Victorian Employer Skills Survey 2018

Other Services

Of the 13,600 employers that responded to the *Victorian Employer Skills Survey* in 2018, nearly 960 were from the Other Services 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 Other Services industry compared to the overall Victorian average.

**Productivity**

**Skills are important to productivity**

Businesses with a lack of skills found it had a medium impact on workplace productivity.

**High impact**

Other Services: 37%

Victoria: 28%

**Medium impact**

Other Services: 53%

Victoria: 56%

**Low impact**

Other Services: 8%

Victoria: 15%

**Impact of insufficient workforce skills**

Businesses lacking skills mainly reported the following workplace issues:

**Increased workload for other staff**

Other Services: 64%

Victoria: 66%

**Increased operating costs**

Other Services: 47%

Victoria: 46%

**Poorer quality of service/products**

Other Services: 45%

Victoria: 40%

**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.

Nearly a third of employers saw the need to improve the skills of existing staff.

**Finding people with the right skills**

Other Services: 60%

Victoria: 59%

**Finding job ready candidates**

Other Services: 36%

Victoria: 35%

**Faced challenges training staff to keep skills up to date**

Other Services: 31%

Victoria: 27%

**Recruitment challenges**

Employers facing recruitment challenges mainly reported applicant related reasons for their difficulties.

**Agreed roles were difficult to fill**

Other Services: 60%

Victoria: 59%

**Few applicants**

Other Services: 60%

Victoria: 52%

**Lacked technical / job specific skills**

Other Services: 54%

Victoria: 52%

**Lacked relevant experience**

Other Services: 52%

Victoria: 56%

**Skills**

**Skills needed now and for the future**

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

Other Services: 28%

Victoria: 26%

**Businesses lack the skills they need today**

Other Services: 12%

Victoria: 12%

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

Other Services: 60%

Victoria: 62%

**Type of skills lacking today and in the next 12 months**

Employers who lack the skills today, or expect to over the next year, identified various skills needs.

**Technical / job specific skills**

Other Services: 71%

Victoria: 68%

**Problem solving skills**

Other Services: 38%

Victoria: 36%

**IT / computer skills**

Other Services: 37%

Victoria: 33%

**Training**

**Employers’ access to training**

**Employers supported staff training last year**

Other Services: 70%

Victoria: 64%

Employers who supported training either utilised external trainers or made provisions for training within the organisation by other staff.

**Internal training**

Other Services: 55%

Victoria: 57%

**External training**

Other Services: 82%

Victoria: 82%

**Training contribution and quality**

Employers who supported training agreed it had a positive contribution to productivity and business success.

**Positive return on investment**

Other Services: 87%

Victoria: 90%

**Positive impact on productivity**

Other Services: 86%

Victoria: 90%

**Training is a priority for the workplace**

Other Services: 94%

Victoria: 94%

**Quality of provider training was high**

Other Services: 84%

Victoria: 88%