



**Australian Government**  
**Department of Employment,  
Skills, Small and Family Business**

# Survey of Employers' Recruitment Experiences

## 2018 Data Report

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The document must be attributed as the *Survey of Employers’ Recruitment Experiences: 2018 Data Report*.

# Contents

About the survey	4
Summary of results	4
Technical notes	4
Recruitment activity	5
Employers' recruitment activity	5
Changes in staffing levels	6
Recruitment experiences	6
Numbers of applicants per advertised vacancy	6
Recruitment and retention difficulties	8
Workplace experience	10
Recruitment methods	10
Future staffing expectations and concerns	11
Employers' future staffing expectations	11
Employers' single greatest concern for the next 12 months	12
Appendix – Data tables	14
Table 1: Respondent characteristics, 2017 and 2018	14
Table 2: Recruitment activity in the last 12 months by selected characteristics, 2017 and 2018	15
Table 3: Average number of applicants per vacancy advertised on the internet or newspaper by selected business characteristics, 2017 and 2018	16
Table 4: Proportion of employers that experienced recruitment and retention difficulty, 2017 and 2018	17
Table 5: Proportion of employers that required experience when recruiting by selected business characteristics, 2018	18
Table 6: Recruitment methods used in employers' most recent recruitment round as a proportion of vacancies, 2018	19
Table 7: Expected change in staffing levels in the next 12 months by selected business characteristics, 2017 and 2018	20
Table 8: Employers' single greatest concern for the next 12 months by selected business characteristics, 2018	21

## About the survey

The Department of Employment, Skills, Small and Family Business monitors recruitment conditions across Australia using the *Survey of Employers' Recruitment Experiences* (SERE). In 2018, around 14,000 employers covering all of Australia were surveyed to inform research about their local labour market.

The SERE assesses employers' recruitment experiences and future recruitment expectations. In particular, it investigates employers' most recent recruitment activity, the number of applicants who applied for any vacancies, and whether they had any difficulty recruiting or retaining staff. The SERE also aims to identify how job seekers can better connect with job opportunities, what employers are looking for when recruiting, and how job seekers can better meet the needs of employers and improve their employment prospects.

## Summary of results

Nationally, in 2018:

- 72 per cent of employers had recruited in the previous 12 months, up from 70 per cent in 2017
- 23 per cent of employers had increased staffing levels in the previous 12 months, 61 per cent of employers had remained the same and 16 per cent of employers had decreased staffing, similar to 2017
- 45 per cent of employers experienced recruitment difficulty in their most recent recruitment round, up from 38 per cent in 2017
- 13 per cent of employers experienced retention problems, up from 10 per cent in 2017
- there was an average of 19 applicants per vacancy advertised on the internet or newspaper, similar to 2017
- there was an increased proportion of vacancies advertised on recruitment sites and job boards, advertised on social media, and promoted through word of mouth.

Results by state and territory, region, industry and other employer characteristics are explored in more detail in the report.

## Technical notes

The SERE is a telephone administered survey with the business owner or other person in the business responsible for recruitment. Information on respondent characteristics is presented in **Table 1** in the Appendix.

All figures presented in this report have been weighted by location, industry and workplace size, according to the ABS *Counts of Australian Businesses* publication (cat. no. 8165.0). The weighted figures are intended to create nationally representative results by correcting for the oversampling of smaller regions compared to larger regions.

