Pennsylvania Chamber of Business and Industry’s

Highlights of the 2016 Workforce Development Survey

April 2016
Bizarre interviews

Harris Poll conducted a recent survey for careerbuilder.com and asked 2,500 hiring managers to cite the strangest things that have ever happened while interviewing job seekers.

Here's what they found.

A candidate sang her answers to questions.
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A candidate took a family photo off the interviewer's desk and put it into her purse

A candidate started feeling the interviewer's chest to find a heartbeat so they could connect "heart to heart"

A candidate said her main job was being a psychic/medium and tried to read the interviewer's palm despite interviewer's attempts to decline
All joking aside...Commonwealth employers still report difficulty filling open positions ranging from administrative to technical/skilled trades, and have struggled since 2013.
PA Workforce: 2013

In April 2013, 464 PA companies gave feedback about:

- Finding qualified employees
- Workforce requirements
- Workforce development initiatives
- Best practices of successful workforce development

What we learned about Pennsylvania’s workforce in 2013...

77% of companies had difficulty hiring employees with adequate skills, training, and education.

Successful companies supported partnerships, programs, and workforce development initiatives like:

- Tailored assistance or job-related training (56%)
- Paid internships (45%)
- Mentorship programs (42%)
- And 64% were likely to support formal training programs that develop specific skills.

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A candidate took a family photo off the interviewer’s desk and put it into her phone.

A candidate started法律, the interviewer’s, card to find a hero/heroine so they could connect.

“A heart to heart”

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What we learned about Pennsylvania's workforce in 2013...

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Where are We Now?

SP&R did a survey with 428 Commonwealth employers in April 2016 across the state.

Companies spanned over 16 industries, reaching all sectors of PA's economy.

What do PA companies report in 2016?

- Companies are still struggling to find qualified employees - with the right skills, training and education.
- A combined 52% of employers say recruiting qualified candidates is very or extremely difficult.
- And 37% think it will get more difficult in the next 5 years.
- Most companies are having difficulty filling technical/valued trades jobs - mentioned by 56% of respondents.
What do PA companies report in 2016?

Companies are still struggling to find qualified employees - with the right skills, training and education.

A combined 52% of employers say recruiting qualified candidates is very or extremely difficult.

And 57% think it will get more difficult in the next 5 years.

Most companies are having difficulty filling technical/skilled trades jobs - mentioned by 56% of respondents.
Overall snapshot of PA labor force, per PA employers

How would you describe the readiness of the current labor force to meet the needs of the state’s employer community for both qualified and skilled workers?

- Excellent/Good: 21%
- Fair: 50%
- Poor: 26%
Commonwealth employers describe PA job seekers in a variety of ways.
Employers said biggest frustrations come from job seekers':

- Poor work ethic
- Lack of motivation
- Lack of interpersonal skills
- Lack of interview etiquette
- Lack of cell phone etiquette
- Inability to communicate confidently & maturely
Bad Labor Pool = Bad News for Productivity

On average...
- 69% of respondents lose 51-500 hours on lost productivity to retrain new hires each year.
- The average amount each company spends on training/retraining is $10,877.00.
- The total amount for all PA employees who are members of the Chamber (N=336) is...

$188.9 Million
lost per year
On average...

69% of respondents lose 51-500 hours on lost productivity to retrain new hires each year.

The average amount each company expends to training/retraining is $10,877.00.

The total amount for all PA employers who are members of the Chamber (N=17,639) is...

$188.9 Million lost per year.
So what are employers looking for?
## Skills Rated "Very Important" by PA Employers

<table>
<thead>
<tr>
<th>Skill</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logical Thinking/Problem Solving</td>
<td>79%</td>
</tr>
<tr>
<td>Verbal Communication Skills</td>
<td>75%</td>
</tr>
<tr>
<td>Reading Comprehension</td>
<td>68%</td>
</tr>
<tr>
<td>Basic Math Skills</td>
<td>57%</td>
</tr>
<tr>
<td>Writing Skills</td>
<td>46%</td>
</tr>
<tr>
<td>Academic Degrees/Certifications</td>
<td>25%</td>
</tr>
<tr>
<td>Business Math/Accounting</td>
<td>21%</td>
</tr>
<tr>
<td>Advanced Math Skills</td>
<td>7%</td>
</tr>
</tbody>
</table>

*Percents shown indicate skills rated "Very Important" by PA employers.*
Jobs Like...

What types of positions do you have the most difficulty filling?

- **Human Resources**: 3%
- **Management**: 13%
- **Administrative/Clerical**: 14%
- **Customer Service/Sales**: 19%
- **Other**: 25%
- **Technical/Skilled Trades**: 56%
What are successful companies doing?

Very successful companies are defined as -

Companies that rated their training/workforce development efforts between 8 and 10 on a 10 point scale.

Less successful companies rated their workforce development efforts between 1 to 5 on a 10 point scale.
Less Successful V. Very Successful

- Internships/apprenticeships: Less Successful - 55%, Very Successful - 75%
- University placement programs: Less Successful - 55%, Very Successful - 65%
- Formal internal training programs: Less Successful - 33%, Very Successful - 56%
- Partner with high schools/technical schools: Less Successful - 33%, Very Successful - 45%
- Mentoring programs: Less Successful - 14%, Very Successful - 37%
Employers cite best practices like:

- Promoting staff within the organization
- Assigning mentors to new hires
- Implementing clear objectives and defined career pathways
- Use of robust written/verbal competency tests for applicants
- Wednet – Workforce and Economic Development Network of PA
What's Next?

Workforce skills employers think will be “Very” important in the next 10 years include:

- Collaboration/Leadership: 76%
- Technical Skills: 65%
- Analytical/Statistical: 47%
- Creative/Writing: 39%
- Presentation Skills: 38%
Workforce skills employers think will be "Very" important in the next 10 years include:

- Collaboration/Teamwork: 76%
- Verbal/Written Skills: 65%
- Project Management: 47%
- Trades and related skills: 41%
- Presentation Skills: 39%
- Business Skills: 38%

*Other skills not shown include: Multi-language or multi-cultural skills, Computer science/IT, Bio-medical /Pharmaceutical, Engineering
In Summary...

A majority of PA employers are having difficulty hiring employees with the right skills, training and education.

Especially true of technical/skilled trade sector, where opportunities exist.

Statewide, PA companies lose countless hours retraining employees and spend over $188.9 million yearly on these efforts.
"Very" successful companies invest in workforce initiatives like:

- Internships/Apprenticeships
- University placement programs
- Formal internal training programs
- Partnering with high schools/technical schools
- Mentoring programs

Companies will be looking for the following, rated "very" important in the next 10 years (top 3):

- Collaboration/teamwork
- Verbal/written
- Project management