Victorian Employer Skills Survey 2018

Southern Metro

Of the 13,600 employers responded to the *Victorian Employer Skills Survey* in 2018, nearly 2,280 were located in the Southern 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 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 from the Southern 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**

Southern Metro: 36%

Victoria: 28%

**Medium impact**

Southern Metro: 52%

Victoria: 56%

**Low impact**

Southern Metro: 12%

Victoria: 15%

**Impact of insufficient workforce skills**

Businesses lacking skills mainly reported the following workplace issues:

**Increased workload for other staff**

Southern Metro: 61%

Victoria: 66%

**Increased operating costs**

Southern Metro: 47%

Victoria: 46%

**Poorer quality of service/products**

Southern Metro: 46%

Victoria: 40%

**Challenges**

**Managing the skills of the workforce**

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

**Finding people with the right skills**

Southern Metro: 62%

Victoria: 59%

**Finding job ready candidates**

Southern Metro: 36%

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**

Southern Metro: 28%

Victoria: 27%

**Recruitment challenges**

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

**Agreed roles were difficult to fill**

Southern Metro: 59%

Victoria: 59%

**Lacked relevant experience**

Southern Metro: 59%

Victoria: 56%

**Lacked technical / job specific skills**

Southern Metro: 52%

Victoria: 52%

**Few applicants**

Southern Metro: 47%

Victoria: 52%

**Skills**

**Skills needed now and for the future**

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

Southern Metro: 23%

Victoria: 26%

**Businesses lack the skills they need today**

Southern Metro: 13%

Victoria: 12%

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

Southern Metro: 64%

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**

Southern Metro: 67%

Victoria: 68%

**Customer service skills**

Southern Metro: 38%

Victoria: 32%

**Management / leadership skills**

Southern Metro: 38%

Victoria: 39%

**Training**

**Employers’ access to training**

**Employers supported staff training last year**

Southern Metro: 64%

Victoria: 64%

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

**Internal training**

Southern Metro: 55%

Victoria: 57%

**External training**

Southern Metro: 84%

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**

Southern Metro: 93%

Victoria: 90%

**Positive impact on productivity**

Southern Metro: 90%

Victoria: 90%

**Training is a priority for the workplace**

Southern Metro: 95%

Victoria: 94%

**Quality of provider training was high**

Southern Metro: 91%

Victoria: 88%