Victorian Employer Skills Survey 2018

Information Media and Telecommunications

Of the 13,600 employers that responded to *Victorian Employer Skills Survey* in 2018, nearly 300 were from the Information Media and Telecommunications 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. In particular, a lack of relevant skills hampered innovation in this industry. 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 Information Media and Telecommunications 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**

Information Media and Telecommunications: 8%

Victoria: 28%

**Medium impact**

Information Media and Telecommunications: 81%

Victoria: 56%

**Low impact**

Information Media and Telecommunications: 12%

Victoria: 15%

**Impact of insufficient workforce skills**

Businesses lacking skills mainly reported the following workplace issues:

**Increased workload for other staff**

Information Media and Telecommunications: 67%

Victoria: 66%

**Poorer quality of service/products**

Information Media and Telecommunications: 44%

Victoria: 40%

**Inability to innovate**

Information Media and Telecommunications: 52%

Victoria: 20%

**Challenges**

**Managing the skills of the workforce**

Employers reported that recruitment was challenging due to candidates not having the required skills and keeping pace with technology.

A quarter of employers saw the need to innovate and develop new products and services.

**Finding people with the right skills**

Information Media and Telecommunications: 61%

Victoria: 59%

**Keeping pace with advancing technology**

Information Media and Telecommunications: 35%

Victoria: 22%

**Innovating or developing new products or services**

Information Media and Telecommunications: 25%

Victoria: 13%

**Recruitment challenges**

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

**Agreed roles were difficult to fill**

Information Media and Telecommunications: 63%

Victoria: 59%

**Lacked relevant experience**

Information Media and Telecommunications: 71%

Victoria: 56%

**Lacked technical / job specific skills**

Information Media and Telecommunications: 59%

Victoria: 52%

**Few applicants**

Information Media and Telecommunications: 55%

Victoria: 52%

**Skills**

**Skills needed now and for the future**

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

Information Media and Telecommunications: 27%

Victoria: 26%

**Businesses lack the skills they need today**

Information Media and Telecommunications: 12%

Victoria: 12%

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

Information Media and Telecommunications: 61%

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**

Information Media and Telecommunications: 69%

Victoria: 68%

**IT / computer skills**

Information Media and Telecommunications: 46%

Victoria: 33%

**Management / leadership skills**

Information Media and Telecommunications: 46%

Victoria: 39%

**Training**

**Employers’ access to training**

**Employers supported staff training last year**

Information Media and Telecommunications: 65%

Victoria: 64%

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

**Internal training providers**

Information Media and Telecommunications: 65%

Victoria: 57%

**External training providers**

Information Media and Telecommunications: 78%

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**

Information Media and Telecommunications: 94%

Victoria: 90%

**Positive impact on productivity**

Information Media and Telecommunications: 92%

Victoria: 90%

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

Information Media and Telecommunications: 96%

Victoria: 95%

**Quality of provider training was high**

Information Media and Telecommunications: 88%

Victoria: 88%