

Survey Results

2018/2019

EMPLOYEROne survey

Your Workforce. Our Future.



EASTERN ONTARIO
TRAINING BOARD
COMMISSION DE FORMATION
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We would also like to acknowledge Employment Ontario, Ministry of Training, Colleges and Universities for providing the resources and guidance required to produce the EmployerOne report.

Additional information including survey results for SDG and PR individually can be obtained by contacting:

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Highlights

This report provides a summary of responses to the EmployerOne Survey conducted in the United Counties of Stormont, Dundas and Glengarry (SDG) and Prescott-Russell United Counties (PR) between April 1, 2018 and March 25, 2019. Sixty-four surveys were completed during this timeframe with over 26 per cent of the responses from the Health Care and Social Assistance sector.

Labour market churn continues to be pronounced. The largest number of people hired and the largest number of people leaving employment occurred in health occupations and sales and service. Employees quitting their job was the most common reason for departure. This may be considered a reflection of a strong local economy with robust job creation. Individuals are confident that if they choose to leave a job, there are other opportunities available.

Local business also demonstrates confidence in the local economy. Fifty-one of 63 respondents (81%) anticipate hiring in the coming year.

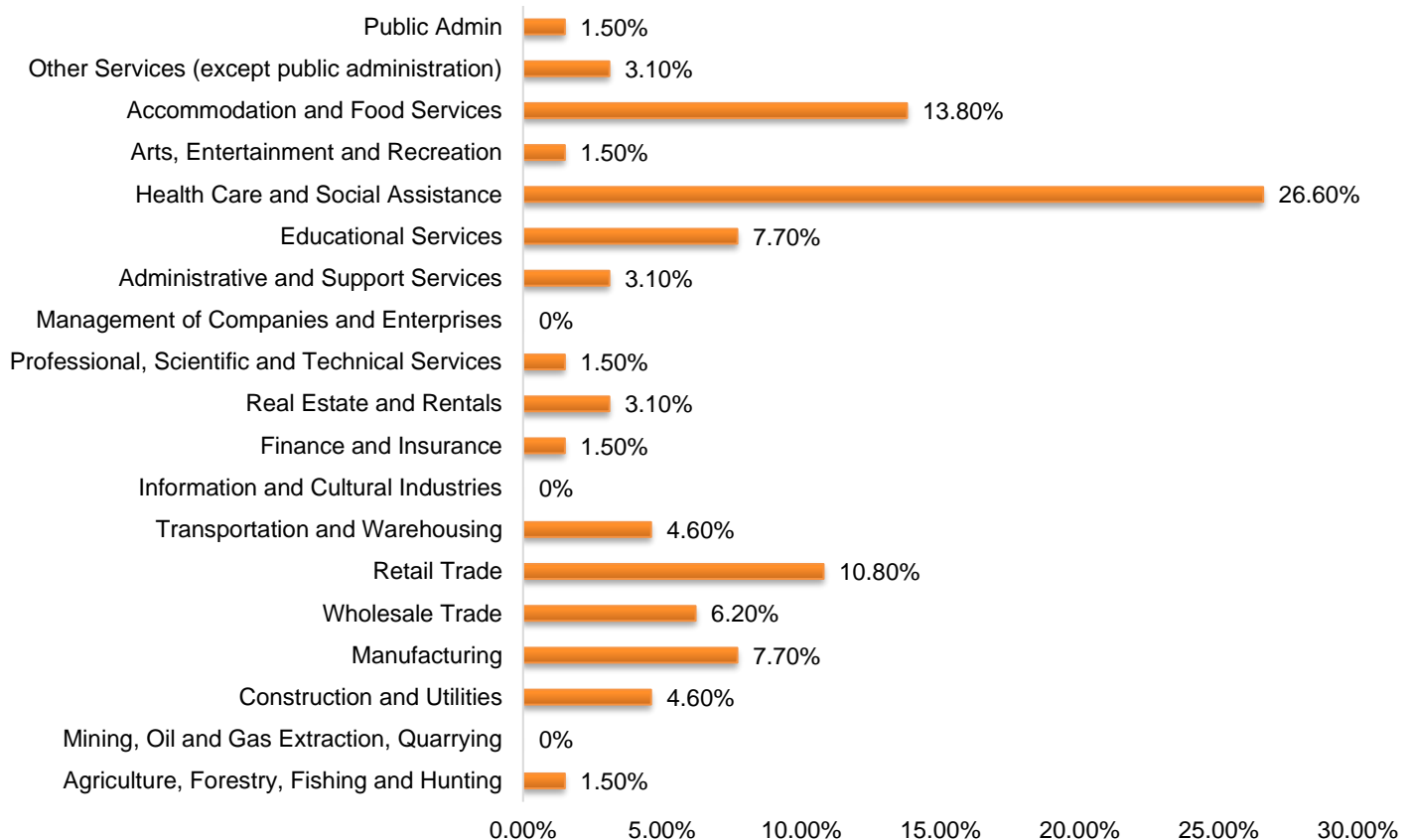
When asked to rank the availability of workers in various occupational classifications, employers continue to express concern about labour market shortages. The availability of professionals, managers and skilled trades were of the greatest concern.