Data collected in the survey has been coded and reported according to the following classifications:

- Industry is defined by the Australian and New Zealand Standard Industrial Classification (ANZSIC) 2006, Version 2.0 (ABS cat. no. 1292.0)
- Occupation is defined by the Australian and New Zealand Standard Classification of Occupations (ANZSCO), 2013, Version 1.3 (ABS cat. no. 1220.0)
- Location is defined by the Australian Statistical Geography Standard (ASGS): Volume 5 - Remoteness Structure, July 2016 (ABS cat. no. 1270.0.55.005)

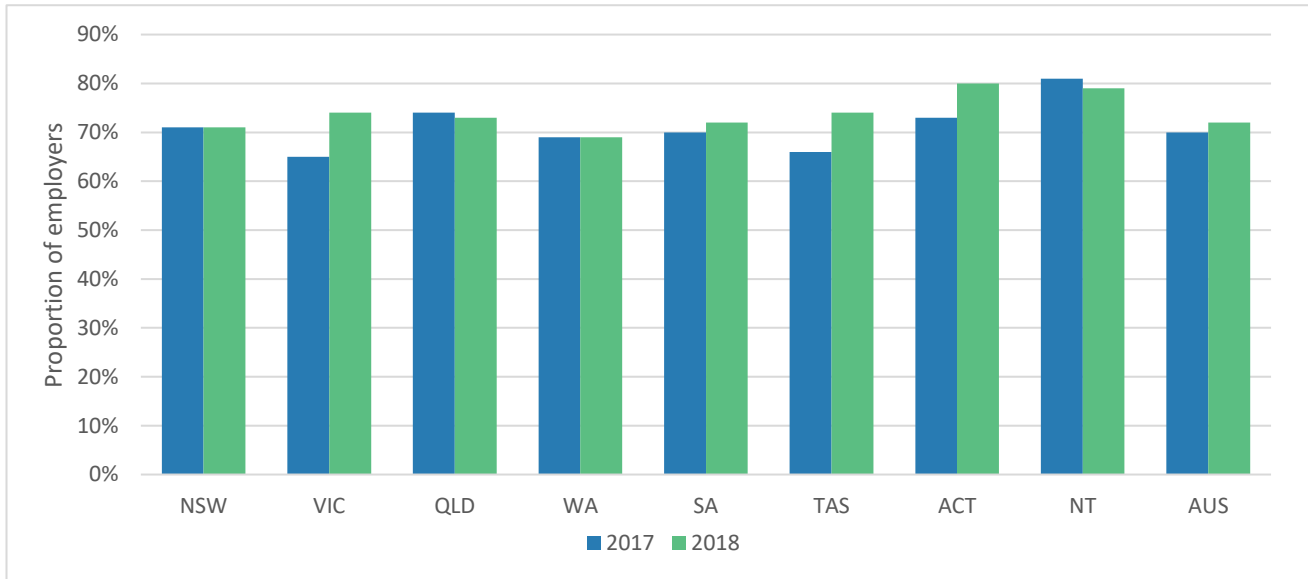
# Recruitment activity

## Employers' recruitment activity

As shown in **Figure 1**, in 2018:

- 72 per cent of employers had recruited in the previous 12 months, up from 70 per cent in 2017
- more employers in Victoria, Tasmania and the ACT recruited in 2018 than in 2017.

**Figure 1: Proportion of employers that had recruited in the previous 12 months, 2017 and 2018**



As shown in **Table 2** in the Appendix, in 2018:

- large employers were far more likely to have recruited in the last 12 months (98 per cent) than small employers (67 per cent)
- a large and increasing proportion of employers in the following industries recruited in the previous 12 months:
  - Accommodation and Food Services (85 per cent)
  - Financial and Insurance Services (81 per cent)
- a decreasing proportion of employers in the following industries recruited in the previous 12 months:
  - Professional, Scientific and Technical Services (64 per cent)
  - Wholesale Trade (64 per cent)
  - Agriculture, Forestry and Fishing (66 per cent)
  - Manufacturing (66 per cent)
- a large proportion of employers in remote and very remote areas recruited in the previous 12 months (81 per cent).

