Survey Results

2021, 2022 & 2023
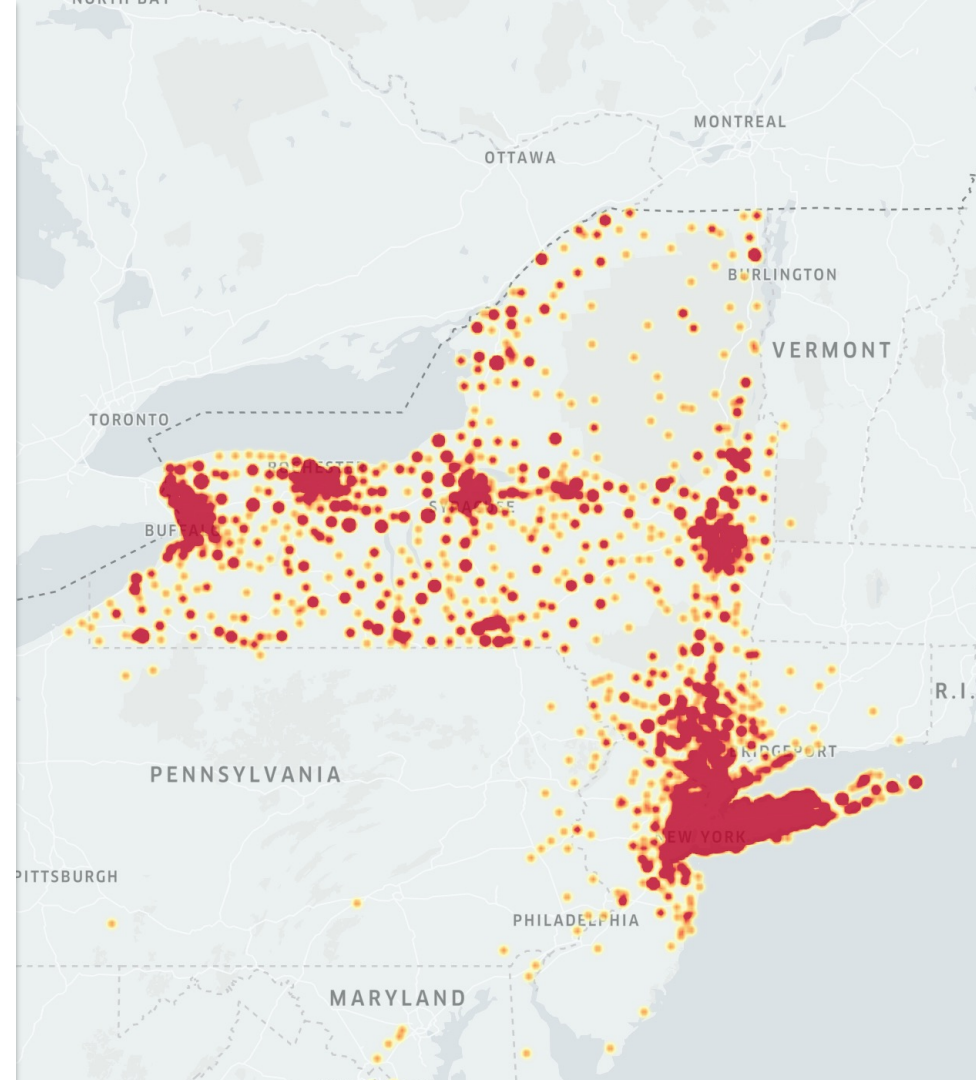
Business Surveys:
8,500 responses

Job Seeker Surveys:
20,200 responses

Business Surveys

Businesses are still struggling to attract workers

Competition for limited talent pools is driving the market

Major need for skilled trades awareness and training

Future Planning (1-2 years)

Digital Automation (Statewide, All Industries)	%
Yes	26%
No	74%

Robotic Automation (Statewide, All Industries)	%
Yes	10%
No	90%

Space Needs (Statewide, All Industries)	2021	2022	2023
Reducing physical footprint	7%	5%	7%
Increasing physical footprint	17%	21%	21%
Stay the same	76%	60%	55%
Undecided		14%	17%

Rank your top **business challenges**

Challenge (Statewide, All Industries 2023)	%
Attracting new workers	76%
Inflation	54%
Retaining current workers	49%
Government regulations	37%
Hiring / Maintaining a diverse staff	31%
Supply chain challenges	29%
Quiet quitting	27%
Keeping up with customer demand	23%
Training current staff	22%
Staying competitive compared to other states	19%

Finding Talent: Hard to Fill Positions

Position (Statewide, All Industries 2023)

1. Teacher
2. Laborer
3. CDL Driver
4. Administrative
5. Sales
6. Accountant
7. Registered Nurse
8. Manager
9. Mechanic
10. Warehouse Worker
11. Direct Support Professional
12. Customer Service Representative
13. CNC Machinist
14. Electrician
15. Cook
16. Engineer
17. Project Manager
18. Carpenter
19. Licensed Practical Nurse
20. Machinist
21. Machine Operator
22. Cleaner
23. Housekeeper
24. Maintenance Technician
25. Assembler
26. Quality Control
27. Information Technology
28. Case Manager
29. Driver
30. Social Worker

