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EMPLOYERone survey



JOB SEEKERS: Use our EmployerOne survey results to help you understand Hamilton's job market, and to get a job

Are you looking for work and confused about Hamilton's job market? You may have heard that Hamilton has a low unemployment rate but where are the job opportunities and what types of businesses will be seeking new employees in the future?

Workforce Planning Hamilton released our annual EmployerOne survey in January 2018 and heard back from 278 local employers.

The best way to understand Hamilton's job market is to talk directly to employers and in doing this we found out valuable information from employers such as:

- information on their future job vacancies
- hiring plans
- how they recruit job candidates and challenges they face
- employers' views on job seekers' skills, education and training

The unemployment rate in 2017 fell from 5.7% in January to 4.6% in December, with employment growing by 25,100 jobs.

As the unemployment rate falls some employers may have a more challenging time filling vacancies.

What did employers tell us?

- 85% of employers **hired** in 2017
- 45% said they are **growing** in the number of employees
- 77% stated they **plan to hire** in the upcoming year

Growth and a tightening labour market may mean recruitment challenges for employers.

This year more employers stated they had a **hard to fill position** (54% in 2018 vs. 49% in 2017), and 24% said recruitment was **very challenging**, which was higher than last year at 20%.













Read on to find out more about Hamilton's labour market.

The EmployerOne survey collected responses from a wide variety of industries and included 278 local employers.

In Hamilton, most organizations are small to medium sized businesses with less than 50 staff.

WORKFORCE SIZE	EMPLOYER RESPONSES	PERCENTAGE
1-4	54	19%
5-9	52	19%
10-19	37	13%
20-49	45	16%
50-99	27	10%
100-199	26	9%
200-499	18	6%
500+	19	7%

INDUSTRY BREAKDOWN (% OF RESPONDENTS)

 Healthcare and Social Assistance	12%
 Construction	11%
 Manufacturing	10%
 Professional, Scientific and Technical Services	9%
 Accommodation and Food Services	9%
 Retail Trade	9%
 Other Services (except public administration)	8%
 Educational Services	6%
 Administration and Support, Waste Management and Remediation Services	6%
 Arts, Entertainment and Recreation	5%
 Transportation and Warehousing	4%
 Finance and Insurance	3%
 Wholesale Trade	3%
 ALL OTHER INDUSTRIES	8%

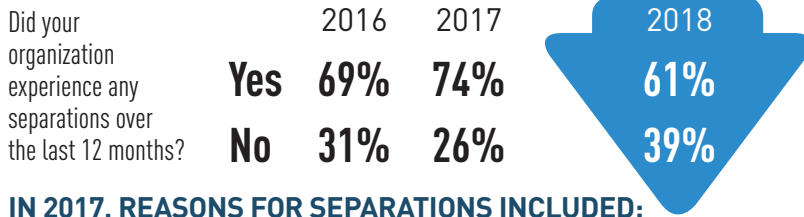
RECRUITMENT

“In general, the quality of the workforce is poor when measured against other life science clusters”

– Employer in Professional, scientific and technical services

SEPARATIONS

THE 2018 EMPLOYER ONE SURVEY SHOWS US THAT LESS PEOPLE LEFT THEIR JOBS THAN THE PREVIOUS YEAR.



IN 2017, REASONS FOR SEPARATIONS INCLUDED:

- 59% Quits
- 19% Layoffs
- 10% Retirements
- 14% Dismissals

THE 2018 EMPLOYER ONE SURVEY SHOWED US THAT 85% OF EMPLOYERS HIRED STAFF IN 2017. THIS IS CONSISTENT WITH THE PAST 3 YEARS.

- In 2017, 40% of all hires were for Permanent Full-time positions.
- 37% of all hires were for Contract/Seasonal/Casual
- 23% of all hires were for Permanent Part-time



39% OF EMPLOYERS IN HAMILTON RATED THE QUALITY OF THE WORKFORCE AS 'FAIR'.



