



# Workforce Development Surveys: Long Island

**WE ARE YOUR DOL**



# Survey Results

## **2021 Business Survey:**

1,950 responses, 8,000 locations

## **2021 Job Seeker Survey:**

4,100 responses

## **2022 Business Survey:**

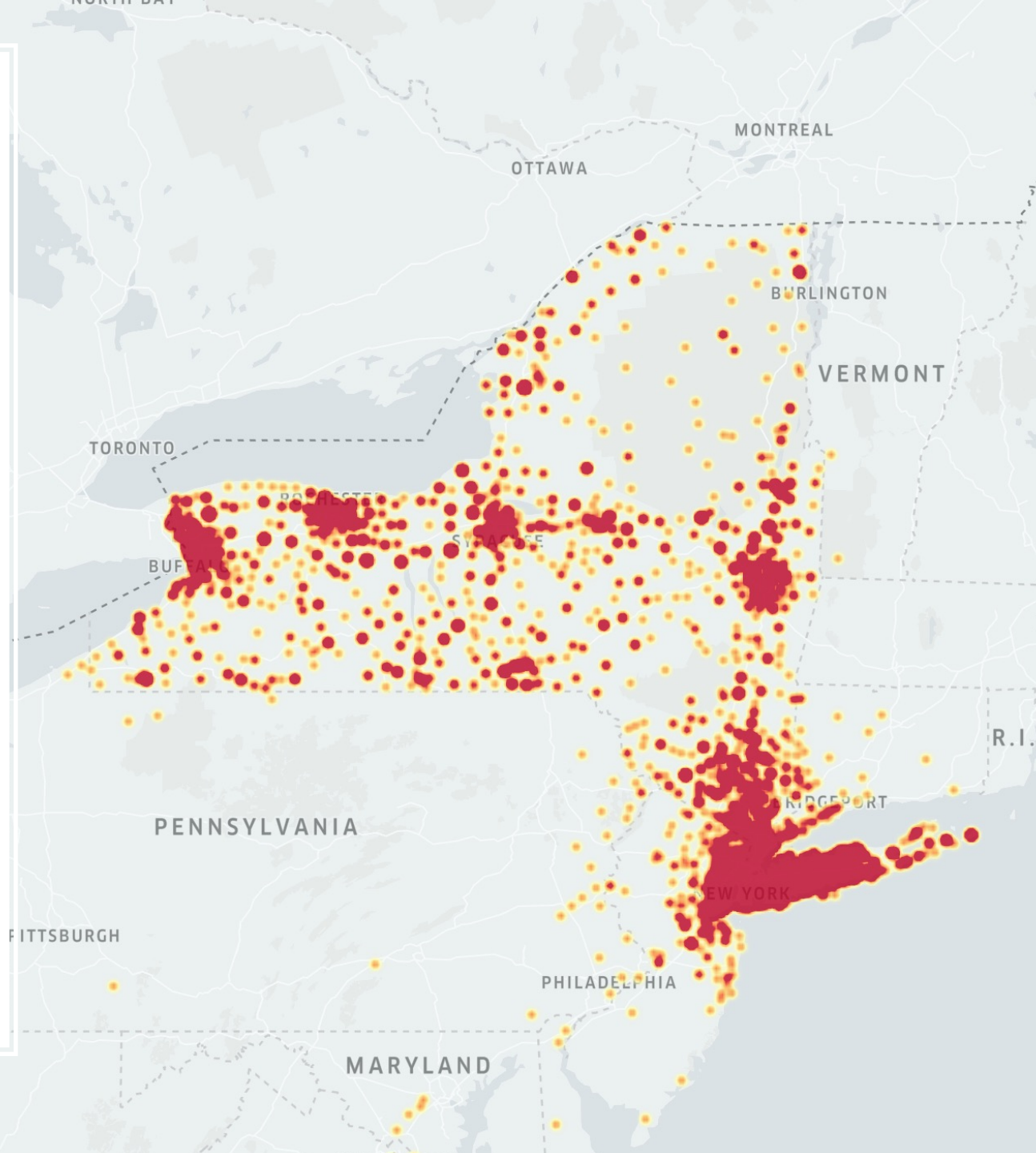
3,700 responses, 16,000 locations

## **2022 Job Seeker Survey:**

8,000 responses

## **Long Island:**

1,275 Job Seekers, 563 Businesses



# Business Surveys

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Businesses are struggling to attract workers