Employers continue to value workers' self-motivation and the ability to work with little or no supervision, work ethic, teamwork and willingness to learn.



Industry Sectors

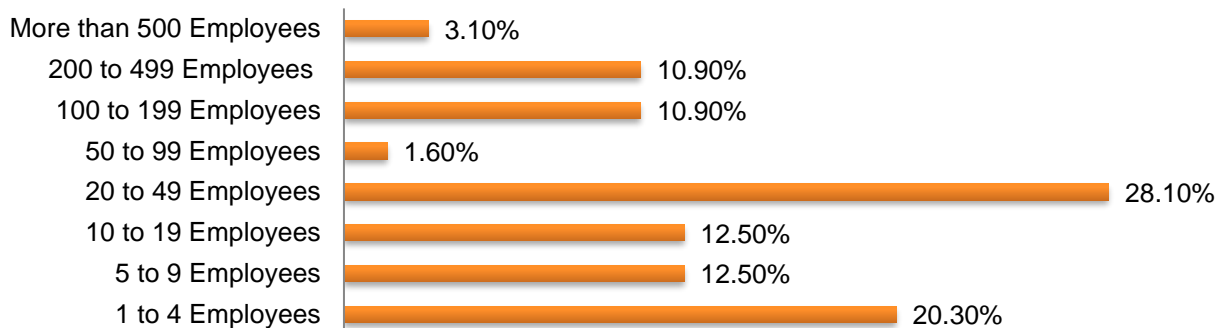
Industries in which SDG and PR respondents operate:



There was a total of 64 responses received from businesses in the United Counties of Stormont, Dundas and Glengarry (SDG) and Prescott and Russell United Counties (PR). More than one in four responses came from the Health Care and Social Assistance sector.

Size Range of Businesses

Responses by employee size range in SDG and PR:



One in three responses were from small businesses employing fewer than 10 people.

Size of Responding Businesses by Industry Sector – SDG and PR

Industries	Employee Size Range							
	0 – 4	5 – 9	10 – 19	20 – 49	50 – 99	100 – 199	200 – 499	500 +
Agriculture, Forestry, Fishing and Hunting						1		
Construction	1				1	1		
Manufacturing				3			2	
Wholesale Trade	1		1	1		1		
Retail Trade	2	1		4				
Transportation and Warehousing		1					1	1
Information and Cultural Industries								
Finance and Insurance	1							
Real Estate and Rentals	1		1					
Professional, Scientific, Technical Services	1							
Management of Companies and Enterprises								
Administrative and Support Services	1					1		
Educational Services	1	1	1	2				
Health Care and Social Assistance	2	2	3	4		2	4	
Arts, Entertainment and Recreation	1							
Accommodation and Food Services	0	3	1	4	0	1	0	0
Other Services (except public administration)	1		1					
Public Administration								1
Total	13	8	8	18	1	7	7	2

Participating companies employing 200 + people operate in Manufacturing, Transportation and Warehousing, Health Care and Public Administration sectors.

Separations & Hires

All separations and hires by sector within SDG and PR:

Table 3A: Labour Market Churn by Occupational Group – SDG and PR

Major Occupational Group	Historic (In the Past Year)		Future (In the Coming Year)	
	Hired	Separations	Hire	Downsize
00 Management occupations	6	6	4	0
01 Business, finance and administration	14	3	9	1
02 Natural and applied sciences occupations	1	0	1	0
03 Health occupations	10	13	12	0
04 Education, law, social, community, govt.	3	3	4	2
05 Art, culture, recreation and sport	0	1	1	0
06 Sales and Service occupations	17	18	20	0
07 Trades, transport and equipment operators	6	8	8	0
08 Natural resources and agriculture	0	0	1	0
09 Manufacturing and Utilities	1	4	3	1

Table 3B: Reasons for Separations – SDG and PR

Reason	Number of Incidents
Quit	35
Dismissal	22
Retirement	11
Seasonal Employment	7
Shortage of Work	6
Health (including Parental Leave)	3

There was considerable labour market churn amongst survey respondents over the past year with significant employee turnover. Health Occupations and Sales and Service experienced the greatest number of hires and separations over the past year. The most often cited reason for departures from the workplace were employees who voluntarily left the company. Of the 84 departures, 41.7% quit their employment and 26.2% were the result of dismissal. This may be considered a reflection of a strong local economy with robust job creation. Individuals are confident that when they choose to leave a job, there are other opportunities available.

