

Job Seeker Workforce Survey Results

WE ARE YOUR DOL



Transforming New York's World of Work

JULY 2021

Overview

In March 2021, the New York State Department of Labor (DOL) and The Business Council of New York State partnered to conduct a comprehensive survey of New York State businesses focused on workforce development. The Business Survey results can be found here:

https://www.bcnys.org/sites/default/files/2021-07/BCNYS%2BNYS%20DOL_Business_Workforce_Survey_Results_FINAL.pdf

As a follow-up to that survey, DOL launched a statewide Job Seeker Survey in June 2021.

This survey targeted unemployed and underemployed workers and those looking for a new job to help the state to better target resources and to help businesses to better understand the needs of job seekers.

In total, **4,086 individuals** responded to the survey. A breakdown of where they live and their desired region(s) of work is below:

Where do you live?	%	Where are you looking for work?	%
Capital Region	8%	Capital Region	9%
Central NY	7%	Central NY	9%
Finger Lakes	8%	Finger Lakes	7%
Hudson Valley	10%	Hudson Valley	10%
Long Island	11%	Long Island	13%
Mohawk Valley	5%	Mohawk Valley	4%
New York City	27%	New York City	34%
North Country	4%	North Country	4%
Southern Tier	5%	Southern Tier	5%
Western NY	8%	Western NY	9%
Outside of NYS	8%	Outside of NYS	7%
		All Regions	7%

What type of work are you pursuing?

Work Type	%
Full-Time	77%
Part-Time	42%
Entrepreneurship/Self-Employment	12%
Temporary/Seasonal	10%
Third-Party/Contract Work	8%

What type of work are you pursuing?

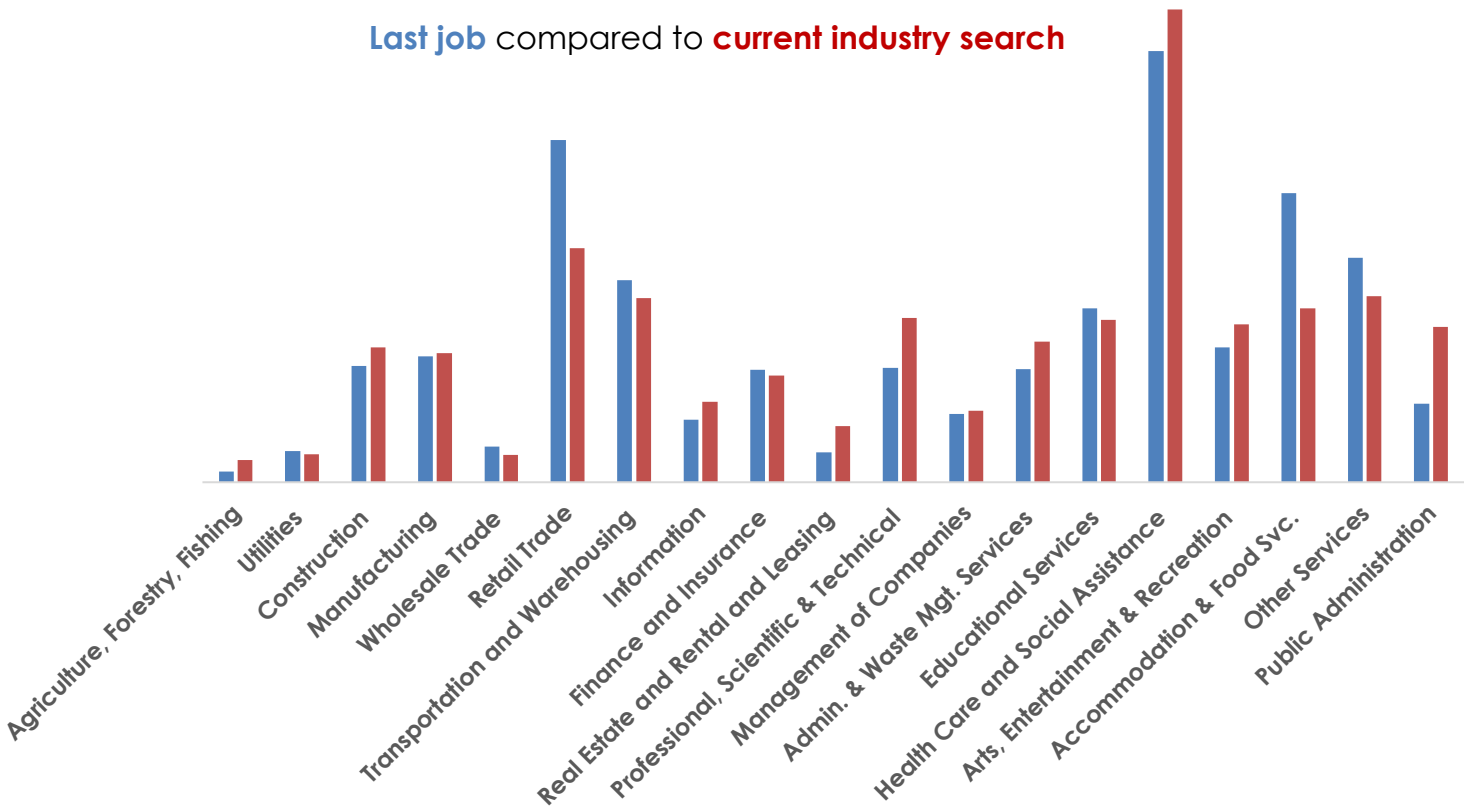
- 47% Both same and different types of work
- 29% Only the same type of work
- 14% Only a different type of work
- 10% Unsure or Other