## Changes in staffing levels

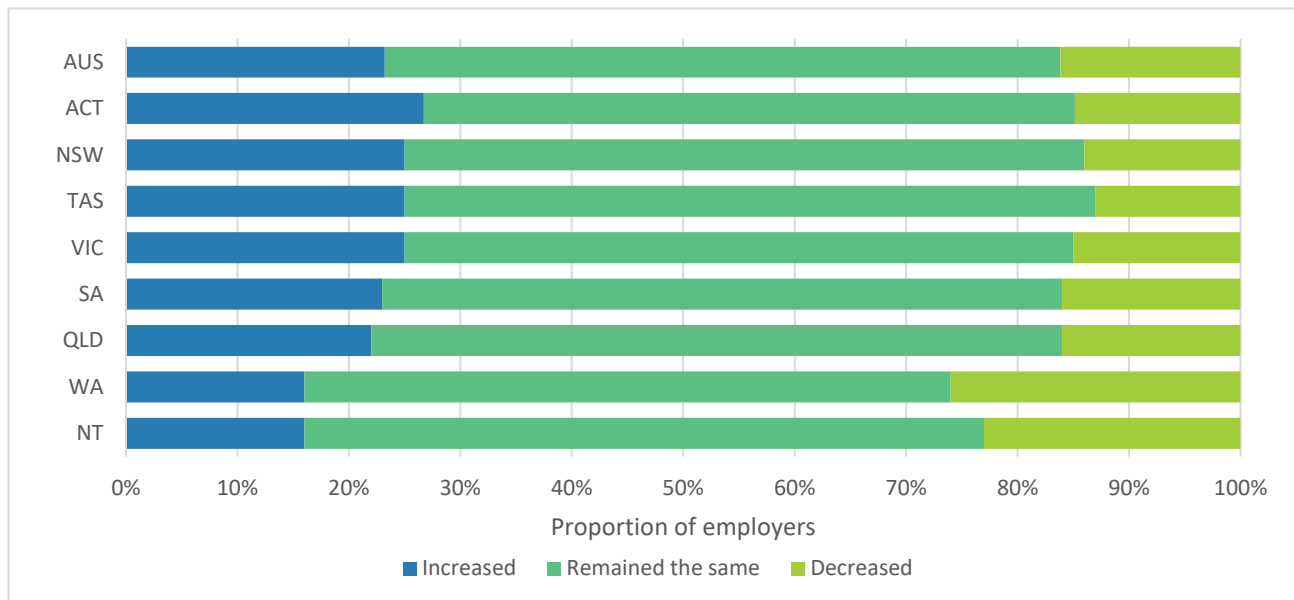
In 2018, just under a quarter (23 per cent) of employers had increased staffing levels in the previous 12 months, 60 per cent of employers had remained the same and 16 per cent of employers had decreased staffing. This was very similar to 2017.

As shown in **Figure 2**, in 2018:

- employers in the ACT, NSW, Tasmania and Victoria were more likely to have increased staff than employers in other states and territories, while
- employers in WA and the NT were more likely to have decreased staff than employers in other states and territories.

For further information on changes in staffing levels by business size, industry, state and territory and location, see **Table 2** in the Appendix.

