



*Your Workforce. Our Future.*

# 2017 Survey Results



Ontario

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## BACKGROUND:

In collaboration with community partners, the Chatham-Kent Workforce Planning Board (CKWPB) launched its fourth-annual EmployerOne Survey in January 2018 throughout the communities of Chatham-Kent.

The EmployerOne Survey provides a way for employers and stakeholders to receive reliable local labour market information. It is designed to get this information while respecting employer's confidentiality and limited time. Once a year, this survey allows employers a chance to communicate their workforce needs directly to stakeholders who provide solutions.

For the purposes of this report, Chatham-Kent refers to “the Municipality of Chatham-Kent” and all of its geographic areas.

This year's survey was conducted from January 1 – 31, 2018. Collection took place online in the form of a survey. It asked employers to reflect on the hiring and separation trends they experienced in the 2017 calendar year. It also asked them to project anticipated hires for the 2018 calendar year.

This year there were 284 completed surveys, a 68% increase over 2016 participation numbers. Responses were received from all key sectors and geographic areas. Further, the survey achieved a completion rate of 79%. There was a 9% response rate from the 3,040 registered organizations (with employees) that call Chatham-Kent home.

The EmployerOne Survey has run for 4 years in Chatham Kent. Each year, the survey response rate has increased: 98 (2014); 148 (2015); 198 (2016); 284 (2017). The increasing response rates are approaching the goal of 365 responses (which represents a 12% response rate, which is considered statistically relevant).

Local businesses use the information collected in the EmployerOne Survey for workforce and succession planning. Educators and employment organizations use the information for program planning and informing students and job seekers.

This valuable information could not be gathered or shared without the support of many Chatham-Kent employers.

## METHODOLOGY:

The EmployerOne Survey is a partnership project delivered by the CKWPB as part of the Local Board Agreement. The data is shared with the community at large, employers and educational organizations, The Ministry of Advanced Education and Skills Development (MAESD), local government, and other key stakeholders.

Participation in the 2017 EmployerOne Survey was promoted to the Chatham-Kent community in a variety of ways: presence at the Chatham-Kent Chamber of Commerce 'Business after Hours' events; promotional videos played at movie theatres; local radio interviews and online through various social media outlets.

The EmployerOne Survey is also a tool that was developed by members of the Western Region Workforce Planning Board Network. It was modeled after Statistic Canada's former "Business Research and Development" survey. The survey uses 14 key questions to provide a regional comparator; additional questions were developed with the CKWPB.

During the month of January 2018, local businesses were visited by CKWPB representatives who provided a USB loaded with previous year's EmployerOne Survey results; a link to the active survey; and contact information for the CKWPB. These businesses were encouraged to review the information and consider completing the survey based on their experiences from 2017.

Previous respondents, companies that completed a 'Memorandum of Understanding' to participate, partners, and organizations that were represented under reported sectors were contacted via email with a direct link to the survey between January 1-5, 2018. Responses were monitored through the month and incomplete surveys received an email with a direct link to rejoin their survey, followed up with a phone call.

Survey data was analyzed within the excel platform. For the purposes of this report, only responses from the 284 completed surveys have been included unless otherwise noted.

## OBSERVATIONS ABOUT CHATHAM-KENT'S WORKFORCE:

1. Many employers only focus their recruitment efforts locally. Frequently these employers also identify hard to fill positions within their organizations. Learning about expanded recruitment efforts may be beneficial to help employers meet hiring demands.
2. Employee soft skills continue to be recognized as an area for development. Awareness of soft skills training programs that can strengthen current and future workforce's soft skills would be beneficial to employers and job seekers alike.

## SUMMARY OF NEXT STEPS:

- CKWPB will continue to target sectors with a response rate lower than 12% - including Retail Trade; Transportation and Warehousing; Health Care and Social Assistance; and Accommodation and Food Service.
- CKWPB will continue to market to employers in the outlying areas of Chatham-Kent to ensure that all employers have the opportunity to have their voices heard.
- For the question about 'education levels when hiring', the preferred levels of education options will be expanded to include an option of "less than a high school diploma or equivalent" to provide employers another category for consideration in future surveys.
- In the "reasons for separations" question, 'Quits and Dismissals' will be offered as separate options to gain a better understanding of why employees exited in future surveys.
- Recruitment methods and community supports will be shared with employers who indicated that they will be hiring in 2018.

## EmployerOne Survey Results, 2017

- CKWPB will continue to work with the Resident Attraction and Retention division of the Municipality of Chatham-Kent to look at ways to promote national and international recruitment options to employers.
- CKWPB will host the CK Works! Community Job Fair on October 23, 2018. This will bring together a group of employers who are hiring and will allow for a greater number and variety of job seekers to attend.
- CKWPB and the Chatham-Kent Employment Resource Centres will continue to work with educational institutions, employers and community groups to deliver the “Bring Your A-Game to Work” soft skills training program.
- CKWPB will be looking at what is happening in Chatham-Kent in relation to succession planning in the small business community.

## 2017 SURVEY RESULTS:

This year the focus was on increasing the response rate in four key sectors. In all cases, modest increases were shown.