Desired Industry Shift

Job seekers identified the industry of their last job compared to where they are currently looking for employment:

Industry	Last Job	Seeking Employment	Last Job	Seeking Employment
Agriculture, Forestry, Fishing	15	30	<1%	1%
Utilities	44	38	1%	1%
Construction	166	183	4%	5%
Manufacturing	179	175	5%	5%
Wholesale Trade	51	37	1%	1%
Retail Trade	488	317	13%	9%
Transportation & Warehousing	288	250	7%	7%
Information	89	109	2%	3%
Finance and Insurance	160	145	4%	4%
Real Estate, Rental & Leasing	43	76	1%	2%
Professional, Scientific & Technical	163	223	4%	6%
Management of Companies	97	97	3%	3%
Admin. & Waste Mgt. Services	161	191	4%	5%
Educational Services	248	220	6%	6%
Health Care & Social Assistance	614	641	16%	18%
Arts, Entertainment & Recreation	192	214	5%	6%
Accommodation & Food Svc.	412	236	11%	6%
Other Services	320	252	8%	7%
Public Administration	112	211	3%	6%

Last job compared to **current industry search**



Changing Worker Expectations

If you are pursuing a different type of work, why?

Reason	%
Higher salary	54%
Better work-life balance	48%
Better hours/schedule	40%
Availability of job openings	40%
Job security	40%
Better culture/work environment	31%
COVID health concerns	30%
Limited promotional opportunities	8%

Besides salary, what would have the biggest impact on your decision to pursue a job offer?

Reason	%
Flexible work scheduling	59%
Remote work options	40%
Paid time off	37%
Promotional opportunities	27%
Transportation subsidy	23%
Hiring bonus	23%
Retention bonus	17%
Child care subsidy	15%

The jobs I'm qualified for...

Choice	%
Have few job openings in my region	50%
Don't pay what I need to make a living	46%
Only have available shifts that don't work for me	24%
Don't allow me to work remotely	24%
Are unsafe	15%
Lack other types of paid leave	13%

Do you receive enough in Unemployment Insurance benefits that you don't have to return to the workplace?

- 77%: No
- 17%: Unsure
- 6%: Yes

Barriers

What barriers to employment do you face?