**Figure 2: Change in staffing levels in the previous 12 months by state and territory, 2018**



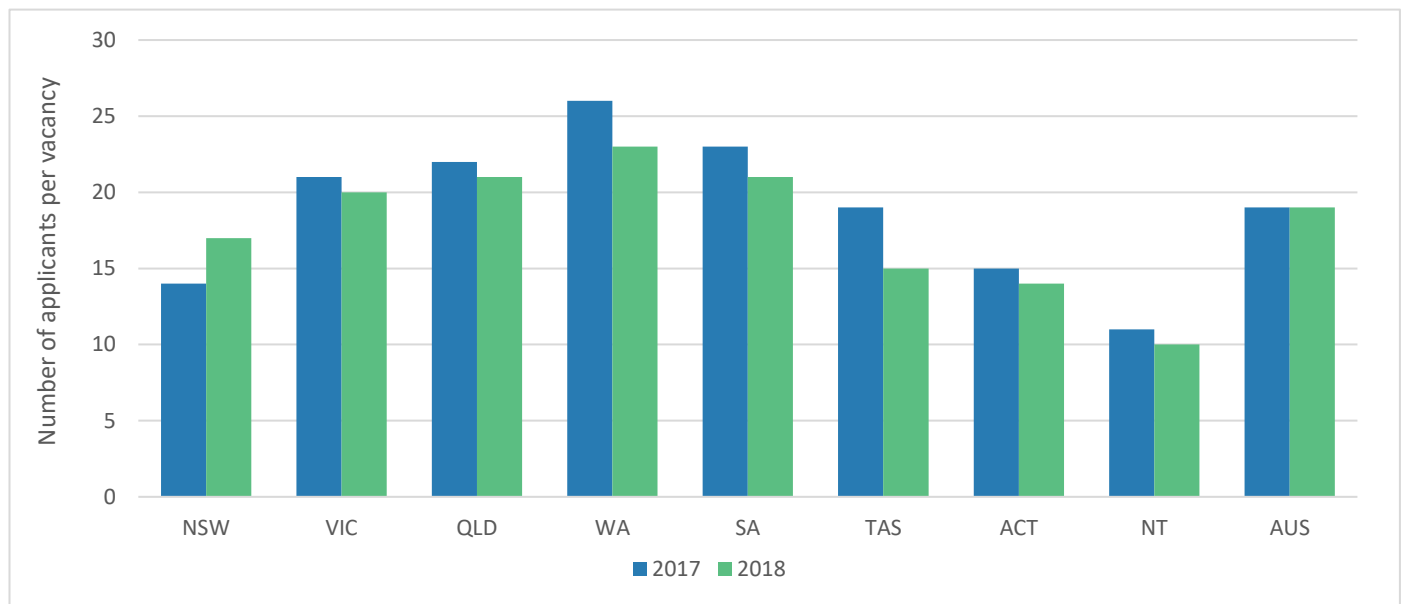
## Recruitment experiences

### Numbers of applicants per advertised vacancy

The average number of applicants per advertised vacancy can be used as a measure of the competitiveness of the labour market. As shown in **Figure 3**, employers across Australia had an average of 19 applicants per vacancy in their most recent recruitment round in 2018, similar to 2017. By state and territory:

- NSW was the only state to see an increase in the number of applicants per vacancy
- WA had the highest number of applicants per vacancy (23), followed by QLD and SA (21)
- the NT had the lowest number of applicants per vacancy (10), followed by the ACT (14).

**Figure 3: Average number of applicants per vacancy advertised on the internet or newspaper by state and territory, 2017 and 2018**