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Competition for limited talent pools is driving the market (talent retention)

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Major need for skilled trades awareness and training

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Businesses are looking for new ways to be creative and respond to demand

# Future Planning (1-2 years)

Digital Automation (Statewide)	%
Yes	26%
No	74%

Digital Automation (Long Island)	%
Yes	34%
No	66%

Robotic Automation (Statewide)	%
Yes	9%
No	91%

Robotic Automation (Long Island)	%
Yes	9%
No	91%

Space Needs (Statewide)	%
Reducing physical footprint	5%
Increasing physical footprint	21%
Stay the same	60%
Undecided	14%

Space Needs (Long Island)	%
Reducing physical footprint	6%
Increasing physical footprint	27%
Stay the same	51%
Undecided	16%

# Finding Talent: Hard to Fill Positions

## All Industries/Statewide

- |                                |                                     |
|--------------------------------|-------------------------------------|
| 1. Laborer                     | 16. Accountant                      |
| 2. Administrative              | 17. Mechanic                        |
| 3. Direct Support Professional | 18. Cook                            |
| 4. Registered Nurse            | 19. Engineer                        |
| 5. Maintenance                 | 20. Waiter                          |
| 6. CDL Driver                  | 21. Customer Service Representative |
| 7. Licensed Practical Nurse    | 22. Manager                         |
| 8. Warehouse Worker            | 23. CNC Machinist                   |
| 9. Carpenter                   | 24. Electrician                     |
| 10. Social Worker              | 25. Welder                          |
| 11. Housekeeper                | 26. Project Manager                 |
| 12. Teacher                    | 27. Front Desk                      |
| 13. Sales                      | 28. Dishwasher                      |
| 14. Machine Operator           | 29. Teaching Assistant              |
| 15. Driver                     | 30. Security                        |



# Finding Talent: Hard to Fill Positions

## All Industries/Long Island

1. Administrative
2. Sales
3. Warehouse Worker
4. Direct Support Professional
5. Registered Nurse
6. Laborer
7. CNC Machinist
8. Licensed Practical Nurse
9. Carpenter
10. Accountant
11. Driver
12. Manager
13. Engineer
14. Customer Service Rep.
15. Personal Care Aide

# Why roles are difficult to fill

Reason (Statewide)	%
Lack of qualified candidates	49%
Compensation	42%
Lack of applicants	23%
Shift / schedule	17%
Applicants lack skills	16%
People aren't interested in work	16%
Nature of work	14%
Lack of experience	14%

Reason (Long Island)	%
Lack of qualified candidates	51%
Compensation	42%
Lack of applicants	23%
Applicants lack skills	15%
Lack of experience	15%
People aren't interested in work	13%
Shift/Schedule	11%
Lack of follow-through	10%

# Finding Talent

## Popular Recruitment Tools (Statewide, All industries)

	%
Word of mouth / Networking through current employees / Referrals	58%
Indeed	53%
Company website	46%
Facebook	37%
NYS Dept. of Labor/NYS Job Bank/	35%
LinkedIn	30%
Third-party recruiter / head-hunter / staffing firm	24%
In-person career fairs	12%

## Most Successful Recruitment Tool (Statewide, All industries)

	%
Word of mouth / Networking through current employees / Referrals	57%
Indeed	50%
Company website	18%
Facebook	14%
Third-party recruiter / head-hunter / staffing firm	14%



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

Non-Technical Skills (all industries, statewide)	2021	2022
Self-motivation	64%	70%
Timeliness/attendance	51%	55%
Communication skills	66%	52%
Attention to detail	58%	50%
Problem-solving/critical thinking	63%	48%
Time management	44%	32%
Ability to take criticism	40%	31%
Personal awareness	34%	27%
Teamwork	31%	24%
Customer service	24%	19%
English skills/grammar	31%	19%
Leadership	28%	18%
Conflict management	33%	17%
Decision-making	27%	16%
Basic math skills	30%	15%

