

WE ARE YOUR DOL

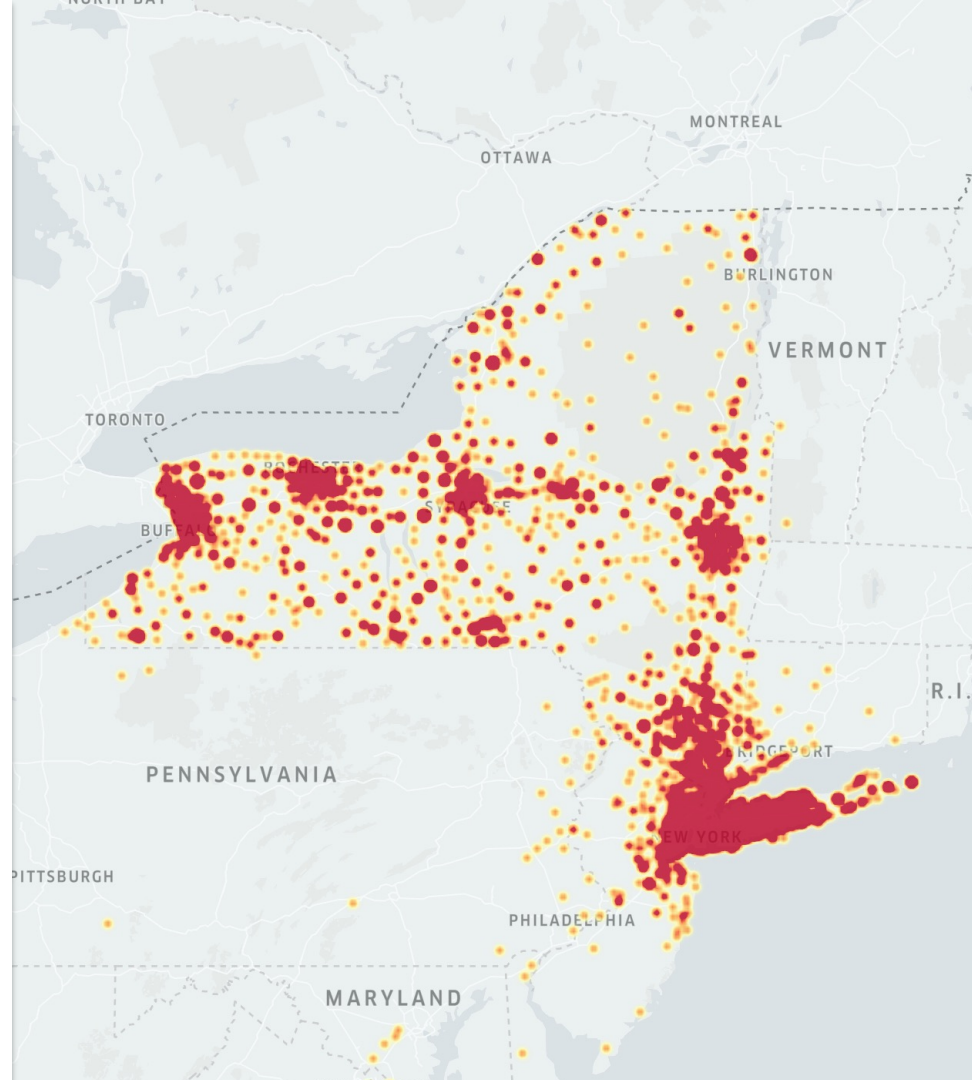


Survey Results

2021, 2022, 2023 & 2024

Business Surveys:
10,700 responses

Job Seeker Surveys:
30,600 responses



Business Surveys

The struggle to find and retain workers is cooling (slightly)