### RESPONSE RATE TARGETS 2017

Sector	Increase Target	Increase Actual
Agriculture, forestry, fishing, hunting	1.0%	1.6%
Construction	1.0%	1.8%
Other Services (except Public administration)	1.5%	1.2%
Retail Trade	2.0%	2.4%

Table 1: Response rate targets 2017

### SURVEY RESPONDENTS BY SECTOR, 2017

SECTOR	Last year	This year
Accommodation and food service (181)	12	20
Admin and support, waste mgmt., remediation (107)	1	0
Agriculture, forestry, fishing, hunting (331)	20	32
Arts, entertainment and recreation (33)	8	10
Construction (336)	9	17
Educational services (18)	11	6
Finance and insurance (104)	13	8
Healthcare and social assistance (222)	23	22
Info and cultural industries (33)	4	1
Management of companies and enterprises (26)	0	1
Manufacturing (145)	21	37
Other Services (except public administration) (281)	29	35
Professional, Scientific, and technical services (149)	9	18
Public administration (5)	3	10
Real estate and rental and leasing (93)	8	4
Retail Trade (391)	18	44
Transportation and warehousing (139)	4	3
Utilities (6)	2	8*
Wholesale trade (125)	3	4

Table 2: Number of Responses by Sector, 2017 &amp; 2018

The above table demonstrates growth in responses from several sectors. The numbers in brackets show the total number of organizations in those sectors (according to Canada Business Pattern data, (CBP) Dec 2017) in Chatham-Kent, versus the number of responses each year in the right-hand columns, for context. The \* indicates that more organizations identified as being part of that sector than the CBP reflects.

Sectors were identified where responses have reached a response rate of at least 12% of the total number of registered business in that sector. These sectors have been highlighted green. Other sectors with representation that is close to that response rate (in this case, 8-11% of the total number of businesses in that sector) - these sectors have been highlighted in yellow - ; as well as low response areas with less than 8% response rate in the sector (these sectors have been highlighted red) were also identified.

### CHANGE IN ABSOLUTE NUMBERS AND PERCENTAGE OF CHANGE BY SECTOR, 2017

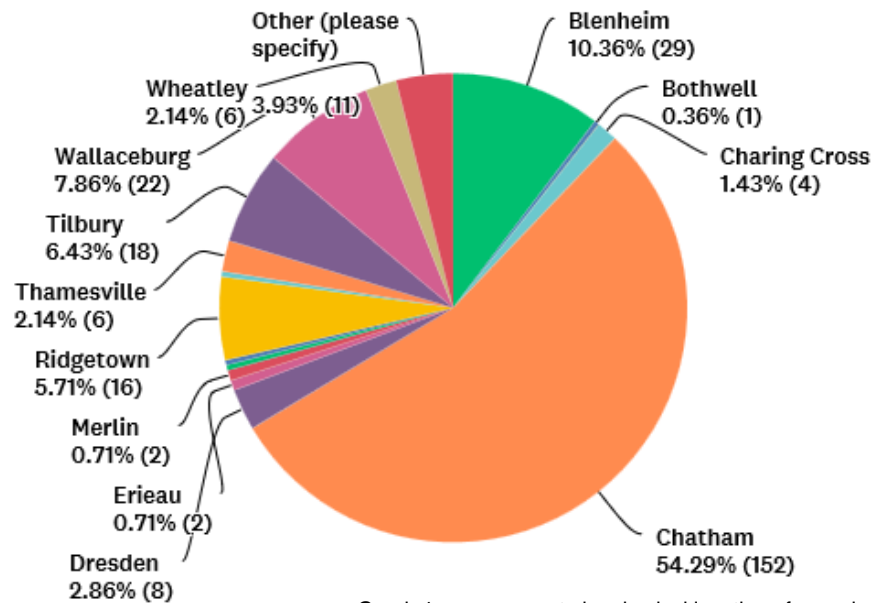
SECTOR	Change	% Change
Accommodation and food service (181)	8	67%
Admin and support, waste mgmt., remediation (107)	-1	-100%
Agriculture, forestry, fishing, hunting (331)	12	60%
Arts, entertainment and recreation (33)	2	25%
Construction (336)	8	89%
Educational services (18)	-5	-45%
Finance and insurance (104)	-5	-38%
Healthcare and social assistance (222)	-1	-4%
Info and cultural industries (33)	-3	-75%
Management of companies and enterprises (26)	1	100%
Manufacturing (145)	16	76%
Other Services (except public administration) (281)	6	21%
Professional, Scientific, and technical services (149)	9	100%
Public administration (5)	7	233%
Real estate and rental and leasing (93)	-4	-50%
Retail Trade (391)	26	144%
Transportation and warehousing (139)	-1	-25%
Utilities (6)	6	300%
Wholesale trade (125)	1	33%

Table 3: Change in absolute numbers and % of change

This year the largest growth by absolute number was found in the Retail Trade sector. This could be due to recruitment efforts that were focused predominately in retail areas.

Next year, these areas will continue to be targeted to increase their response rate, as well as Transportation and Warehousing; Health Care and Social Assistance; and Accommodation and Food Service.

PHYSICAL LOCATION OF YOUR BUSINESS OR ORGANIZATION



Graph 1: response rate by physical location of organization or business

The above chart shows that the majority of responses this year came from Chatham. There were increases in almost all geographic areas compared to 2016 responses.

The geographic areas of Wallaceburg and Blenheim were targeted in particular during this year’s survey as areas for growth.

This year saw the following notable increases:

TARGETED AREAS OF GROWTH 2016/2017

Area	2016 Target	2016	2017 Target	2017
Ridgetown	5	8	15	16
Tilbury	5	6	20	18
Wheatley	1	1	5	6

Table 4: Targeted Areas of Growth, 2016/2017

Overall, modest growth was found in Chatham (+27), Blenheim (+8) and Wallaceburg (+2).

While the majority of responses did come from Chatham, it is exciting to see that response rates are growing in the outlying areas of Chatham-Kent. There were concentrated efforts in Ridgetown and Tilbury that were successful.

