Victorian Employer Skills Survey 2018

Rental, Hiring and Real Estate

Of the 13,600 employers responded to the *Victorian Employer Skills Survey* in 2018, nearly 590 were from the Rental, Hiring and Real Estate 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 Rental, Hiring and Real Estate 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**

Rental, Hiring and Real Estate: 36%

Victoria: 28%

**Medium impact**

Rental, Hiring and Real Estate: 45%

Victoria: 56%

**Low impact**

Rental, Hiring and Real Estate: 19%

Victoria: 15%

**Impact of insufficient workforce skills**

Businesses lacking skills mainly reported the following workplace issues:

**Increased workload for other staff**

Rental, Hiring and Real Estate: 62%

Victoria: 66%

**Inability to meet customer needs**

Rental, Hiring and Real Estate: 41%

Victoria: 41%

**Poorer quality of service/products**

Rental, Hiring and Real Estate: 39%

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.

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

**Finding people with the right skills**

Rental, Hiring and Real Estate: 58%

Victoria: 59%

**Finding job ready candidates**

Rental, Hiring and Real Estate: 32%

Victoria: 35%

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

Rental, Hiring and Real Estate: 27%

Victoria: 27%

**Recruitment challenges**

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

**Agreed roles were difficult to fill**

Rental, Hiring and Real Estate: 52%

Victoria: 59%

**Lacked relevant experience**

Rental, Hiring and Real Estate: 66%

Victoria: 56%

**Lacked technical / job specific skills**

Rental, Hiring and Real Estate: 47%

Victoria: 52%

**Few applicants**

Rental, Hiring and Real Estate: 46%

Victoria: 52%

**Skills**

**Skills needed now and for the future**

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

Rental, Hiring and Real Estate: 22%

Victoria: 26%

**Businesses lack the skills they need today**

Rental, Hiring and Real Estate: 8%

Victoria: 12%

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

Rental, Hiring and Real Estate: 69%

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**

Rental, Hiring and Real Estate: 61%

Victoria: 68%

**Management / leadership skills**

Rental, Hiring and Real Estate: 45%

Victoria: 39%

**IT / computer skills**

Rental, Hiring and Real Estate: 34%

Victoria: 33%

**Training**

**Employers’ access to training**

**Employers supported staff training last year**

Rental, Hiring and Real Estate: 69%

Victoria: 64%

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

**Internal training**

Rental, Hiring and Real Estate: 66%

Victoria: 57%

**External training**

Rental, Hiring and Real Estate: 83%

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**

Rental, Hiring and Real Estate: 90%

Victoria: 90%

**Positive impact on productivity**

Rental, Hiring and Real Estate: 92%

Victoria: 90%

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

Rental, Hiring and Real Estate: 96%

Victoria: 95%

**Quality of provider training was high**

Rental, Hiring and Real Estate: 87%

Victoria: 88%