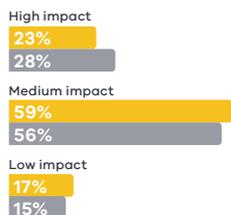# 2018 Victorian Employers Skills Survey

Retail Trade

Of the 13,600 employers that responded to *Victorian Employer Skills Survey* in 2018, nearly 630 were from the Retail Trade 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 Retail Trade industry compared to the overall Victorian average.

Skills are important to productivity

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

High impact
23%
28%

Medium impact
59%
56%

Low impact
17%
15%

Impact of insufficient workforce skills

Businesses lacking skills mainly reported the following workplace issues:

50%
66% VIC
Increased workload for other staff

44%
37% VIC
Loss of business to competitors

43%
41% VIC
Inability to meet customer needs

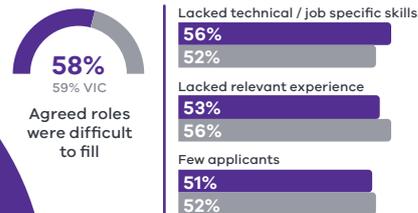Retail Trade   Victoria

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.

57%
59% VIC
Finding people with the right skills

31%
35% VIC
Finding job ready candidates

29%
27% VIC
Faced challenges training staff to keep skills up to date

Recruitment challenges

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

58%
59% VIC
Agreed roles were difficult to fill

Lacked technical / job specific skills
56%
52%

Lacked relevant experience
53%
56%

Few applicants
51%
52%

Retail Trade   Victoria

PRODUCTIVITY / CHALLENGES / TRAINING / SKILLS

SKILLS IMPACT PRODUCTIVITY

Employers' access to training

51%
64% VIC
Employers supported staff training last year

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

Internal training
55%
57%

External training
69%
82%

Training contribution and quality

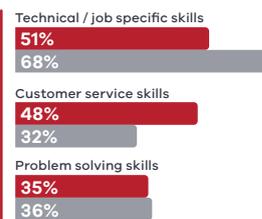Employers who supported training agreed it had a positive contribution to productivity and business success.

85%
90% VIC
Positive return on investment

91%
90% VIC
Positive impact on productivity

97%
94% VIC
Training is a priority for the workplace

90%
88% VIC
Quality of provider training was high

Retail Trade   Victoria

Skills needed now and for the future

11%
12% VIC
Businesses lack the skills they need today

27%
26% VIC
Businesses are concerned they may not have the skills they need for the future

62%
62% VIC
Businesses believe they have the skills needed for today and for the next 12 months

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
51%
68%

Customer service skills
48%
32%

Problem solving skills
35%
36%

Retail Trade   Victoria