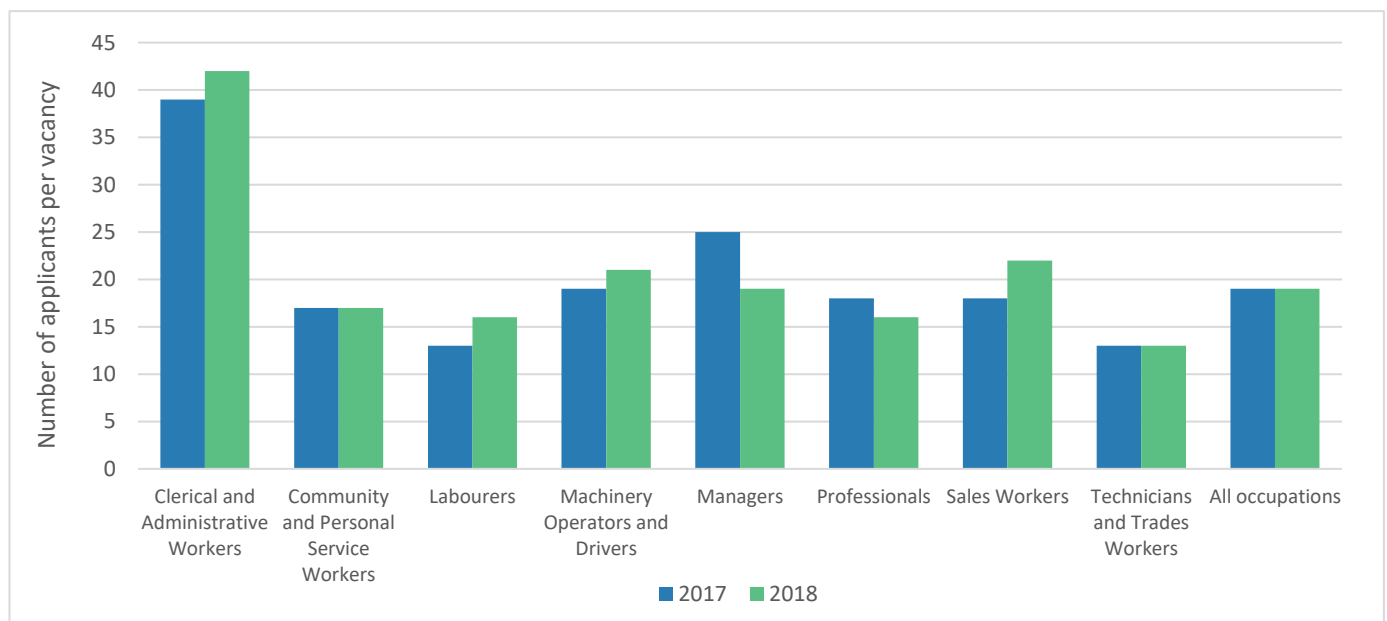


In terms of occupations, as shown in **Figure 4**:

- vacancies for Clerical and Administrative Workers attract by far the most applicants per vacancy, with an average of 42 in 2018 (more than double the national average)
- vacancies for Technicians and Trade Workers attract the least number of applicants per vacancy, with an average of 13 in 2018.

For further information on average numbers of applicants per vacancy by business size, occupation, state and territory and location, see **Table 3** in the Appendix.

**Figure 4: Average number of applicants per vacancy advertised on the internet or newspaper by occupation, 2017 and 2018**