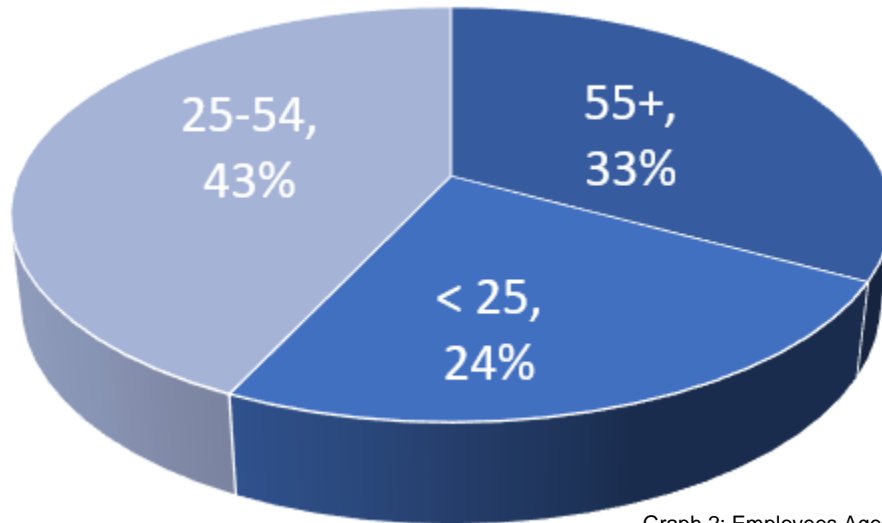
The CKWPB will continue to work in these areas to ensure that the voices of all employers may be heard.



## DEMOGRAPHICS OF EMPLOYEES:

Employers reported on the demographics of their employees. Combined, the 284 employers reported that they employed a total of 11,384 employees in 2017. The age breakdown of employees is as follows:

EMPLOYEES AGES



Graph 2: Employees Ages, 2017

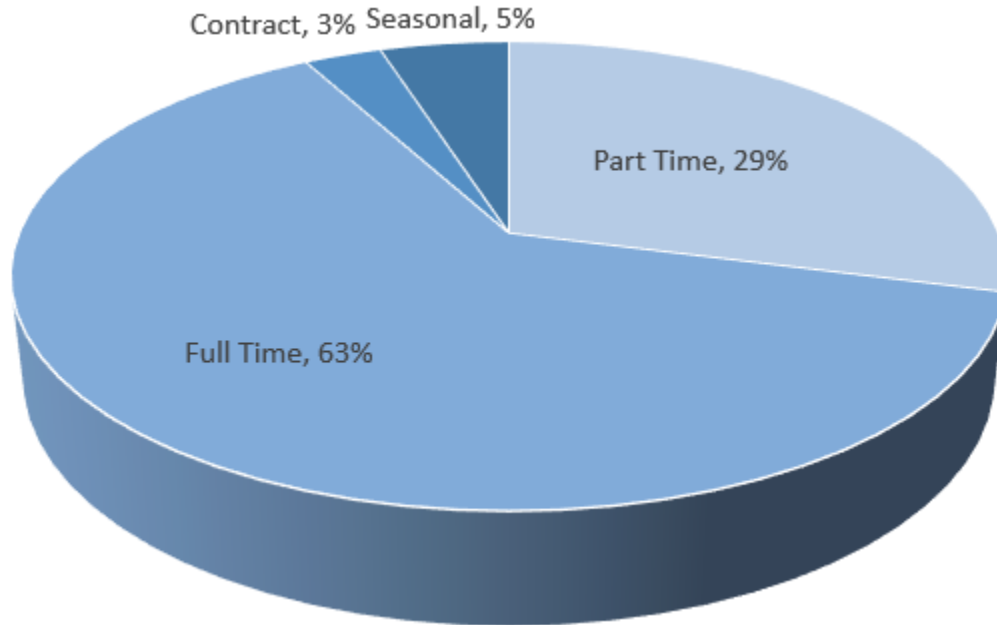
This year has shown a leveling out trend that could be indicative of the greater sample size. Previously, there were greater variances between the three categories, and this year, there is much less of a difference.

The largest percentage of employees were reported in the 25-54 (or “core working age” group) with 43% (down from 67% in last year’s responses). Under 25 years of age accounted for 24% of employees (up from 11% last year), while those 55 and over represented 33% of the workforce (up from 22% last year).

## EMPLOYMENT STATUS:

Employers were asked to estimate what percentage of their workforce fell into the following categories: Full Time (35+ hours per week, full year); Part Time (less than 35 hours per week, full year); Contract (has a definitive end-date); and Seasonal (short term and temporary).

### JOB STATUS OF EMPLOYEES



Graph 3: Job status of current employees, 2017

The majority of workers were reported as follows:

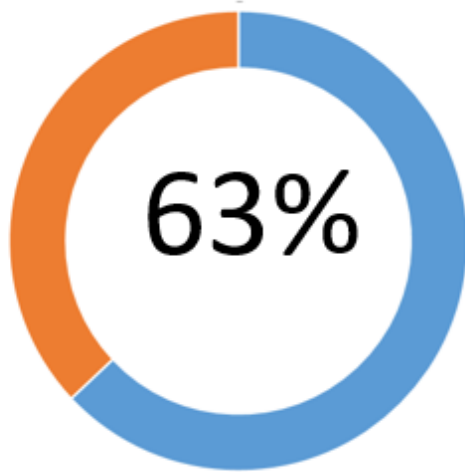
### EMPLOYEE STATUS WITH CHANGES, 2016/2017

STATUS	2016	2017	Change
Full Time	69%	63%	-6%
Part Time	26%	29%	+3%
Contract	2%	3%	+1%
Seasonal	3%	5%	+2%

Table 5, Employee status with changes by %, 2016/17

The increase reported in seasonal work could be representative of the increased responses received in sectors that traditionally rely more heavily on seasonal workers, such as agriculture, forestry, fishing, and hunting, but is likely attributed to a greater sample size that provides a look into other sectors.