Professional skills remain in high demand

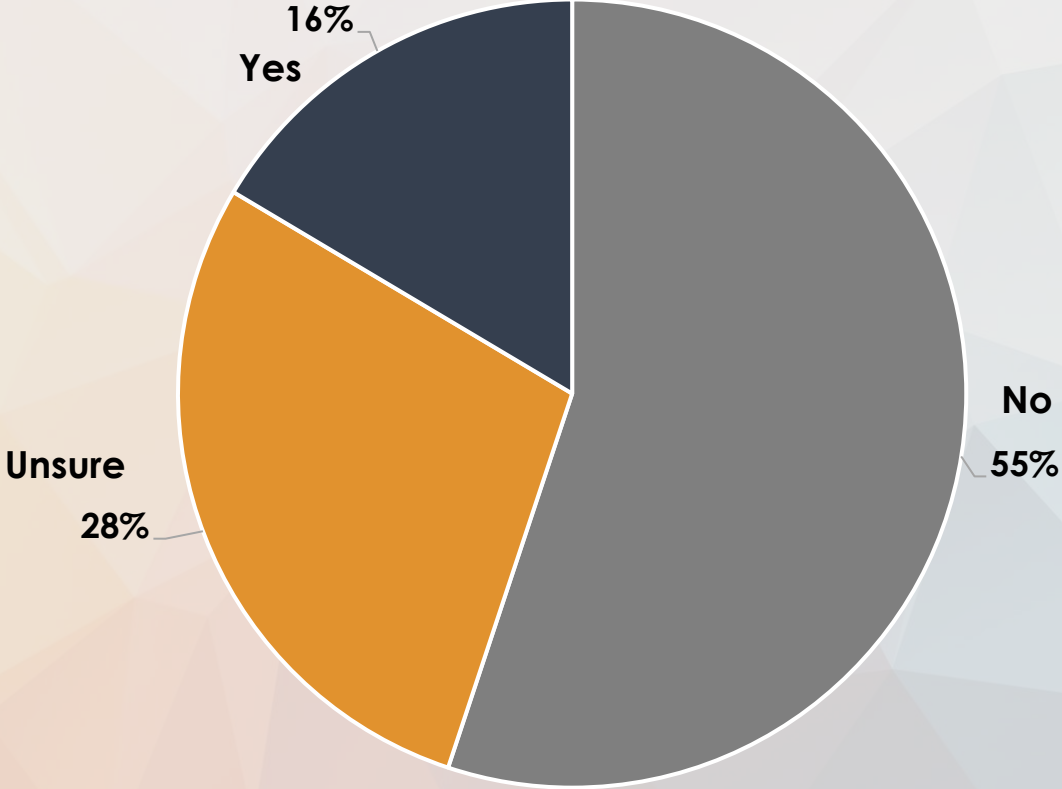
Businesses seeing operational impacts from missing behaviors



Rank your top **business challenges**

Challenge (Statewide, All Industries)	2023	2024
Quality of available workforce	--	63%
Attracting new workers	76%	62%
Inflation	54%	41%
Retaining current workers	49%	38%
Government regulations	37%	27%
Quiet quitting	27%	24%
Training current staff	22%	22%
Hiring / maintaining a diverse staff	31%	22%
Retirements	16%	16%
Keeping up with technology	13%	16%

Are you implementing or considering implementing **Artificial Intelligence** in the **next 12-24 months**?



Top Job Openings in New York State

Position (ranked by posting volume July 2023 - June 2024)

1. Registered Nurses
2. Administrative Assistants
3. Licensed Practical Nurses
4. Sales Associates
5. Retail Sales Associates
6. Medical Assistants
7. Pharmacy Technicians
8. Servers
9. Delivery Drivers
10. Customer Service Representatives
11. Assistant Store Managers
12. Bartenders
13. Dishwashers
14. Hosts/Hostesses
15. Maintenance Technicians
16. Direct Support Professionals
17. Cashiers
18. Home Health Aides
19. Dental Assistants
20. Assistant Managers
21. Security Guards
22. Receptionists
23. Housekeepers
24. Medical Surgical Registered Nurses
25. Nurse Practitioners
26. CDL-A Truck Drivers
27. Project Managers
28. Physical Therapists
29. Store Managers
30. Shift Supervisors