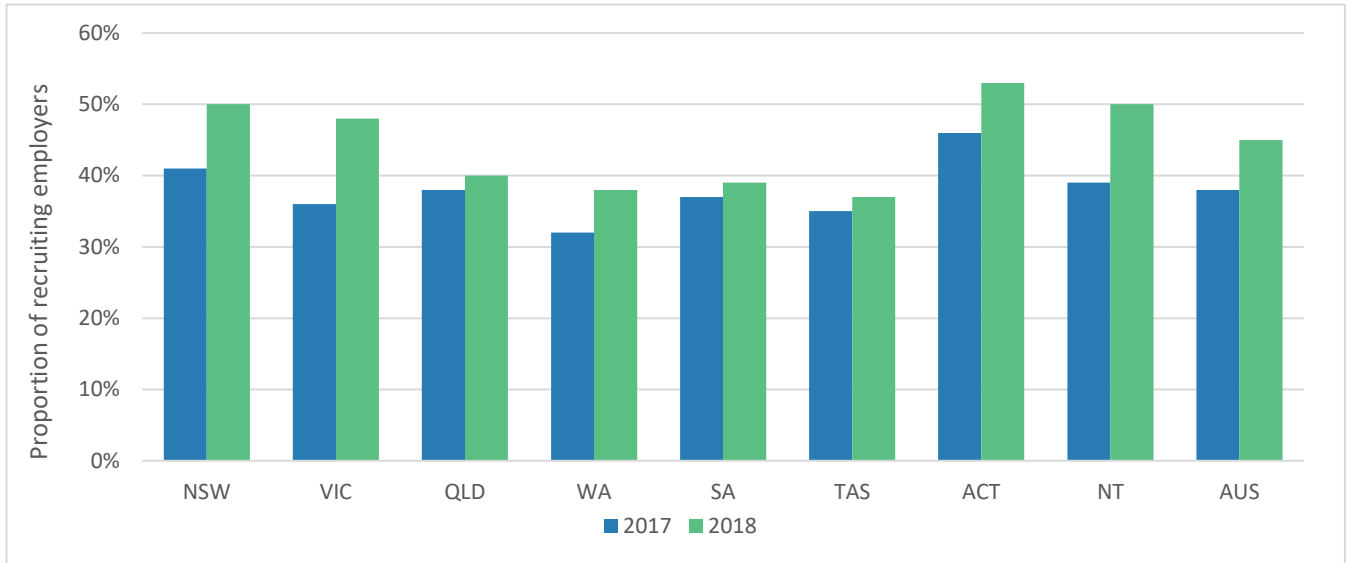


## Recruitment and retention difficulties

Nationally, the proportion of employers that experienced recruitment difficulty in their most recent recruitment round increased from 38 per cent in 2017 to 45 per cent in 2018. This reflected a growing proportion of employers experiencing recruitment difficulty in every state and territory (see **Figure 5**).

Generally in 2018, recruitment difficulty was lowest in the states with the highest number of applicants per vacancy (such as WA, SA and QLD) and highest in states and territories with the lowest number of applicants per vacancy (such as the ACT, NT and NSW).

**Figure 5: Proportion of employers that had recruitment difficulty by state and territory, 2017 and 2018**

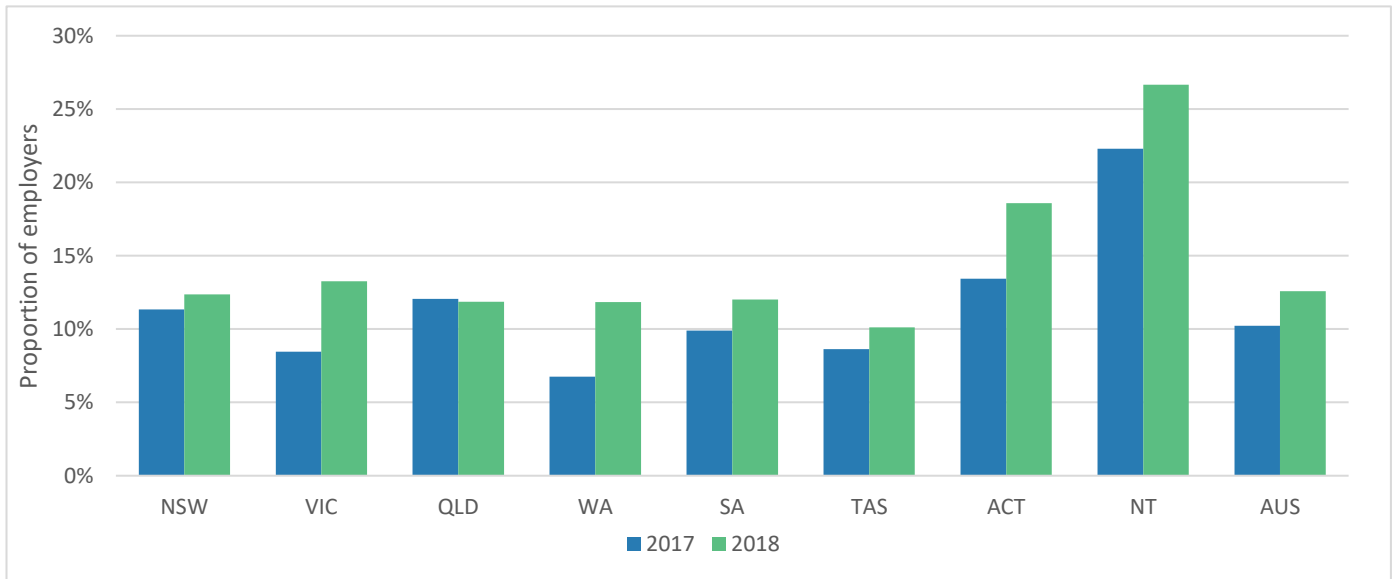


Nationally, the proportion of employers that had a staff retention problem in the previous 12 months was also up in 2018, increasing slightly from 10 per cent in 2017 to 13 per cent. As shown in **Figure 6**, this increase was reflected in all states and territories except QLD, where it was stable.