## SEPARATIONS:



of respondents reported a staffing loss in 2017 for a total of

**2231 separations**

*OF NOTE:* In 2016, 70% of respondents reported experiencing separations in the amount of 1,638

### REASONS FOR SEPARATIONS IN 2016 & 2017

	2016	2017
Quit/Dismissal	909	1630
Retirement	199	145
Lay-off	530	456
<b>TOTAL</b>	<b>1638</b>	<b>2231</b>

Table 6: Reasons for Separations in 2016 and 2017

Responses showed an increase of separations in the quits/dismissals category in 2017, but fewer retirements and layoffs were reported last year.

It is also interesting to review the separations by sector to get a more detailed view of what they were experiencing in 2017.

## REASONS FOR SEPARATIONS BY SECTOR, 2017

SECTOR	Retirements	Quit/Dismissal	Layoff
Agriculture, forestry, fishing and hunting	2%	26%	72%
Construction	0%	83%	17%
Manufacturing	10%	90%	0%
Wholesale trade	50%	50%	0%
Retail Trade	5%	93%	2%
Transportation and warehousing	0%	100%	0%
Information and cultural industries	0%	100%	0%
Finance and insurance	13%	87%	0%
Real estate and rental and leasing	0%	100%	0%
Professional, scientific and technical services	9%	87%	4%
Educational Services	76%	24%	0%
Healthcare and Social assistance	15%	75%	10%
Arts, Entertainment and Recreation	0%	9%	91%
Accommodation and Food Services	4%	82%	14%
Other Services (except public administration)	2%	98%	0%
Public administration	28%	65%	7%

Table 7: Reasons for Separations by sector, 2017

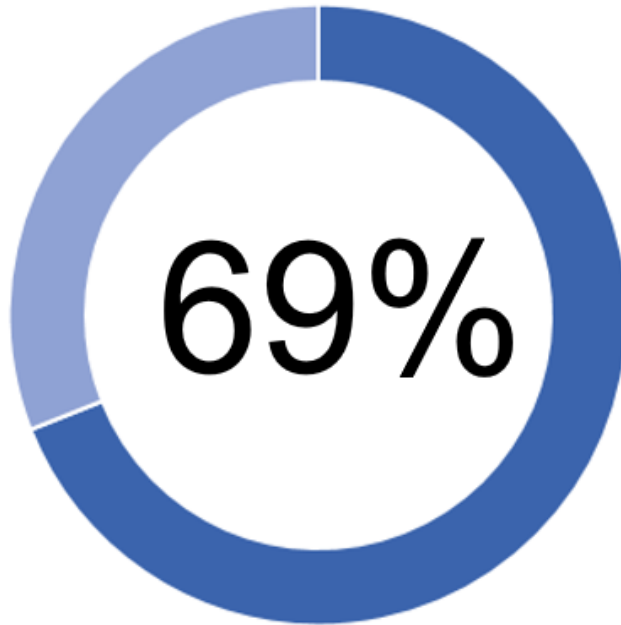
Lay offs comprise the largest percentage of reported reasons behind separations for the Agriculture, forestry, fishing and hunting (72%) and Arts, Entertainment and Recreation (91%) sectors. This seems to follow the seasonal nature of this type of employment.

Respondents from the Educational Services sector report 76% of their separations last year were attributed to retirements, which may speak to the aging workforce in that sector.

The large percentage of employers who reported 'quits and dismissals' as the main reason for separations in 2017 indicates that the majority of separations were employees leaving employment for a variety of reasons. They could have been at the employees' discretion (ie, leaving for a job elsewhere or because of a relationship breakdown between the employee and company).

It was determined that this broad category does not provide the full story. Next year's survey will break the categories out and ask for 'quits and dismissals' to be reported separately.

## RECENT HIRES:



of organizations in CK hired new employees in 2017 for a total of **2189** new hires

NUMBER OF HIRES BY JOB STATUS, 2016/17

	2016	2017
Full Time	869	1252
Part-Time	491	450
Contract	196	132
Seasonal	286	355
<b>TOTAL</b>	<b>1842</b>	<b>2189</b>

Table 8: Number of hires by job status, 2016/17

**269** of these new hires were recent post-secondary graduates

**58** of these new hires were newcomers to Chatham-Kent.

The chart that follows identifies job status by sector in the new hires of 2017:

### HIRES BY JOB STATUS BY SECTOR, 2017

Sector	Full Time	Part Time	Contract	Seasonal
Agriculture, forestry, fishing and hunting	32%	2%	4%	62%
Utilities	100%			
Construction	98%	2%		
Manufacturing	98%	0.5%	1.5%	
Wholesale trade	100%			
Retail Trade	9%	83%	2%	6%
Transportation and warehousing	100%			
Information and cultural industries			100%	
Finance and insurance	26%	32%	42%	
Real estate and rental and leasing	100%			
Professional, scientific and technical services	53%	30%	17%	
Educational Services	33%	2%	65%	
Healthcare and Social Assistance	21%	75%	4%	
Arts, Entertainment and Recreation	19%	32%	2%	47%
Accommodation and Food Services	44%	41%		15%
Other Services (except public administration)	90%	10%		
Public administration	22%	42%	26%	10%

Table 9: Hires by Job Status by Sector, 2017

The most prominent status in each sector has been highlighted green. Over half of all sectors (9/16 with responses) reported that their hires were mainly full time. Reported full time hires are important to Chatham-Kent's economic health.

