Victorian Employer Skills and Training Survey 2017

Other Services

Over 12,100 employers responded to the skills and training component of the *Victorian Employer Satisfaction and Skills Survey* in 2017. Of these, 887 were categorized under 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 from the Other Services industry compared to the overall Victorian average.

**Productivity**

**Skills are important to productivity**

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

**High impact**

Other Services: 22%

Victoria: 28%

**Medium impact**

Other Services: 61%

Victoria: 53%

**Low impact**

Other Services: 11%

Victoria: 16%

**Impact of insufficient workforce skills**

A lack of skills can increase the workload for other staff, affect operating costs and create an inability to meet customer needs.

**Increased workload for other staff**

Other Services: 66%

Victoria: 61%

**Increased operating costs**

Other Services: 46%

Victoria: 44%

**Inability to meet customer needs**

Other Services: 41%

Victoria: 39%

**Challenges**

**Managing the skills of the workforce**

Employers reported that recruitment was challenging due to candidates not having the required skills.

Three in ten employers saw the need to improve the skills of existing staff.

Finding people with the right skills

Other Services: 57%

Victoria: 53%

Finding job ready candidates

Other Services: 36%

Victoria: 33%

Training staff to keep skills up to date

Other Services: 30%

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

Other Services: 67%

Victoria: 54%

**Lacked technical / job specific skills**

Other Services: 54%

Victoria: 50%

**Lacked relevant experience**

Other Services: 51%

Victoria: 55%

**Few applicants**

Other Services: 50%

Victoria: 46%

**Skills**

**Skills needed now and for the future**

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

Other Services: 23%

Victoria: 24%

Businesses lack the skills they need today

Other Services: 10%

Victoria: 9%

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

Other Services: 61%

Victoria: 61%

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

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

**Technical / job specific skills**

Other Services: 77%

Victoria: 69%

**Management / leadership skills**

Other Services: 37%

Victoria: 40%

**IT / computer skills**

Other Services: 36%

Victoria: 33%

**Training**

**Employers’ access to training**

Employers supported staff training in 2016

Other Services: 68%

Victoria: 63%

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

**Industry associations**

Other Services: 47%

Victoria: 48%

**Private training providers**

Other Services: 39%

Victoria: 50%

**TAFE**

Other Services: 32%

Victoria: 24%

**Training contribution and quality**

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

Positive Return on Investment

Other Services: 77%

Victoria: 75%

Positive impact on productivity

Other Services: 77%

Victoria: 72%

Training is a priority for the workplace

Other Services: 88%

Victoria: 86%

Quality of provider training was high

Other Services: 79%

Victoria: 79%