Generally, where retention problems are high, recruitment activity is also high, as employers need to regularly replace staff. For example, employers in the NT and ACT reported the highest levels of retention problems (see **Figure 6**) and the highest levels of recruitment activity (see **Figure 1**).

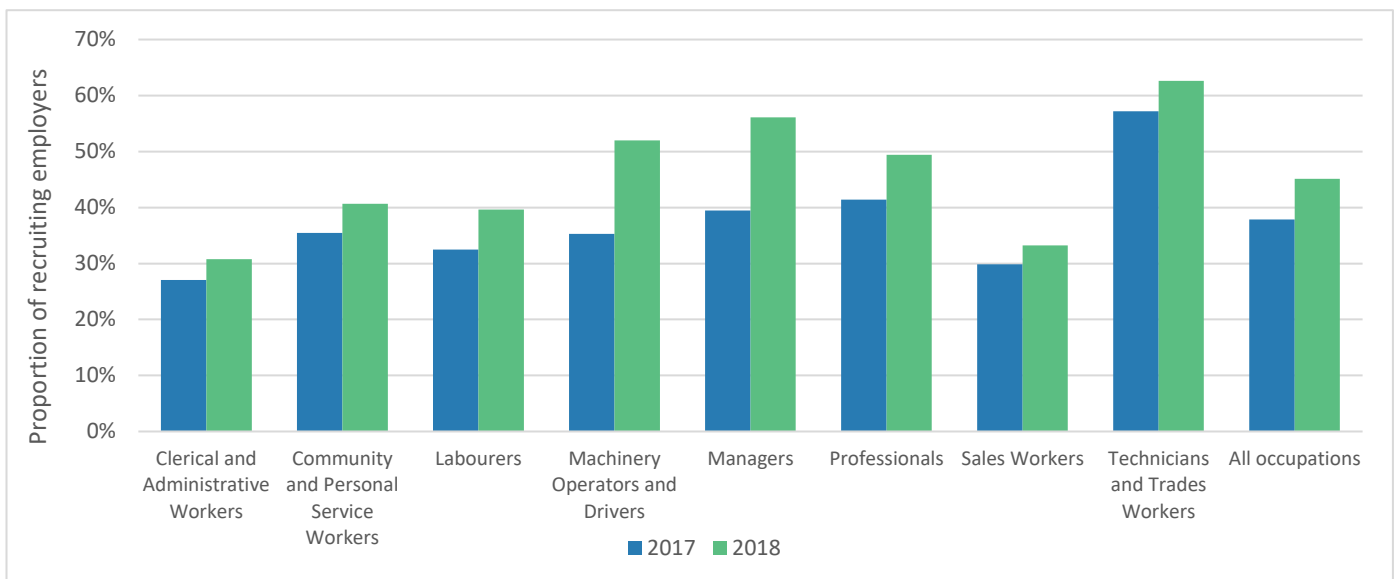


**Figure 6: Proportion of employers that had retention problems by state and territory, 2017 and 2018**



In 2018, the proportion of employers that had experienced recruitment difficulty increased for all occupation groups. Employers most commonly had difficulty recruiting for Technicians and Trades Workers, with 63 per cent reporting difficulty in their most recent recruitment round. Employers recruiting for Clerical and Administrative Workers and Sales Workers had the lowest proportions of recruitment difficulty, at 31 and 33 per cent respectively (see **Figure 7**).

**Figure 7: Proportion of employers that had recruitment difficulty by occupation, 2017 and 2018**



For further information on the proportion of employers that had recruitment and retention difficulties by business size, occupation and location, see **Table 4** in the Appendix.

