WE ARE YOUR DOL

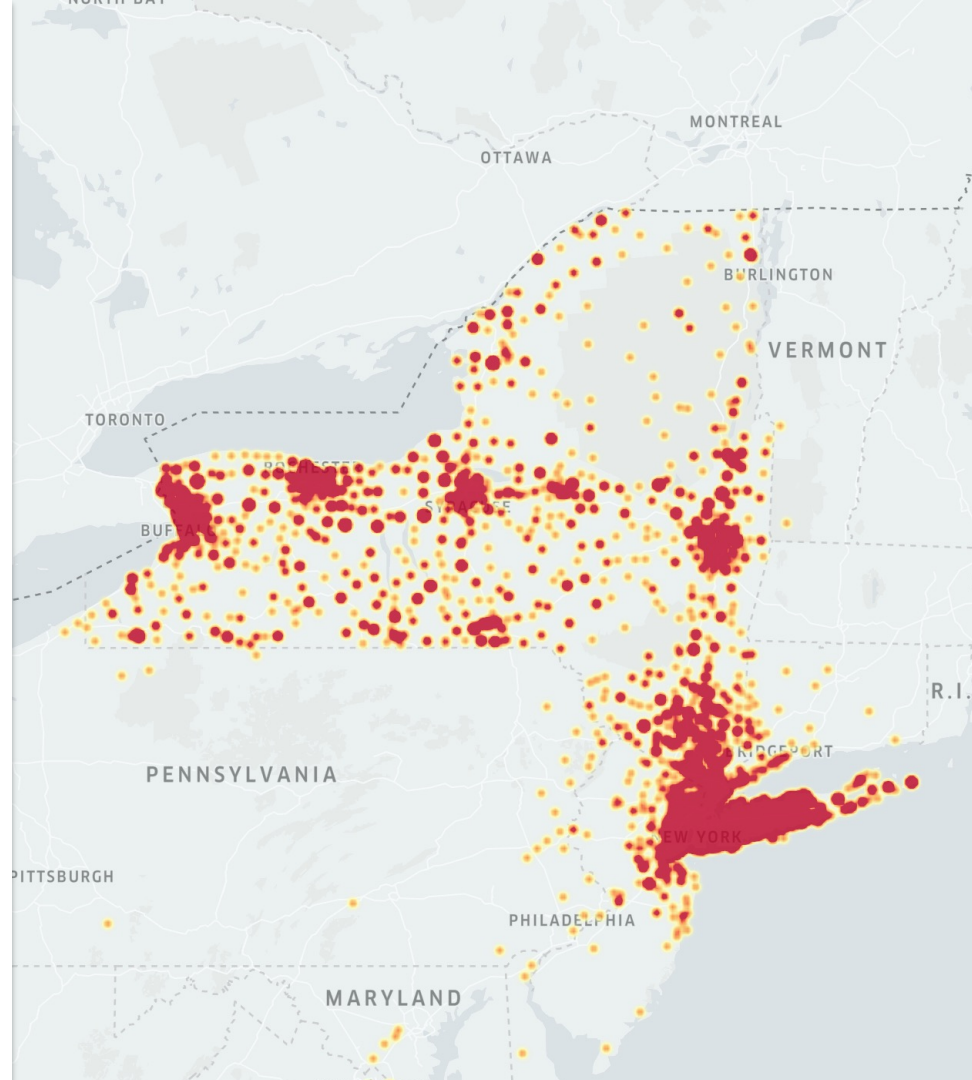NEW YORK STATE | Department of Labor

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 (Mid-Hudson, All Industries)	%
Yes	31%
No	69%

Robotic Automation (Mid-Hudson, All Industries)	%
Yes	11%
No	89%

Space Needs (Mid-Hudson, All Industries)	2022	2023
Reducing physical footprint	5%	6%
Increasing physical footprint	22%	24%
Stay the same	58%	52%
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

Finding Talent: Hard to Fill Positions

Position (Mid-Hudson, All Industries, 2023)
1. Teacher
2. Registered Nurse
3. Sales
4. Accountant
5. Customer Service Rep.
6. Licensed Practical Nurse
7. Administrative
8. CDL Driver
9. Direct Support Professional
10. Laborer
11. Machinist
12. Engineer
13. Mechanic
14. Project Manager
15. Manager

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 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%

Barrier (Mid-Hudson 2023)	%
Lack of experience	50%
Gap in salary and wage expectations	44%
Self-motivation, initiative	40%
Transportation	39%
Insufficient education/training	34%
Scheduling	29%
Child care	25%

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 (Mid-Hudson, All industries, 2023)	%
Technical training	32%
Mentoring/coaching	31%
On-the-job training	25%
Job shadowing	23%
Management/leadership dev. or training	22%
In-house online learning/professional dev.	19%
Lunch-and-learns or similar programs	18%
Registered Apprenticeship programs	17%
Third-party online learning/professional dev.	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 (Mid-Hudson, 2023)	Mild	Severe
I don't have enough experience in the field	30%	12%
I don't have a large professional network	31%	**21%**
I don't have the right degree, certificate or credential	30%	16%
I don't have enough modern / digital skills	26%	10%
I face discrimination due to my age	29%	**26%**
I have insufficient education or training	28%	10%
I have gaps in employment	26%	11%
I'm unable to practice for potential job interview questions	18%	6%
I'm unable to create cover letters and resumes	18%	6%
I'm unable to access technology to work remotely	14%	6%
I don't have access to reliable transportation	14%	6%
I have a disability	15%	5%
I'm unable to access the Internet to search for jobs	9%	3%
I don't have a driver's license	7%	8%

Barriers to Additional Education

Barrier (Mid-Hudson, 2023)	Mild	Severe
I don't know where to start	30%	16%
I don't know what I need	26%	14%
Lack of available programs	22%	15%
I'm worried it will be too difficult	21%	9%
Cost	20%	**40%**
Current loan debt	15%	**20%**
Child care / family obligations	11%	10%
Don't want to commit the time	13%	4%
Can't give up job at this time	13%	15%

Top Trainings Desired (Statewide, 2023)

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

Top Trainings Desired
(Mid-Hudson, 2023)

1. Digital Skills
2. Information Technology
3. CDL
4. Medical Coding / Billing
5. Administrative
6. Project Management
7. Nursing
8. Construction
9. Management
10. Electrical

Thank You!

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