Victorian Employer Skills Survey 2018

Professional, Scientific and Technical Services

Of the 13,600 employers that responded to the *Victorian Employer Skills Survey* in 2018, 1,201 were from the Professional, Scientific and Technical 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 in the Professional, Scientific and Technical Services 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**

Professional, Scientific and Technical Services: 27%

Victoria: 28%

**Medium impact**

Professional, Scientific and Technical Services: 60%

Victoria: 56%

**Low impact**

Professional, Scientific and Technical Services: 13%

Victoria: 15%

**Impact of insufficient workforce skills**

Businesses lacking skills mainly reported the following workplace issues:

**Increased workload for other staff**

Professional, Scientific and Technical Services: 80%

Victoria: 66%

**Inability to meet customer needs**

Professional, Scientific and Technical Services: 51%

Victoria: 41%

**Poorer quality of service/products**

Professional, Scientific and Technical Services: 50%

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.

Nearly a third of employers saw the need to keep abreast of advancing technology.

**Finding people with the right skills**

Professional, Scientific and Technical Services: 57%

Victoria: 59%

**Finding job ready candidates**

Professional, Scientific and Technical Services: 31%

Victoria: 35%

**Keeping pace with advancing technology**

Professional, Scientific and Technical Services: 31%

Victoria: 22%

**Recruitment challenges**

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

**Agreed roles were difficult to fill**

Professional, Scientific and Technical Services: 64%

Victoria: 59%

**Lacked technical / job specific skills**

Professional, Scientific and Technical Services: 60%

Victoria: 52%

**Lacked relevant experience**

Professional, Scientific and Technical Services: 56%

Victoria: 56%

**Few applicants**

Professional, Scientific and Technical Services: 45%

Victoria: 52%

**Skills**

**Skills needed now and for the future**

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

Professional, Scientific and Technical Services: 30%

Victoria: 26%

**Businesses lack the skills they need today**

Professional, Scientific and Technical Services: 11%

Victoria: 12%

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

Professional, Scientific and Technical Services: 59%

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**

Professional, Scientific and Technical Services: 80%

Victoria: 68%

**IT / computer skills**

Professional, Scientific and Technical Services: 47%

Victoria: 33%

**Problem solving skills**

Professional, Scientific and Technical Services: 43%

Victoria: 36%

**Training**

**Employers’ access to training**

**Employers supported staff training last year**

Professional, Scientific and Technical Services: 72%

Victoria: 64%

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

**Internal training**

Professional, Scientific and Technical Services: 53%

Victoria: 57%

**External training**

Professional, Scientific and Technical Services: 93%

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**

Professional, Scientific and Technical Services: 92%

Victoria: 90%

**Positive impact on productivity**

Professional, Scientific and Technical Services: 92%

Victoria: 90%

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

Professional, Scientific and Technical Services: 96%

Victoria: 95%

**Quality of provider training was high**

Professional, Scientific and Technical Services: 87%

Victoria: 88%