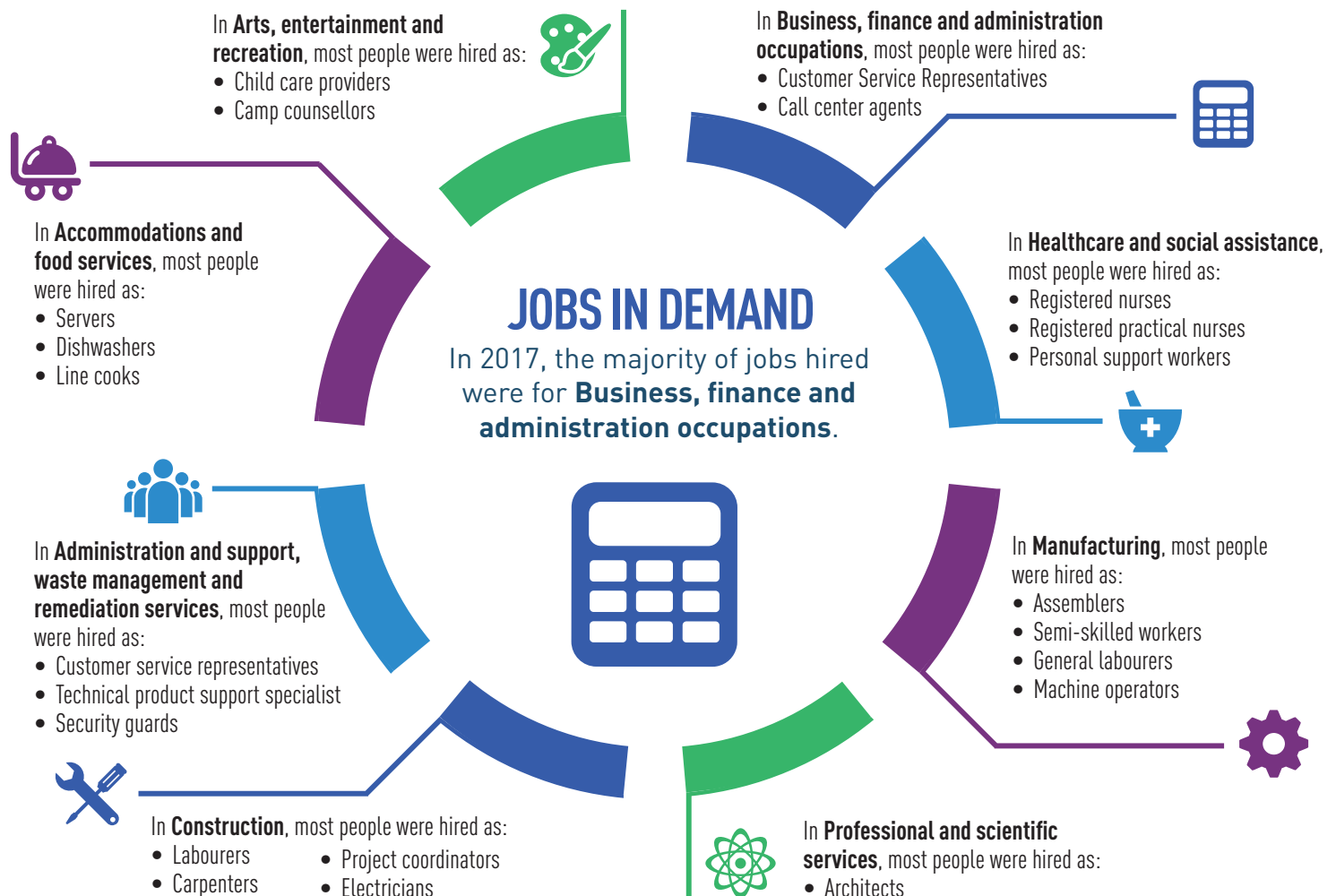
WHILE 35% OF EMPLOYERS RATED THE QUALITY OF THE WORKFORCE AS 'GOOD'.



ONLY 8% OF EMPLOYERS REPORTED THAT THE WORKFORCE HAD 'EXCELLENT' CANDIDATES.

- Professional, scientific and technical services, Construction and Manufacturing reported the largest shares of 'poor' candidates
- Educational services, Accommodation and food services, and Arts, entertainment and recreation reported the largest shares of 'good' candidates
- Healthcare and social assistance, a high skilled industry, reported a very high share of 'fair' quality candidates

The top recruitment methods by employers for the past four years are word of mouth followed by online job postings.