Common **skills lacking**
among job applicants and new employees

Non-Technical Skills (Statewide, All industries)	2021	2022	2023
Self-motivation	64%	70%	61%
Communication skills	66%	52%	56%
Problem-solving/critical thinking	63%	48%	52%
Timeliness/attendance	51%	55%	51%
Attention to detail	58%	50%	46%
Time management	44%	32%	32%
Ability to take criticism	40%	31%	27%
Personal awareness	34%	27%	26%
Teamwork	31%	24%	21%
English skills/grammar	31%	19%	21%
Customer service	24%	19%	20%
Conflict management	33%	17%	18%
Basic math skills	30%	15%	17%

Common **skills lacking**
among job applicants and new employees

Technical Skills (Statewide, All industries)	2021	2022	2023
Basic computer use / computer literacy	47%	44%	48%
Software proficiency in Excel	39%	32%	34%
Email	19%	19%	22%
Mechanical technical / engineering	23%	19%	22%
Software proficiency in Word	23%	17%	19%
Data analysis	15%	16%	19%
Typing	19%	16%	18%

Barriers that prevent you from hiring a candidate or prevent them from taking a job

Barrier (Statewide, All Industries 2023)	%
Lack of experience	52%
Self-motivation, initiative	45%
Gap in salary and wage expectations	43%
Transportation	35%
Insufficient education/training	35%
Scheduling	28%
Child care	26%

Finding Talent

Popular Recruitment Tools (Statewide, All industries, 2023)	%
Word of mouth / Networking through current employees / Referrals	78%
Indeed	73%
Company website	63%
NYS Dept. of Labor/NYS Job Bank	52%
Facebook	45%
LinkedIn	40%
Third-party recruiter / staffing firm / head-hunter	32%
In-person career fairs	32%
Direct campus recruiting/college fairs	27%
Handshake	21%

Most Successful Recruitment Tool (Statewide, All industries, 2023)	%
Word of mouth / Networking through current employees / Referrals	56%
Indeed	52%
Company website	20%
Third-party recruiter/head-hunter/staffing firm	15%
Facebook	13%
LinkedIn	12%

Training Desired, but Not Provided

Training Desired, but Not Provided (Statewide, All industries, 2023)	%
Management/leadership development or training	28%
Mentoring/coaching	26%
On-the-job training	24%
Technical training	24%
Job shadowing	18%
In-house online learning/professional development	15%
Third-party online learning/professional development	14%
Lunch-and-learns or similar programs	14%
Registered Apprenticeship programs	13%

Job Seeker Surveys

Workers' needs and expectations have shifted

Significant need for training and upskilling

Lack of professional networks, experience and credentials limit growth

What **work options/incentives** would you like employers to offer?

Incentive (Statewide, 2023)	%
Ability to work remotely full-time	36%
Paid time off	35%
Higher pay / higher starting pay	33%
Health insurance	33%
Ability to work remotely some of the time	33%
Flexibility to choose my own hours	30%
Ability to only work during the week	27%
Fewer days of work per week with same overall pay	24%
Ability to work early in the morning	21%
Retirement account	17%

Barriers to Employment

Barrier (Statewide, 2023)	Mild	Severe
I don't have enough experience in the field	29%	10%
I don't have a large professional network	29%	**18%**
I don't have the right degree, certificate or credential	28%	16%
I don't have enough modern / digital skills	27%	10%
I face discrimination due to my age	27%	**21%**
I have insufficient education or training	27%	10%
I have gaps in employment	25%	10%
I'm unable to practice for potential job interview questions	19%	6%
I'm unable to create cover letters and resumes	18%	6%
I'm unable to access technology to work remotely	16%	7%
I don't have access to reliable transportation	15%	7%
I have a disability	13%	5%
I'm unable to access the Internet to search for jobs	11%	3%
I don't have a driver's license	10%	11%

Barriers to Additional Education

Barrier (Statewide, 2023)	Mild	Severe
I don't know where to start	26%	16%
I don't know what I need	22%	13%
Lack of available programs	20%	14%
I'm worried it will be too difficult	20%	10%
Cost	19%	**37%**
Current loan debt	13%	**19%**
Child care / family obligations	12%	9%
Don't want to commit the time	12%	4%
Can't give up job at this time	11%	14%

Top Trainings Desired (Statewide, 2023)

1. Digital Skills
2. Information Technology
3. Excel
4. Administrative
5. CDL
6. Health Care
7. Accounting
8. Project Management
9. Medical Coding/Billing
10. Security
11. Microsoft Office
12. Nursing
13. Digital Marketing
14. Management
15. Electrical
16. Construction
17. Culinary
18. Real Estate
19. Teaching
20. CNA
21. Cybersecurity
22. Coding
23. Customer Service
24. Home Health Aide

Thank You!