Major variances were found in Retail Trade and Health Care and Social Assistance sectors that report the majority of their hires were part time. Part time employment, which can include rotating shifts, short hours, on call shifts, and lack of benefits could be contributing factors to some of the staffing challenges experienced in this sector, specifically in the area of senior care.

Agriculture, Forestry, Fishing and Hunting and Arts, Entertainment, and Recreation sectors reported the majority of their hires were classified as seasonal, which is in line with the nature of work represented in these sectors.

## EDUCATION LEVELS WHEN HIRING:

Employers were asked about the preferred level of education required for a new hire.

The majority of employers reported looking for a 'High School Diploma or Equivalent' or a 'College Diploma' as the preferred level of education.

### PREFERRED LEVELS OF EDUCATION IN NEW HIRES, 2017

EDUCATION LEVEL	PERCENTAGE
High School Diploma or Equivalent	38%
College Diploma	30%
Trade Certificate	12%
Undergraduate Degree	10%
Professional Accreditation or Graduate	10%

Table 10: Preferred levels of education in new hires, 2017

Please note that an option of 'less than a high school diploma' was not offered in the original creation of the survey. This option will be included in the future surveys to provide a full range of options for employer consideration. In this survey, it is possible that 'less than high school' numbers are being captured under 'high school or equivalent'.

Responses were broken down into job categories, which provided a more detailed look at the educational requirements. The top two educational levels are included for each category.

### PREFERRED LEVELS OF EDUCATION IN NEW HIRES BY JOB CATEGORY, 2017

CATEGORY	EDUCATIONAL REQUIREMENT	PERCENTAGE
General Labour Positions	<ul style="list-style-type: none"> <li>High School Diploma or Equivalent</li> <li>College Diploma</li> </ul>	85% 13%
Skilled Labour Positions	<ul style="list-style-type: none"> <li>Trade Certificate</li> <li>College Diploma</li> </ul>	55% 33%
Management Positions	<ul style="list-style-type: none"> <li>College Diploma</li> <li>Undergraduate Degree</li> </ul>	59% 30%
Professional Positions	<ul style="list-style-type: none"> <li>College Diploma</li> <li>Professional Accreditation or Graduate</li> </ul>	42% 35%
Seasonal Positions	<ul style="list-style-type: none"> <li>High School Diploma or Equivalent</li> <li>College Diploma</li> </ul>	89% 9%
Administrative Positions	<ul style="list-style-type: none"> <li>College Diploma</li> <li>High School Diploma or Equivalent</li> </ul>	65% 26%
Non-Technical Positions	<ul style="list-style-type: none"> <li>High School Diploma or Equivalent</li> <li>College Diploma</li> </ul>	74% 24%

Table 11: Preferred levels of education in new hires by sector, 2017

For general labour and non-technical positions, a large percentage of employers reported they were more likely to accept a 'High School Diploma or Equivalent' certification when filling a vacancy.

College diplomas were identified as either a first or a second choice for every category while Management and Professional positions looked for Undergraduate Degree and Professional Accreditation or Graduates, respectively.

Chatham-Kent's educational attainment rates continue to improve. According to the 2016 Census, 24% of Chatham-Kent's population report having "no certificate, diploma, or degree" (down from 27% in 2011 NHS); and 30% report a "high school diploma or equivalent" as their highest level of education obtained (compared to 31% in the 2011 NHS). It should be noted that based on the employers' responses above, up to 54% of the workforce in Chatham-Kent may not have the educational requirements that employers are seeking.

## RECRUITMENT METHODS:

Employers were asked about how they recruit for open positions. Their responses are as follows:

### MOST COMMONLY USED RECRUITMENT METHODS WHEN HIRING, 2017

Word of mouth/personal contacts/referrals/informal networks	78%
Online job boards/postings	64%
Social Media	47%
Company's own internet site	42%
Government employment centres or websites	28%
Unsolicited resumes	26%
On-site job signs or posters	22%
Newspaper ads	19%
Non-government or community employment service centres or websites	14%
On-site recruitment at schools, colleges, or universities	14%
Job fairs	10%
Trade or professional association publications/sites	10%
Executive search companies or temporary help agencies	9%
Other (please specify)	2%

Table 12: Most commonly used recruitment methods when hiring, 2017

Word of mouth has consistently been the top response for the four years of data collection in the survey. Reports of using electronic means including social media and online sites have continued to grow.

The following chart looks at sectors and how they recruit. Many respondents in a majority of sectors reported recruiting locally and provincially. Very few sectors reported looking nationally for workers when recruiting, and even fewer reported looking internationally.



This may represent an untapped market for sectors who report hard to fill positions. The board will continue to work with the Municipality’s Resident Attraction and Retention division to look at ways to promote this recruitment option to employers.

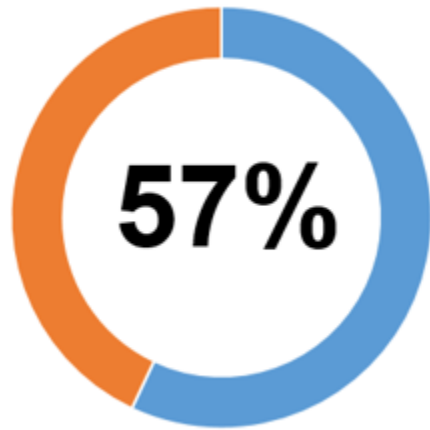
CKWPB will also share information on local support programs for hiring managers with employers.