HARD-TO-FILL POSITIONS

58%
OF EMPLOYERS REPORTED THAT RECRUITMENT WAS SOMEWHAT CHALLENGING THIS PAST YEAR.



24%
OF EMPLOYERS STATED THAT FINDING EMPLOYEES WAS EXTREMELY CHALLENGING

THIS IS AN INCREASE OF **4%** FROM LAST YEAR

THE INDUSTRIES THAT CITED THE MOST CHALLENGES WITH RECRUITMENT WERE

PROFESSIONAL, SCIENTIFIC AND TECHNICAL SERVICES

33% of employers in this industry found recruitment very challenging

MANUFACTURING

43% of employers in this industry found recruitment very challenging

CONSTRUCTION

48% of employers in this industry found recruitment very challenging.

33% of employers used a free employment service agency to help them find quality candidates

THE INDUSTRIES THAT REPORTED THE HIGHEST AMOUNT OF HARD TO FILL POSITIONS WERE:

- **Construction** (71% employers reported hard to fill)
- **Manufacturing** (79% employers reported hard to fill)
- **Professional, scientific and technical services** (72% employers reported hard to fill)
- **Healthcare and social assistance** (58% employers reported hard to fill)



IN 2017
54%
OF EMPLOYERS REPORTED THAT THEY HAD HARD-TO-FILL POSITIONS

Be an excellent candidate; find out what you need for the job you want! www.jobbank.gc.ca



TOP REASONS POSITIONS WERE HARD-TO-FILL:

- 30% of employers mentioned that there were not enough applicants which made it difficult to fill positions
- 23% of employers stated that candidates lack qualifications, and 22% reported that candidates lacked work experience

THE MOST COMMON HARD-TO-FILL POSITIONS WERE



MEANWHILE, **RETAIL, ACCOMMODATION AND FOOD SERVICES AND ADMINISTRATION AND SUPPORT SERVICES DID NOT REPORT MANY CHALLENGES FILLING POSITIONS.**

- 80% of employers in **Retail Trade** did not have hard-to-fill positions
- 58% of employers in **Administration and support, waste management and remediation services** did not have hard-to-fill positions.
- 54% of employers in **Accommodation and Food Services** did not have hard-to-fill positions.

TRAINING

- 55% of employers offered their staff 'Workplace orientation/ Mentorship' and 45% offered 'First Aid' training
- Other kinds of training offered to employees were:
 - » Technical training (software management, machine operations etc.) *offered by 42% of employers
 - » Soft skills training (customer service, communications, etc.) *offered by 40% of employers
 - » Accessibility for Ontarians with Disabilities Act (AODA) *offered by 32% of employers
- Only 8% of employers did not offer any training or professional development.
- **Retail Trade** had the highest share of employers who did not offer any training.
- The industries most likely to offer technical training were: **Manufacturing; and Professional, scientific and technical services**

IN
2017,
'WHMIS'
WAS THE TRAINING
MOST LIKELY TO BE
OFFERED BY EMPLOYERS.

“Many applicants are not job ready. They expect the job to work around personal commitments not the other way around.”

– Employer in Healthcare and social assistance

SKILLS

42% OF EMPLOYERS EXPECT SKILLS REQUIREMENTS TO INCREASE A “MODERATE EXTENT” IN 2018

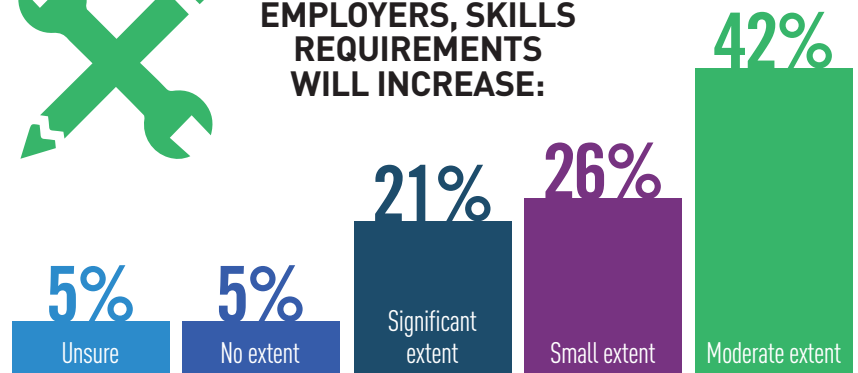
THE FOLLOWING INDUSTRIES STATED THAT THEY SEE SKILLS REQUIREMENTS INCREASING A ‘SIGNIFICANT EXTENT’



