Victorian Employer Satisfaction and Skills Survey 2017

Public Administration and Safety

Over 12,100 employers responded to the skills and training component of the *Victorian Employer Satisfaction and Skills Survey* in 2017. Of these, 85 were from the Public Administration and Safety 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 Public Administration and Safety 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**

Public Administration and Safety: 39%

Victoria: 28%

**Medium impact**

Public Administration and Safety: 61%

Victoria: 53%

**Low impact**

Public Administration and Safety: 0%

Victoria: 16%

**Impact of insufficient workforce skills**

A lack of skills can result in poorer quality of service/products, create an in an inability to meet customer needs and result in a loss of business to competitors.

**Poorer quality of service/products**

Public Administration and Safety: 84%

Victoria: 38%

**Inability to meet customer needs**

Public Administration and Safety: 78%

Victoria: 39%

**Loss of business to competitors**

Public Administration and Safety: 61%

Victoria: 31%

**Challenges**

**Managing the skills of the workforce**

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

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

Finding people with the right skills

Public Administration and Safety: 63%

Victoria: 53%

Finding job ready candidates

Public Administration and Safety: 32%

Victoria: 33%

Training skills to keep staff up to date

Public Administration and Safety: 34%

Victoria: 27%

**Recruitment challenges**

Employers faced recruitment challenges because potential candidates did not have the required experience needed.

Agreed roles were difficult to fill

Public Administration and Safety: 59%

Victoria: 54%

**Lacked relevant experience**

Public Administration and Safety: 72%

Victoria: 55%

**Few applicants**

Public Administration and Safety: 59%

Victoria: 46%

**Lacked technical / job specific skills**

Public Administration and Safety: 47%

Victoria: 50%

**Skills**

**Skills needed now and for the future**

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

Public Administration and Safety: 23%

Victoria: 24%

Businesses lack the skills they need today

Public Administration and Safety: 6%

Victoria: 9%

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

Public Administration and Safety: 64%

Victoria: 61%

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

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

**Technical / job specific skills**

Public Administration and Safety: 73%

Victoria: 69%

**Problem solving skills**

Public Administration and Safety: 59%

Victoria: 35%

**IT / computer skills**

Public Administration and Safety: 48%

Victoria: 33%

**Training**

**Employers’ access to training**

Employers supported staff training in 2016

Public Administration and Safety: 73%

Victoria: 63%

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

**Industry associations**

Public Administration and Safety: 60%

Victoria: 48%

**Private training providers**

Public Administration and Safety: 58%

Victoria: 50%

**TAFE**

Public Administration and Safety: 27%

Victoria: 24%

**Training contribution and quality**

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

Positive Return on Investment

Public Administration and Safety: 91%

Victoria: 75%

Positive impact on productivity

Public Administration and Safety: 80%

Victoria: 72%

Trained staff are more valuable to the workplace

Public Administration and Safety: 87%

Victoria: 86%

Quality of provider training was high

Public Administration and Safety: 85%

Victoria: 79%