### AREAS OF RECRUITMENT WHEN HIRING, 2017

	LOCAL	PROVINCIAL	NATIONAL	INTERNATIONAL
All Sectors	94%	27%	8%	3%
Agriculture, forestry, fishing and hunting	89%	44%	19%	11%
Construction	100%	25%	6%	
Manufacturing	89%	33%	11%	7%
Wholesale trade	100%			
Retail Trade	100%	8%		
Transportation and warehousing	100%			
Information and cultural industries	100%	100%		
Management of companies and enterprises	100%	100%		
Real estate and rental and leasing	100%	25%		
Professional, scientific and technical services	94%	59%	18%	
Educational Services	100%	13%		
Healthcare and social assistance	95%	21%	5%	
Utilities	100%	71%	29%	14%
Arts, Entertainment and Recreation	100%	11%		
Accommodation and Food Services	100%	11%		
Other Services (except public administration)	86%	17%	10%	
Public administration	50%	50%	17%	

Table 13: Areas of recruitment when hiring, 2017

## HARD TO FILL POSITIONS:



of organizations in CK reported a hard time **filling positions** in 2017

This year's survey results show that 143 organizations (up from 73 last year) reported hard to fill positions. The survey identified 115 unique positions that were challenging to fill.

Organizations reported that they were unable to fill positions because

1. they did not get enough applicants;
2. the applicants who applied lacked soft skills qualifications; and
3. the applications received lacked educational or credential qualifications.

### Top 3 reasons...



Not enough applicants



Lack of motivation, attitude or interpersonal skills



Lack of qualifications (education level/credentials)

As mentioned, the survey respondents identified 115 positions they classified as hard to fill. These responses were divided out by sector to get a better understanding of the specific skills needed (please see appendix A for detailed list of individual hard to fill positions by sector).

Respondents reported that there were a variety of hard to fill positions in the 2017 calendar year. The number one reason given was that there were not enough applicants. In October 2017, the CKWPB will be hosting their second annual CK Works! Job Fair, which will expand on

the 24 employers who participated last year, with a goal to bring in an active job seeking pool larger than the 460 attendees last year. Representatives from the education sector and employment agencies will also be on site to share programming information to promote increased skills development and educational attainment to job seekers.

## TOP IN DEMAND JOB SKILLS:

### TOP IN DEMAND JOB SKILLS, 2017

Work ethic, dedication, dependability	81%
Self-motivated/ability to work with little or no supervision	69%
Teamwork/interpersonal	57%
Communication (both oral and written)	51%
Willingness to learn	46%
Customer service	42%
Problem solving, reasoning, creativity	35%
Technical	27%
Professionalism	22%
Time management or organizational	19%
Computer literacy	15%
Other (please specify)	7%
Analytical/research	1%

Table 14: Top in demand job skills, 2017

The top five in demand job skills in Chatham Kent in 2017 are highlighted in yellow.

For the last three years of data collection from the survey, the responses have not differed significantly. This year, however responses indicate that there has been some movement in the list, with “willingness to learn” ranking slightly higher than customer service; problem solving, reasoning, creativity; and technical skills.

The CKWPB and the Employment Resource Centres will continue to work with employers, educational institutions and community partners to deliver the “Bring Your A-Game to Work” soft skills training program to youth and adult jobseekers.

## PLANNED HIRES:



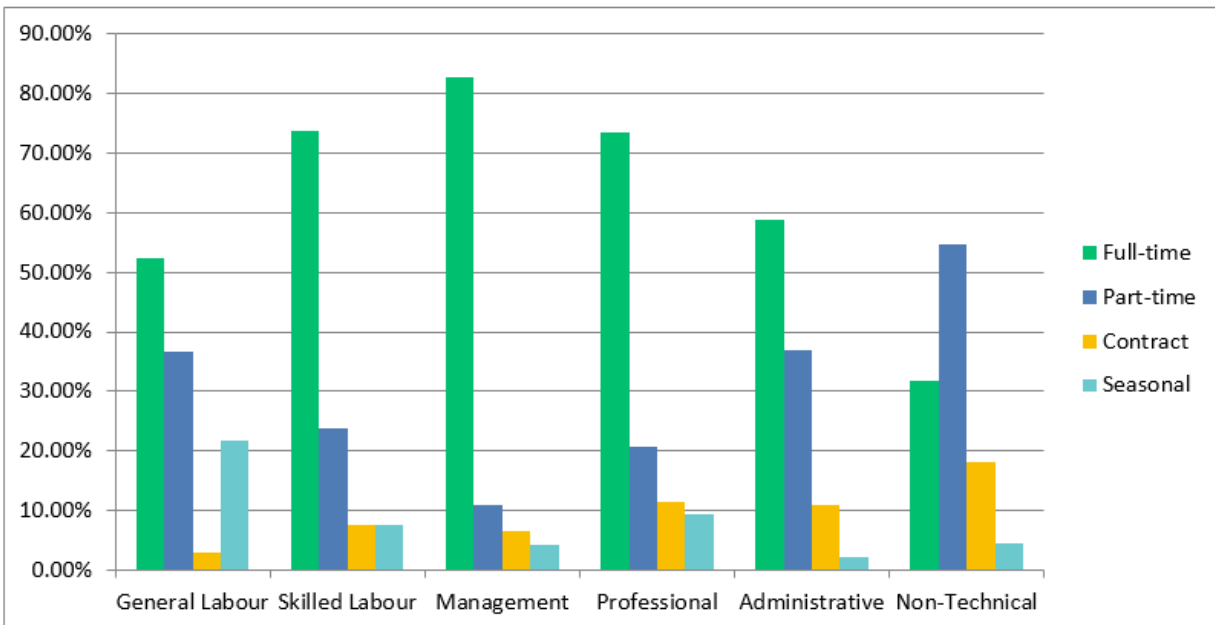
**71%** of organizations in CK plan to hire in **2018**

For a combined total of **2068** anticipated hires in 2018

One hundred seventy eight (178) of the 251 respondents reported they plan to hire in 2018, totalling 2,068 positions (up from 1036 anticipated hires by 120 companies last year). This indicates that there continues to be movement in these businesses.