- Other services (except public administration)
- Construction
- Professional, scientific and technical services



ACCORDING TO EMPLOYERS, SKILLS REQUIREMENTS WILL INCREASE:



- 1 Work ethic
- 2 Dependability
- 3 Self-motivated/ability to work with little or no supervision
- 4 Teamwork/interpersonal
- 5 Customer service

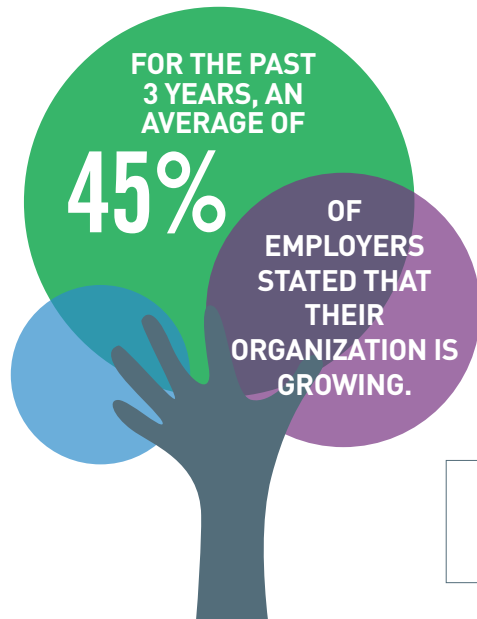
THE TOP 5 SKILLS EMPLOYERS LOOK FOR IN EMPLOYEES ARE:

SOME OF THE SKILLS AND CERTIFICATIONS MOST IN DEMAND ARE

- Driver's License
- First Aid certification
- Certification in Cardiopulmonary Resuscitation (CPR)
- Certified Registered Nurse
- Continuing Education

Need help improving your soft skills? There are over 7 organizations in Hamilton that can help you with improving skills. Here is a great list of services: www.winhamilton.ca

PLAN TO HIRE



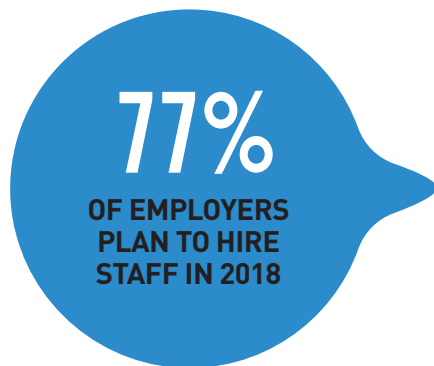
This usually means that employers are planning to hire.

IN 2017 EMPLOYERS IN THESE INDUSTRIES STATED THEY WERE GROWING:

- **Professional, scientific and technical services** (71% of employers)
- **Educational Services** (67% of employers)
- **Manufacturing** (61% of employers)
- **Construction** (52% of employers)
- **Healthcare and social assistance** (39% of employers)

The Ministry of Labour enforces and promotes awareness of employment standards

Know your rights! www.labour.gov.on.ca



Manufacturing, Professional, scientific and technical services, and Construction were the industries most likely to hire

MOST EMPLOYERS STATED THEY PLAN TO HIRE BETWEEN 1-4 STAFF.



THE MAIN REASON EMPLOYERS WERE LOOKING TO HIRE NEW STAFF WAS BECAUSE OF EXPANSIONS.

- Because of expansion, employers were mainly filling positions in Sales and Marketing, Professional, Administrative and Clerical, Apprentices, and Trades (Journeypersons)
- The only category of jobs that had employers looking for staff because of retirements were Managers and Executives
- Service workers, Production workers and Sales and marketing jobs had a few employers hiring over 100 workers

“Our biggest challenge is the lack of young people entering the trades”
– Employer in construction



52% OF EMPLOYERS DO NOT HAVE A SUCCESSION PLAN IN PLACE.