Planned Hiring

Positions SDG and PR employers intend to fill in the coming year:

As Table 3A highlights, businesses participating in the survey demonstrated optimism for the future. Of 63 respondents, 51 or 81% anticipated hiring in the coming year. The occupational groups with the biggest anticipated demand are Sales and Service and Health Occupations.

Difficult to Fill Positions

Positions described as “Difficult to Fill” in SDG and PR:

Table 4A: Difficult to Fill Positions by Employee Size Range – SDG and PR

Employee Size Range	No. of Survey Respondents	Companies identifying Difficult to Fill Positions	
		No of Companies	Percentage
0 to 4 employees	13	9	69.2%
5 to 9 employees	8	3	37.5%
10 to 19 employees	8	1	12.5%
20 to 49 employees	18	14	77.8%
50 to 99 employees	1	1	100.0%
100 to 199 employees	6	6	100.0%
200 to 499 employees	7	6	85.7%
More than 500 employees	1	1	100.0%
Total	62	41	66.1%

Of 62 respondents, 41 (66.1%) or two of every three respondents indicated they had positions that were difficult to fill. With the exception of very small companies with fewer than five employees, companies with 20 or more employees were most likely to experience difficulty in filling positions in the last twelve months.

Table 4B highlights the sectors experiencing the greatest difficulty in filling positions and the most commonly identified reason for hiring challenges.

Table 4B: Sectors and Difficult to Fill Positions – SDG and PR

Sectors	No. of Survey Respondents	Companies identifying Difficult to Fill Positions		Leading Reasons positions are difficult to fill (number of times the reason was identified)
		No.	Per Cent	
Agriculture, Forestry, Fish, Hunting	1	1	100%	Lack of candidates (1)
Mining, Oil and Gas, Quarrying	0	0	0	
Construction and Utilities	2	2	100%	Lack of skills and experience (1)
Manufacturing	5	4	80.0%	Lack of work ethic (3)
Wholesale Trade	4	3	75.0%	Lack of experience (1)
Retail Trade	7	6	85.7%	Lack of work ethic (4)
Transportation and Warehousing	3	3	100%	Lack of interpersonal skills (3)
Information and Cultural Industries	0	0	0	
Finance and Insurance	1	0	0	N/A
Real Estate and Rentals	2	0	0	N/A
Professional, Scientific, Technical	1	1	100%	Response not provided
Mgmt. of Companies/Enterprises	0	0	0	
Administrative & Support Services	2	2	100%	Lack educational qualifications (2)
Educational Services	5	3	60.0%	Lack educational qualifications (3)
Health Care and Social Assistance	17	9	52.9%	Lack educational qualifications (5)
Arts, Entertainment, Recreation	1	1	100%	Lack of skills and experience (1)
Accommodation and Food Services	9	5	55.6%	Lack Communication Skills (3)
Other Services (not public admin)	2	1	50.0%	Lack of experience (1)
Public Administration	0	0	0	
Total	62	41	66.1%	

Table 4C: Reasons positions are difficult to fill in SDG and PR	Number of Companies	
	No.	%*
Applicants lack interpersonal skills	7	17.1%
Applicants lack work ethic	14	34.1%
Applicants lack experience	17	41.5%
Applicants lack required literacy and numeracy skills	2	4.9%
Applicants lack communication skills	8	19.5%
Applicants lack educational qualifications	13	31.7
Applicants lack technical skills	10	24.4%
Inability to compete with other employers due to remote location, pay, benefits or opportunities for advancement	6	14.6%
Other		
Lack of applicants	6	14.6%
Work ethic	3	7.3%
Availability. Not available for a full day	4	9.8%
Difficulty crossing the border due to criminal record	1	2.4%
Concern with commission-based salary	1	2.4%
Insurance requirement for drivers to have 3+ years experience	1	2.4%

* Per Cent of the 41 companies reporting positions that were difficult to fill.

The most commonly cited reasons that positions were difficult to fill were a lack of experience, lack of work ethic and lack of educational and technical qualifications.

Competencies Most Valued by Employers

Competencies most valued in SDG and PR:

Table 5: Competences valued by employers in SDG and PR

Competency	Number of Employers who identified this competency as valuable
Self-Motivation / Ability to work with little or no supervision	50
Work Ethic	49
Teamwork / Interpersonal Skills	47
Willingness to Learn	42
Time Management	41
Customer Service	39
Professionalism	38
Problem solving, reasoning and creativity	38
Communication (Verbal and Written)	37
Computer Literacy	31
Analytical / Research	13
Technical Skills	12

Employers continue to value a self-motivated and dependable workforce. Technical skills were identified by only one in five respondents.