The chart following represents the anticipated planned hires by job category and status. A majority of planned hires fall in the full time category.

ANTICIPATED HIRES BY JOB CATEGORY, 2017



Graph 4: Anticipated hires by job category, 2017

Looking at planned hires by sector helps to identify some possible growth opportunities in Chatham-Kent.

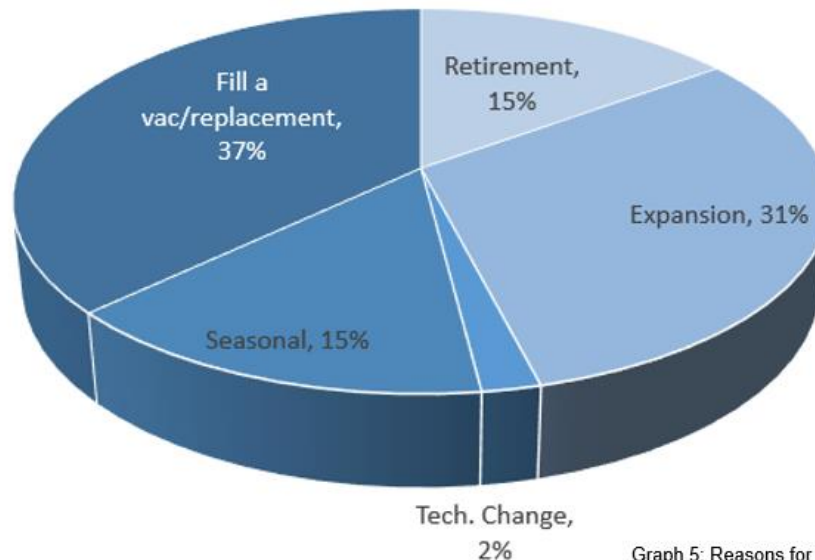
PLAN TO HIRE BY SECTOR, 2017

Sector	# ant. hires
Accommodation and Food Services	118
Agriculture, forestry, fishing and hunting	327
Arts, Entertainment and Recreation	48
Construction	57
Educational Services	26
Finance and insurance	19
Healthcare and social assistance	197
Manufacturing	178
Other Services (except public administration)	616
Professional, scientific and technical services	41
Public Administration	223
Real estate and rental and leasing	6
Retail Trade	119
Transportation and warehousing	8
Utilities	58
Wholesale trade	5

Table 15: Planned hires by sector, 2017

The reasons that employers report they are planning to hire in 2018 tells another part of the story.

REASONS CK EMPLOYERS ARE PLANNING TO HIRE, 2017



Graph 5: Reasons for hires, 2017

Employers reported that overall, filling a vacancy /replacing an employee was the main reason they were anticipating hiring in 2018. Generally, this is seen neither growth nor loss, but more of a “maintaining” trend in their businesses.

When looking at the job category breakdowns, filling a vacancy/replacing an employee is still the most prominent response. Bolded numbers in the chart below indicate the top reason identified by respondents in each category.

### REASONS FOR PLANNED HIRES BY JOB CATEGORY, 2017

	Retirements	Expansion	Tech. Change	Seasonal	Fill a Vacancy/ Replacement
General Labour	11%	30%	1%	29%	<b>53%</b>
Skilled Labour	18%	<b>41%</b>	5%	13%	<b>41%</b>
Management	<b>30%</b>	41%	2%	7%	<b>30%</b>
Seasonal	5%	18%	0%	<b>45%</b>	36%
Professional	22%	<b>51%</b>	2%	12%	29%
Administrative	24%	37%	4%	9%	<b>43%</b>
Non-Technical	5%	37%	0%	21%	<b>53%</b>

Table 16: Reasons for planned hires, 2017

Filling a vacancy or finding a replacement for an open position make up the majority of reasons for planned hires. This can be challenging for companies as they may have to focus on maintaining employee levels instead of putting efforts into other areas such as sales, expansion, staff training or succession planning for upcoming retirements.

The Management, Professional, and Administrative categories all show upcoming retirements as strong reasons for planned hires in 2017. With Chatham Kent's aging population, succession planning is becoming more and more important. The CKWPB will be looking at what is happening in Chatham Kent businesses related to succession planning in 2018.

By sector, the reasons for planned hires is a bit more telling:

## REASON FOR HIRE BY SECTOR, 2017

	REASON FOR PLAN TO HIRE
Agriculture, forestry, fishing and hunting	Fill vacancy/replacement
Construction	Expansion
Manufacturing	Expansion
Wholesale trade	Retirement
Retail Trade	Fill vacancy/replacement
Transportation and warehousing	Expansion
Management of companies and enterprises	Fill vacancy/replacement
Real estate and rental and leasing	Retirement and Expansion
Professional, scientific and technical services	Expansion
Educational Services	Fill vacancy/replacement
Healthcare and social assistance	Fill vacancy/replacement
Utilities	Fill vacancy/replacement
Arts, Entertainment and Recreation	Seasonal
Accommodation and Food Services	Fill vacancy/replacement
Other Services (except public administration)	Expansion
Public administration	Retirement

Table 17: Reason for Hire by sector, 2017

The Construction; Manufacturing; Transportation and Warehousing; Real Estate and Rental and Leasing; Professional, Scientific and Technical Services' as well as Other Services (except public administration) sectors all report "expansion" as the main reason for planning to hire this year, which is encouraging for CK's job seekers.