The larger the employer, the more likely they are to have a succession plan in place



51% OF EMPLOYERS SURVEYED HAD A GENDER/ETHNIC DIVERSITY POLICY IN THEIR WORKPLACE.

Larger employers were more likely to have a policy in place

A succession plan is a process for identifying and nurturing new leaders who can replace retiring workers when they are no longer with the company.

INDUSTRY PROFILE

MANUFACTURING

- 61% of employers stated that their business was growing
- 93% of employers plan to hire
- 79% of employers had a position that was hard to fill
 - » The most hard to fill positions in this industry were:
Ticketed Millwrights, Production Associates, General labourers
- 43% of employers stated recruitment was very challenging
- 39% of employers viewed availability of qualified workers as poor
- 56% of employers stated Technical/Industry related skills was a top competency

CONSTRUCTION

- 51% of employers stated that their business was growing
- 87% of employers plan to hire
- 71% of employers had a position that was hard to fill
 - » The most hard to fill position in this industry was:
AZ & DZ drivers
- 48% of employers stated recruitment was very challenging
- 48% of employers viewed availability of qualified workers as poor
- 39% of employers stated Technical/Industry related skills was a top competency

PROFESSIONAL, SCIENTIFIC, AND TECHNICAL SERVICES

- 71% of employers stated that their business was growing
- 88% of employers plan to hire
- 72% of employers had a position that was hard to fill
 - » The most hard to fill positions in this industry were:
Executive Search Consultant (HR professionals) and Data Entry Positions
- 32% of employers stated recruitment was very challenging
- 43% of employers viewed availability of qualified workers as poor
- 63% of employers stated Technical/Industry related skills was a top competency

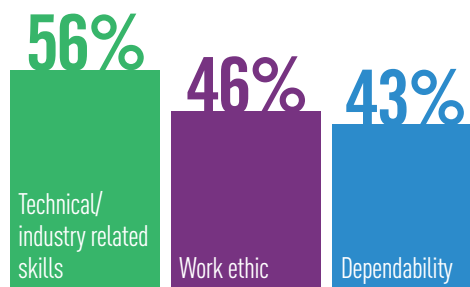
Transportation and Warehousing, and **Healthcare and social assistance** also had a higher share of hard to fill compared to economy wide average (67% and 58% respectively). The hard to fill positions in **Transportation and Warehousing** were AZ drivers.

In **Healthcare and social assistance**, the hard to fill positions were Registered Nurses and personal support workers.

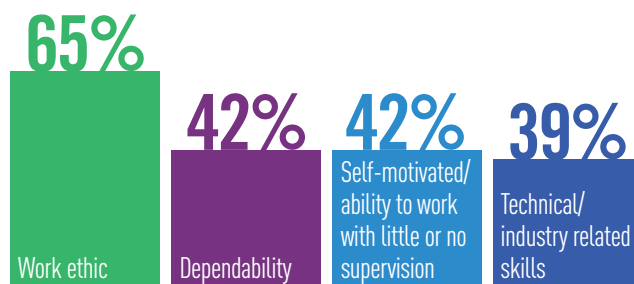
Other services, Construction and **Professional, scientific and technical services** had the highest share of employers stating skill requirements are expected to change by a **significant extent** over the next 5 years (39%, 32% and 30% respectively). For **Construction** and **Professional, scientific and technical services**, many employers have recruitment challenges and the added pressure of up skilling their workforce.

Accommodation and food services and **Retail trade** had the lowest percentage that stated they were **growing**, both at 29%. Most employers were staying the same. **Retail trade** also had the lowest share of employers stating they **plan on hiring**, 50%. Neither showed any recruitment issues as availability of workers was good.

What employers in Manufacturing look for in employees



What employers in Construction look for in employees



What employers in Professional, scientific, and technical services look for in employees



About Workforce Planning Hamilton

Workforce Planning Hamilton is a community-based economic and labour market research and development organization.

WPH works with a broad range of stakeholders including business, labour and employment service organizations to understand the employment needs in Hamilton. WPH is funded by the Ministry of Advanced Education and Skills Development.

Visit our website for other labour market information www.workforceplanninghamilton.ca