Victorian Employer Skills Survey 2018

Public Administration and Safety

Of the 13,600 employers that responded to the *Victorian Employer Skills Survey* in 2018, over 130 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 with a lack of skills found it had a medium impact on workplace productivity.

**High impact**

Public Administration and Safety: 8%

Victoria: 28%

**Medium impact**

Public Administration and Safety: 78%

Victoria: 56%

**Low impact**

Public Administration and Safety: 14%

Victoria: 15%

**Impact of insufficient workforce skills**

Businesses lacking skills mainly reported the following workplace issues:

**Increased workload for other staff**

Public Administration and Safety: 62%

Victoria: 66%

**Poorer quality of service/products**

Public Administration and Safety: 59%

Victoria: 40%

**Increased operating costs**

Public Administration and Safety: 43%

Victoria: 46%

**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 struggled to retain staff.

**Finding people with the right skills**

Public Administration and Safety: 61%

Victoria: 59%

**Finding job ready candidates**

Public Administration and Safety: 42%

Victoria: 35%

**Faced challenges retaining staff**

Public Administration and Safety: 31%

Victoria: 19%

**Recruitment challenges**

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

**Agreed roles were difficult to fill**

Public Administration and Safety: 62%

Victoria: 59%

**Few applicants**

Public Administration and Safety: 69%

Victoria: 52%

**Lacked relevant experience**

Public Administration and Safety: 59%

Victoria: 56%

**Lacked technical / job specific skills**

Public Administration and Safety: 35%

Victoria: 52%

**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: 28%

Victoria: 26%

**Businesses lack the skills they need today**

Public Administration and Safety: 10%

Victoria: 12%

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

Public Administration and Safety: 62%

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**

Public Administration and Safety: 65%

Victoria: 68%

**Management / leadership skills**

Public Administration and Safety: 56%

Victoria: 39%

**Customer service skills**

Public Administration and Safety: 39%

Victoria: 32%

**Training**

**Employers’ access to training**

**Employers supported staff training last year**

Public Administration and Safety: 77%

Victoria: 64%

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

**Internal training**

Public Administration and Safety: 62%

Victoria: 57%

**External training**

Public Administration and Safety: 82%

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**

Public Administration and Safety: 100%

Victoria: 90%

**Positive impact on productivity**

Public Administration and Safety: 90%

Victoria: 90%

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

Public Administration and Safety: 100%

Victoria: 95%

**Quality of provider training was high**

Public Administration and Safety: 93%

Victoria: 88%