## SUMMARY:

- EmployerOne survey response rates are approaching the statistically relevant value of 12%. The response rate in 2016's data collection was 6%, and 2017 represented 9%.
- Employers report that the majority of their positions are classified as full time (35+ hours a week).
- Employers reported a total of 2,231 separations and 2,189 new hires. Overall, these employers did not experience any growth, but worked to maintain their workforce levels.
- Education is important to employers. When asked about preferred education levels when hiring, 38% of employers reported that they require at least high school levels. Those requirements (and/or preferences) vary when looking at job categories.
- Word of mouth continues to be reported as the most common way employers recruit for open positions.
- One hundred forty three (143) employers reported experiencing hard to fill positions in 2017 with 115 unique positions.
- One hundred seventy eight (178) employers reported that they plan to hire in 2018 for 2,068 positions.

# HOW DID WE DO?

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CKWPB is committed to ongoing research to enhance local labour market planning in the Chatham-Kent region.

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APPENDIX A

HARD TO FILL POSITIONS BY SECTOR, 2017

Manufacturing	Retail Trade	Health Care	Other Services
Accounting	310S Mechanic	Casual Support Workers	Automotive Apprentices
Administration	Administrative assistant	Certified Orthoptist	Automotive Mechanics
Business Analyst	Autobody level 1	Chef	Certified Service technicians
Customer Service	Autobody level 2	Child and Family Well-Being	Child Management
Designer	Autobody tech	Chiropodist	Collision Repair/ Body Person
Electrical Engineer	Body Shop technician	Construction supervisor	Contact Centre Agent
Electrician	CNC operator	Cook	Customer Service Representatives
Equipment installers	Counter associate	Cook* skilled trade	Direct Support Professionals
Fitters	Delivery Associate	LCQC	Director of Corporate Services
General labour	Designer	Dental Assistant	Early child educators (registered)
General operators	Drivers	Dietary Aide	Esthetician
HR Generalist	Fabricator	Dining Services Manager	IPTV Product Architect
Inventory Analyst	Full time sales rep	Director Planning	IPTV Specialist
Lathe Operator	general labour	Fundraising Coordinator	Nail Technician
Lead Maintenance	Grocery Manager	Health Promoter	Operation Manager
Machine Builder	industry specific	Management	Parent Coach
Machinists	Meat cutter	Nurse Practitioner	Photographer
Maintenance Apprentices	Mechanic	Occupational Nurse	Service Writers
Engineering	Mechanic / Technician	Occupational Therapist	Sewage Cleaner
Marine Engineers	Midnight part time stock crew	Personal Support Worker	Supervisor
Mechanical Designer	Office/Cashier	Physiotherapist	Technical Support Representatives
Millwrights	part time employee	Project Manager	Tesl Ontario certified instructors
Operator	Parts Pro	Registered Nurse	
Painter	Produce Clerk	Registered Practical Nurse	
Pipe fitters	Recycler	Respiratory Therapy	
Production Supervisor	sales delivery driver		
Programmer	Seasonal General Labour		
Purchaser	Team Lead		
Quality Control	technical		
Shift Supervisor	Templator		
Site Manager			
Skilled Labour			
Technical Supervisor			
Welders			

Agriculture, forestry and fishing	Professional	Construction	Accommodation and food service
Accountant	Administration Clerk	Carpenter	Banquet Server
Accounting Clerk	Clerk	Electrician	Cashier/counter person
Apprentice	Bookkeeper	Gas Fitter	Chef
Millwright	Controls Electrician	Technicians	Closer
Construction Supervisor	Controls Technologist - Intermediate	General Labourer	Cook
Construction Labour	Electronics Technician	Heavy Equipment Operator	Cooks assistant
Filleters	Engineering positions	Insulation Installer	Customer Service
Fishermen	Funeral Director Assistant	Manager	Drive Thru
Food Safety	In Home Support Intermediate architect	Millwrights	General cleanup
General Labour	Intermediate civil engineer	Refrigeration technicians	General Labourer
Greenhouse workers	Municipal Drainage Engineers	Sheet Metal Technicians	Janitor
Harvester	NLP Engineer	Shop Assembly Labour	Kitchen Help
Machinery Sales	Professional accountant	Sidewalk Cutter	Management
Machinery Operator/Sprayer	Purchasing	Skilled Labour	Opener
Management	Quality Assurance Manager	Skilled Workers	Room Attendant
Millwright	SEO Specialist	Tradesmen	
Operations Manager (Manitoba Facility)	Skilled Technician	Welders	
Pepper Labour	Strategic Sourcing Specialists		
Sales	Structural Engineers		
Representative (Ontario)	Web Developer		
Science			
Skilled Trade (Truck Driver)			
Tobacco Labour			
Truck Driver			
Yard Co-ordinator			

Arts	Public admin	Finance and insurance	Transportation and warehousing
Advertising Sales Representatives Broadcast Technician Kitchen Staff Level 1 recreational Coach Level 2 Competitive Coach Line Cooks Marketing On Air Talent Purchasers Product Management Sr. Marketing Wait staff	Arts Assistant position but included cleaning Building Inspector Culture Education Manager Financial Analyst IT Service Technician Maintenance Worker	Advisor role Customer Representative Customer Service Financial Advisor Insurance Adjuster Sales Advisors	310T Maintenance Technician AZ Driver Operators General Labour Motor coach Driver

Whole Sale Trade	Utilities	Real Estate	Educational Services
Account Manager Delivery Driver	New Technology Business Development Manager Manager Technical Field positions (Welders, Operators)	Bookkeeper Sales Representatives	Cooks Early Childhood Educators



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