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

Technical Skills (all industries, statewide)	2021	2022
Basic computer use/computer literacy	47%	44%
Software proficiency in Excel	39%	32%
Mechanical technical / engineering	23%	19%
Email	19%	19%
Software proficiency in Word	23%	17%
Data analysis	15%	16%
Typing	19%	16%

# Training Desired, but Not Provided

Long Island	%
Management/leadership dev. or training	29%
Mentoring/coaching	23%
On-the-job training	23%
Job shadowing	19%
In-house learning/professional dev.	17%
Third-party online learning/professional dev.	12%
Registered Apprenticeship programs	15%
Lunch-and-learns or similar programs	14%
Simulation employee training	11%
On-boarding training	15%

# Support Services: Statewide

Support services for workers (All industries)	%
Education/tuition assistance or reimbursement	40%
N/A	39%
Mental health support	37%
Transportation assistance	13%
Access to low- or no-cost legal services	12%
Child care assistance	7%

Support services desired (All industries)	%
N/A	37%
Child care assistance	36%
Transportation assistance	26%
Education/tuition assistance or reimbursement	24%
Mental health support	16%
Debt repayment	14%
Access to low- or no-cost legal services	7%

# Support Services: Long Island

## Support services desired (All industries)

%

N/A

37%

Child care assistance

32%

Education/tuition assistance or reimbursement

30%

Transportation assistance

26%

Mental health support

18%

Debt repayment

13%

# Job Seeker Surveys

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Workers' desires and expectations have shifted

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Industry redeployment continues

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Significant need for training and upskilling

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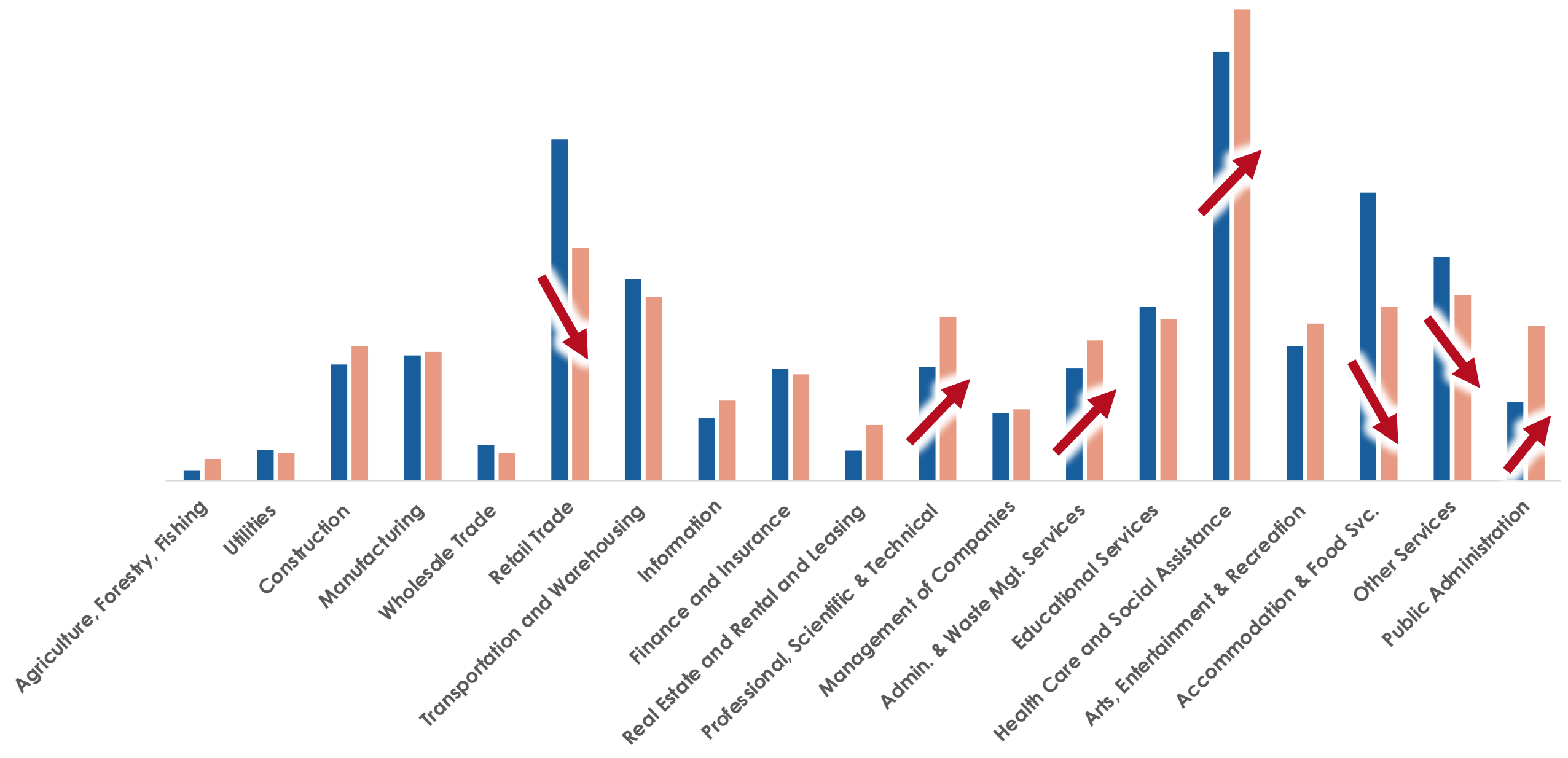
Need to establish and strengthen professional networks