Barrier	%
I face discrimination due to my age	33%
I don't have the right degree, certificate or credential	32%
I don't have enough experience in the field	24%
I don't have enough modern/digital skills	21%
I don't have a large professional network	21%
Insufficient education/training	20%
I have gaps in employment	19%
I don't have access to reliable child/elder care	15%
I don't have a driver's license	14%
I don't have access to reliable transportation	13%
I'm unable to access to technology to work remotely	9%
I'm unable to create cover letters and resumes	9%
I'm unable to practice for potential job interview questions	5%
I'm unable to access the Internet to search for jobs	4%
I am justice-involved or have a past incarceration	4%
I can't pass background check	4%
I can't pass a drug screening	1%

Services

What services would be most beneficial to you as a job seeker?

Service	%
Access to good online training courses	43%
Virtual workshops	37%
Virtual job fairs	37%
In-person job fairs	27%
One-on-one career guidance or advice	25%
Access to a local training provider	24%
In-person workshops	22%
One-on-one assistance writing resumes/cover letters	19%

Training

If specific skill training were available (on your schedule and affordable/at no-cost), in what type(s) of training would you be interested?

1. General Computer Skills

2. Health Care

3. Microsoft Office

4. Management/Leadership

5. Nursing

6. Office/Clerical

7. Computer Science

8. Information Technology

9. Accounting/Bookkeeping

10. CDL

11. Medical Billing and Coding

12. Construction

13. Real Estate

14. Business

15. Finance

16. Technology (General)

17. Direct Care

18. Customer Service

19. Security

20. Electrician

21. Human Resources

22. Project Management

23. Career Development

24. Retail

25. Driving

26. Sales

27. Graphic Design

28. Arts/Entertainment

29. Marketing

30. Safety/OSHA

31. Data Analytics

32. Digital Design

33. Direct Care (Children)

34. Entrepreneurship

Regional Training Results

Capital Region

1. General Computer Skills

2. Microsoft Office

3. Management/Leadership

4. Information Technology

5. Computer Science

6. Nursing

7. Health Care

8. Mental Health

9. Project Management

10. Accounting/Bookkeeping

Mohawk Valley Region

1. Microsoft Office

2. Management/Leadership

3. Health Care

4. Information Technology

5. Retail

6. Computer Science

7. CDL

8. Security

9. Business

10. Nursing

Central New York

1. General Computer Skills
2. Office/Clerical
3. Technology - General
4. Health Care
5. Microsoft Office
6. Nursing
7. Management/Leadership
8. Direct Care
9. Legal
10. Finance

Finger Lakes

1. Nursing
2. Management/Leadership
3. General Computer Skills
4. Computer Science
5. Microsoft Office
6. Health Care
7. Business
8. Customer Service
9. Real Estate
10. Human/Social Services

Long Island

1. General Computer Skills
2. Health Care
3. Microsoft Office
4. Management/Leadership
5. Computer Science
6. Information Technology
7. Medical Billing and Coding
8. Accounting/Bookkeeping
9. Office/Clerical
10. Direct Care

Mid-Hudson Region

1. General Computer Skills
2. Health Care

New York City

1. General Computer Skills
2. Health Care
3. Computer Science
4. Information Technology
5. Microsoft Office
6. Management/Leadership
7. Nursing
8. Office/Clerical
9. Finance
10. Construction

North Country Region

1. General Computer Skills
2. Health Care
3. Management/Leadership
4. Microsoft Office
5. Office/Clerical
6. Medical Transcription
7. Nursing
8. Business
9. CDL
10. Computer Science

Southern Tier Region

1. General Computer Skills
2. Office/Clerical
3. Health Care
4. Management/Leadership
5. Microsoft Office
6. Finance
7. Business
8. Nursing
9. CDL
10. Sales

Western New York

1. General Computer Skills
2. Management/Leadership

3. Microsoft Office
4. Information Technology
5. Office/Clerical
6. Nursing
7. Accounting/Bookkeeping
8. Medical Billing and Coding
9. Computer Science
10. CDL

3. Microsoft Office
4. Computer Science
5. CDL
6. Information Technology
7. Health Care
8. Business
9. Office/Clerical
10. Finance