Source: Help Wanted Online

Finding Talent: Hard to Fill Positions

Position (Statewide, 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. Chef/Cook

Position (Statewide, 2024)

1. Teacher
2. Administrative
3. Sales
4. Engineer
5. CDL Driver
6. Chef/Cook
7. Registered Nurse
8. Laborer
9. Accountant
10. Production Worker
11. Direct Support Professional
12. Maintenance Technician
13. Teaching Assistant
14. Machinist
15. Electrician

Finding Talent

Popular Recruitment Tools (Statewide, All industries, 2024)

	%
Word of mouth / Networking through current employees / Referrals	77%
Indeed	70%
Company website	49%
LinkedIn	48%
NYS Dept. of Labor / NYS Job Bank / Virtual Career Center (VCC)	41%
In-person career fairs	40%
Facebook	39%
Direct campus recruiting/college fairs	29%
Third-party recruiter/ staffing firm	29%
Handshake	26%

Most Successful Recruitment Tool (Statewide, All industries, 2024)

	%
Word of mouth / Networking through current employees / Referrals	54%
Indeed	48%
Company website	16%
LinkedIn	13%
Third-party recruiter / staffing firm	13%
Facebook	11%

Common skills lacking among job applicants and new employees

Non-Technical Skills (Statewide, All industries)	2021	2022	2023	2024
Self-motivation	64%	70%	61%	61%
Communication skills	66%	52%	56%	61%
Problem-solving/critical thinking	63%	48%	52%	59%
Timeliness/attendance	51%	55%	51%	50%
Attention to detail	58%	50%	46%	49%
Ability to take criticism	40%	31%	27%	41%
Time management	44%	32%	32%	38%
Personal awareness	34%	27%	26%	36%
Teamwork	31%	24%	21%	31%
Conflict management	33%	17%	18%	31%
English skills/grammar	31%	19%	21%	24%
Customer service	24%	19%	20%	21%
Basic math skills	30%	15%	17%	20%

Common skills lacking among job applicants and new employees

Technical Skills (Statewide, All industries)	2021	2022	2023	2024
Basic computer use / computer literacy	47%	44%	48%	38%
Software proficiency in Excel	39%	32%	34%	34%
Data analysis	15%	16%	19%	24%
Mechanical technical / engineering	23%	19%	22%	22%
Email	19%	19%	22%	19%
Software proficiency in Word	23%	17%	19%	16%

Operational impacts due to a **lack of the workforce behaviors** below in your workforce

Behavior (Statewide, All Industries 2024)	%
Attendance	63%
Work ethic	59%
Motivation	56%
Positive attitude	44%
Quality of work	43%
Professionalism	43%
Pride in work	37%

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

Barrier (Statewide, All Industries)	2023	2024
Lack of experience	52%	50%
Gap in salary and wage expectations	43%	35%
Self-motivation, initiative	45%	35%
Insufficient education/training	35%	34%
Transportation	35%	28%
Scheduling	28%	22%
Child care	26%	20%

Job Seeker Surveys

Need for training and upskilling is persistent and growing

Worker flexibility is the future

Lack of professional networks, experience and credentials limit growth



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

Incentive (Statewide, 2024)	%
Paid time off	60%
Ability to work remotely full-time	60%
Higher pay / higher starting pay	59%
Ability to work remotely some of the time	53%
Health and wellness benefits	50%
Flexibility to choose my own hours	49%
Fewer days of work per week with same overall pay	45%
Training opportunities to up-skill for future growth	43%
Ability to only work during the week	41%
Ability to work early in the morning	34%

What **methods** are you using to apply to jobs?