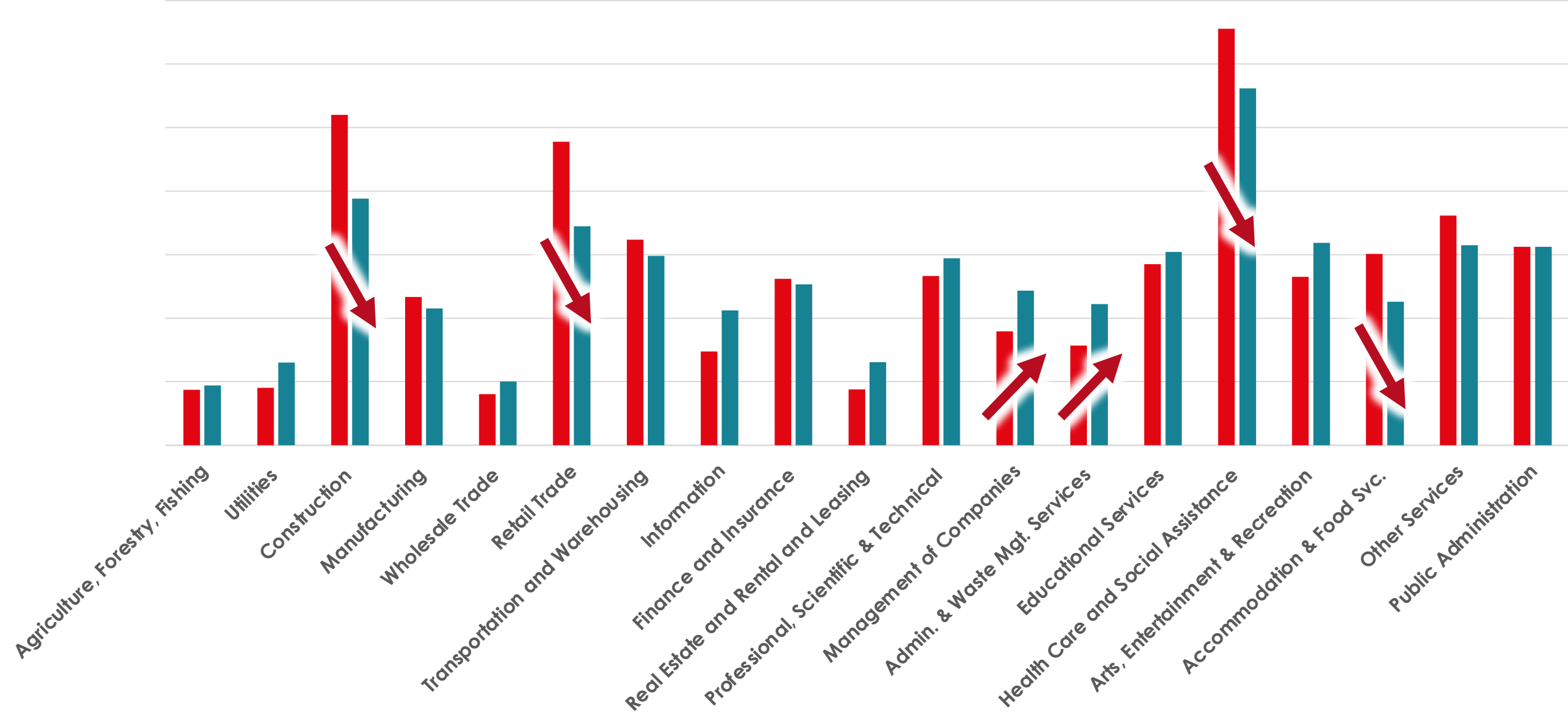
## What **work options/incentives** would you like employers to offer?

