information Media and Telecommunications: 70%

Victoria: 75%

Positive impact on productivity

Information Media and Telecommunications: 73%

Victoria: 72%

Trained staff are more valuable to the workplace

Information Media and Telecommunications: 82%

Victoria: 86%

Quality of provider training was high

Information Media and Telecommunications: 76%

Victoria: 79%