Training Needs and Program Participation

Training needs and program participation of current employees in SDG and PR:

54 of 59 respondents (91.5%) indicated that they are able to obtain the training they require for their employees.

Table 6A highlights the training respondents will be seeking in the coming year.

Table 6A: Training needs in SDG and PR	
Type of Training	Number of Participating Companies
Basic Job Training	28
Health and Safety	23
Computer / Office Equipment	14
Orientation of new Employees	11
Sales and Marketing	11
Team Building / Conflict Resolution	10
Managerial / Supervisory	4
Apprenticeship	6
Productivity Improvement / LEAN	3
Environmental / Sustainability	0
Other:	
Hairstylist Updating	1
Sector Specific Training	3
Company Specific Corporate Training	1
Marketing	1

Table 6B: Program Participation in SDG and PR		
Type of Program	Employers	
	Number	Per Cent
Wage Subsidies	38	59.4%
Training Subsidies	21	32.8%
Co-operative Education	19	29.7%
Placement Internships	15	23.4%
Apprenticeship	6	9.4%
Tax Credits	1	1.6%
Other: Summer Students	1	1.6%

Employers in SDG and PR participating in the survey are making good use of programs designed to support the cost of training a new employee as they acquire the specific knowledge and skills required in the work place.

Availability of Qualified Workers

Rating of qualified workers in SDG & PR:

Table 7A: Worker Availability in SDG and PR

Occupational Type	Excellent		Good		Fair		Poor		N/A*		Total
	No.	%	No.	%	No.	%	No.	%	No.	%	
Entry Level Workers	3	5.3	17	29.8	22	38.6	8	14.0	7	12.3	57
Technician/Technologist	1	2.0	11	22.0	11	22.0	3	6.0	24	48.0	50
Trades	0	0.0	10	18.5	13	24.1	10	18.5	21	38.9	54
Professional	0	0.0	16	29.6	16	29.6	12	22.2	10	18.5	54
Administration	3	5.6	19	35.2	14	25.9	3	5.6	15	27.8	54
Management/Supervisor	1	1.9	16	29.6	12	22.2	12	22.2	13	24.1	54
Sales and Marketing	2	3.7	10	18.5	15	27.8	6	11.1	21	38.9	54

* Not Applicable

Employers were asked to rate the availability of workers as either “Excellent”, “Good”, “Fair” or “Poor” within occupational categories ranging from Entry Level to Professionals, Trades, Technicians and Technologies, Supervisory and Sales.

As highlighted in Table 7B, the occupational groups most likely to be ranked as either “Fair” or “Poor” for worker availability were Professionals, Management and Skilled Trades.

Table 7B: Occupational Groups Where Availability is a Concern in SDG and PR

Occupational Group	Number of businesses who ranked the availability of workers as either “Fair” or “Poor”
Professionals	28 or 51.9% of businesses
Management/Supervisory	24 or 44.4% of businesses
Trades	23 or 42.6% of businesses
Sales and Marketing	21 or 38.9% of businesses
Entry Level Workers	20 or 35.1% of businesses
Technician/Technologists	14 or 28.0% of businesses

Appendix

Appendix 1: Difficult to Fill Positions in SDG and PR | 2018-2019

NOC	Occupation	Number of Businesses Responding
0311	Managers in Health Care	3
0621	Retail Manager	2
0631	Restaurant and Food Service Managers	2
1123	Professional Occupations in Advertising – Social Media	2
2172	Data Analyst	1
2714	Software Developer	1
3142	Physiotherapist	1
3143	Occupational Therapist	1
3222	Dental Hygienist	2
3233	Registered Practical Nurse	1
3411	Dental Assistant	3
3414	Rehabilitation Assistant	1
4212	Early Childhood Educator	1
6322	Cook	4
4166	Curriculum Developer	1
4212	Social and Community Service Workers	2
4412	Home Support Worker – Personal Support Worker	2
5244	Floral Designer	1
6222	Retail and Wholesale Buyers - Merchandiser	1
6331	Butcher – Meat Cutter	1
6332	Baker	1
6341	Hairstylist	1
6421	Retail Salesperson	6
6513	Food and Beverage Servers	2
6552	Other Customer and Information Services – Customer Service	1
6562	Cosmetician	1
6611	Cashier	1
6711	Food Counter Attendant – Kitchen Helper	1
7311	Construction Millwrights and Industrial Mechanics	1
7445	Bicycle Repair	1
7452	Warehouse Worker	1
7511	Truck Driver	5
7521	Heavy Equipment Operator	2
9614	Labourers in Wood	1
9619	Manufacturer Labourers	3



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