Reason (statewide)	%
Paid time off	38%
Higher pay / higher starting pay	36%
Ability to work remotely full-time	33%
Ability to work remotely some of the time	31%
Flexibility to choose my own hours	31%
Fewer days of work per week with same overall pay	29%
Ability to only work during the week	27%
Ability to work early in the morning	21%
Promotional opportunities	19%
A promise of potential future earnings based on performance	18%

# Industry Shift 2021: Last job vs. current search



# Industry Shift 2022: Last job vs. current search



## What would be **most useful** in your job search?

Reason (Long Island)	%
Virtual workshops	37%
Access to good online training courses	32%
Online job search	29%
In-person workshops	27%
Virtual job fairs	26%
In-person job fairs	25%

# Barriers to employment

Barrier	Statewide		Long Island	
	Mild	Severe	Mild	Severe
I face discrimination due to my age	28%	16%	29%	19%
I don't have enough experience in the field	27%	9%	26%	9%
I don't have the right degree, certificate or credential	27%	13%	28%	11%
I don't have a large professional network	27%	12%	27%	12%
I don't have enough modern / digital skills	25%	10%	26%	10%
I have insufficient education or training	25%	8%	24%	9%
I have gaps in employment	18%	5%	17%	5%
I'm unable to practice for potential job interview questions	17%	4%	18%	4%
I'm unable to access technology to work remotely	17%	6%	18%	6%
I'm unable to create cover letters and resumes	16%	5%	16%	5%
I don't have access to reliable transportation	14%	5%	12%	5%
I'm unable to access the Internet to search for jobs	13%	4%	12%	3%
I have a disability	10%	3%	11%	3%
I don't have access to reliable child / elder care	9%	5%	9%	5%

## Education Plans (Statewide)

Education Level	%
Less than a high school diploma	7%
High school graduate or equivalent	26%
Some college, no degree	22%
Associate Degree	12%
Bachelor's Degree	23%
Master's degree or higher	11%

Desired <u>Future</u> Level	%
High school	17%
Associate Degree	12%
Bachelor's Degree	22%
Master's degree	14%
Doctoral Degree	4%
Industry credential or license	14%



## Barriers to education

Barrier	Statewide		Long Island	
	Mild	Severe	Mild	Severe
Cost	20%	<b>32%</b>	19%	<b>32%</b>
I don't know where to start	21%	10%	21%	10%
I'm worried it will be too difficult	19%	7%	18%	7%
I don't know what I need	18%	8%	17%	7%
Lack of available programs	17%	9%	17%	9%
Current loan debt	14%	<b>17%</b>	14%	<b>16%</b>
Child care / family obligations	13%	9%	14%	9%
Don't want to commit the time	12%	3%	10%	3%
Can't give up job at this time	10%	11%	9%	10%

# Top trainings desired (Long Island)

1. Digital skills
2. Microsoft
3. Excel
4. Technology
5. CDL
6. Accounting
7. Health Care
8. Medical Billing and Coding
9. Teaching
10. Administrative



# Questions?