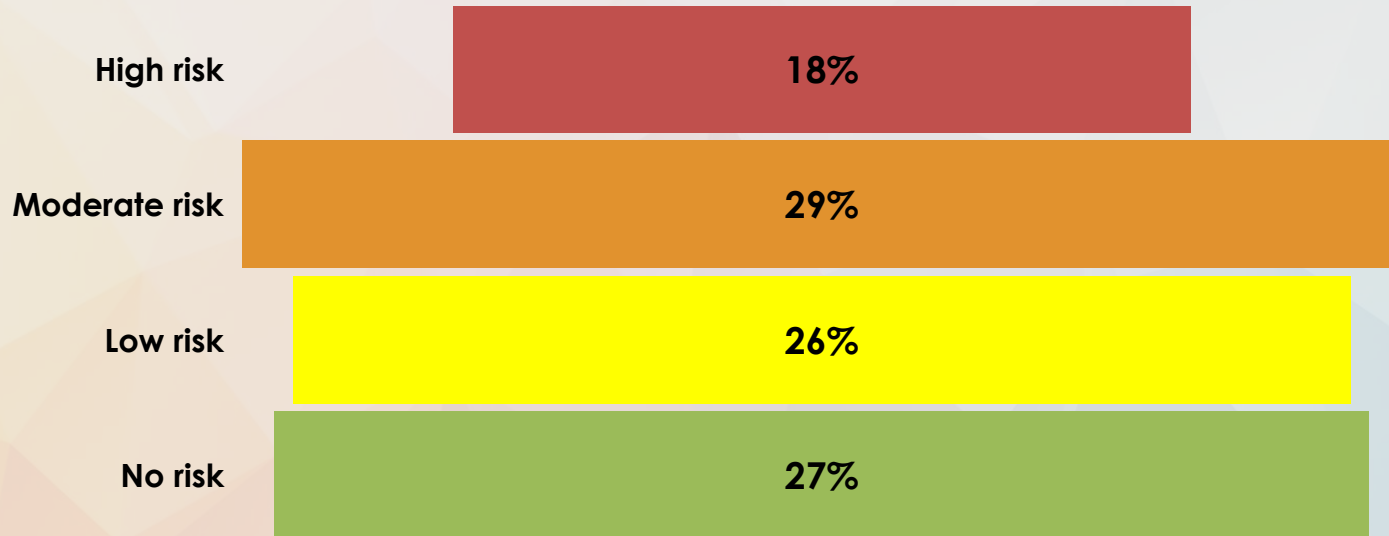
Method (Statewide, 2024)	%
Indeed	94%
LinkedIn	65%
Word of mouth / referrals	56%
Company websites	51%
ZipRecruiter	34%
NYS Job Bank	33%
NYS JobZone	32%
In-person career fairs	31%
Virtual career fairs	30%
CareerBuilder	27%

Barriers to Employment

Barrier (Statewide, 2024)	Mild	Severe
I don't have enough experience in the field	41%	17%
I don't have the right degree, certificate or credential	40%	22%
I don't have a large professional network	39%	25%
I face discrimination due to my age	37%	27%
I have insufficient education or training	36%	13%
I don't have enough modern / digital skills	35%	12%
I have gaps in employment	35%	15%
I'm unable to practice for potential job interview questions	27%	8%
I'm unable to create cover letters and resumes	25%	8%
I don't have access to reliable transportation	22%	9%
I'm unable to access technology to work remotely	22%	10%
I'm unable to access the Internet to search for jobs, apply for jobs and/or participate in virtual interviews	19%	6%
I have a disability	18%	8%
I don't have a driver's license	14%	17%

Do you believe your job or industry are **at risk due to Artificial Intelligence or automation** in the next decade?

(Statewide, All industries, 2024)



Top Trainings Desired (Statewide, 2024)

1. Digital skills
2. Security
3. Excel
4. Administrative
5. **Artificial Intelligence**
6. CDL
7. Health care
8. Information Technology
9. Construction
10. Accounting
11. Project Management
12. Cybersecurity
13. Medical Billing and Coding
14. Microsoft Office
15. Management
16. Nursing
17. Coding
18. Electrical
19. Home Health Aide
20. Data analysis
21. OSHA
22. Culinary
23. English
24. Human Resources

Thank You!