Victorian Employer Skills Survey 2018

Eastern Metro

Of the 13,600 employers that responded to the *Victorian Employer Skills Survey* in 2018, nearly 1,720 were from the Eastern Metro region. 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 expected to continue into the future. However, a high proportion of employers that access training to improve the skill of their workforce report a positive impact on productivity and return on investment.

The statistics below reflect the experience of employers from the Eastern Metro region 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**

Eastern Metro: 29%

Victoria: 28%

**Medium impact**

Eastern Metro: 50%

Victoria: 56%

**Low impact**

Eastern Metro: 20%

Victoria: 15%

**Impact of insufficient workforce skills**

Businesses lacking skills mainly reported the following workplace issues:

**Increased workload for other staff**

Eastern Metro: 73%

Victoria: 66%

**Inability to meet customer needs**

Eastern Metro: 50%

Victoria: 41%

**Poorer quality of service / products**

Eastern Metro: 49%

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.

**Finding people with the right skills**

Eastern Metro: 59%

Victoria: 59%

**Finding job ready candidates**

Eastern Metro: 31%

Victoria: 35%

More than a quarter of employers saw the need to improve the skills of existing staff.

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

Eastern Metro: 27%

Victoria: 27%

**Recruitment challenges**

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

**Agreed roles were difficult to fill**

Eastern Metro: 61%

Victoria: 59%

**Lacked relevant experience**

Eastern Metro: 60%

Victoria: 56%

**Few applicants**

Eastern Metro: 59%

Victoria: 52%

**Lacked technical / job specific skills**

Eastern Metro: 57%

Victoria: 52%

**Skills**

**Skills needed now and for the future**

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

Eastern Metro: 25%

Victoria: 26%

**Businesses lack the skills they need today**

Eastern Metro: 13%

Victoria: 12%

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

Eastern Metro: 63%

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**

Eastern Metro: 67%

Victoria: 68%

**Problem solving**

Eastern Metro: 38%

Victoria: 36%

**IT / computer skills**

Eastern Metro: 34%

Victoria: 33%

**Training**

**Employers’ access to training**

**Employers supported staff training last year**

Eastern Metro: 66%

Victoria: 64%

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

**Internal training**

Eastern Metro: 58%

Victoria: 57%

**External training**

Eastern Metro: 77%

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**

Eastern Metro: 87%

Victoria: 90%

**Positive impact on productivity**

Eastern Metro: 89%

Victoria: 90%

**Trained staff are more valuable to the workplace**

Eastern Metro: 93%

Victoria: 95%

**Quality of provider training was high**

Eastern Metro: 80%

Victoria: 88%