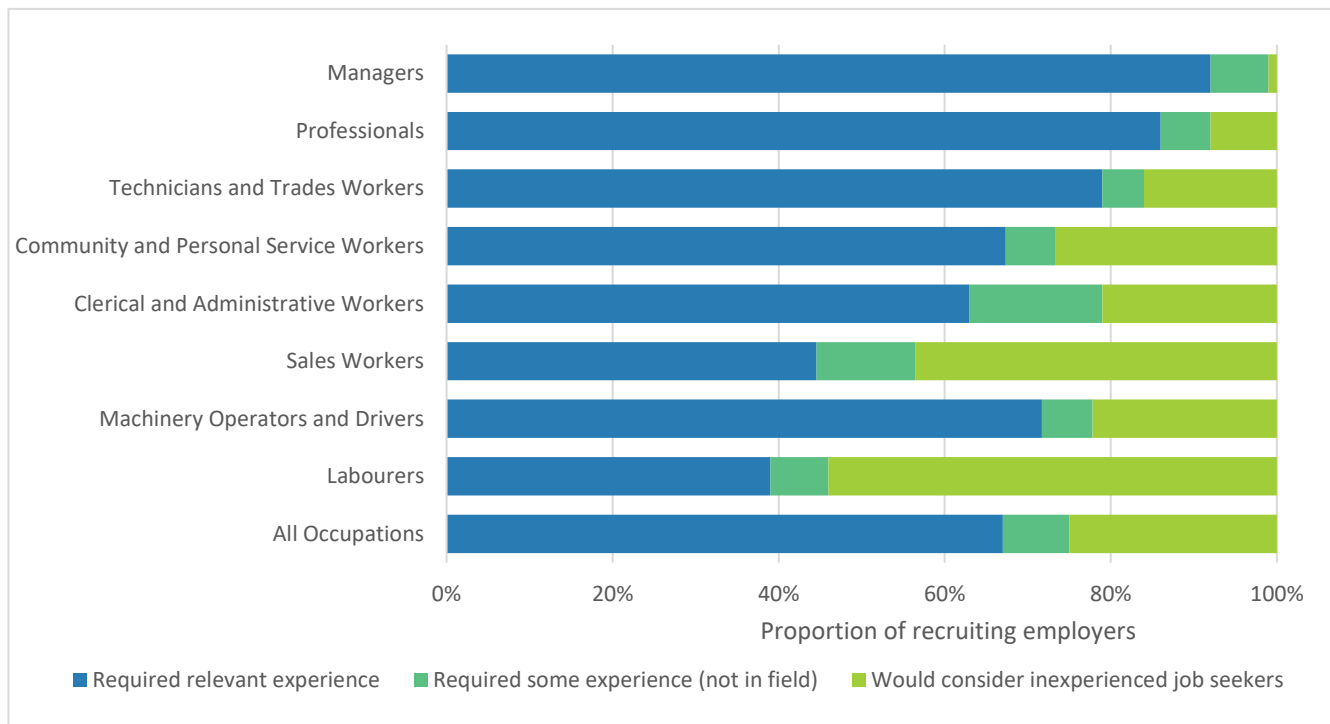
## Workplace experience

In 2018, around two-thirds (67 per cent) of employers required relevant experience for their most recent vacancies. A further eight per cent of employers required some level of experience but not necessarily in the same field, while a quarter of employers said they would consider inexperienced job seekers.

As shown in **Figure 8**, employers recruiting for Managers and Professionals are far more likely to require relevant experience from applicants than other occupations, while employers recruiting for Labourers and Sales Workers were far more likely to consider inexperienced job seekers.

For further information on employers' experience requirements by business size, industry, occupation, skill level and location, see **Table 5** in the Appendix.

**Figure 8: Proportion of employers that required experience when recruiting, by occupation, 2018**

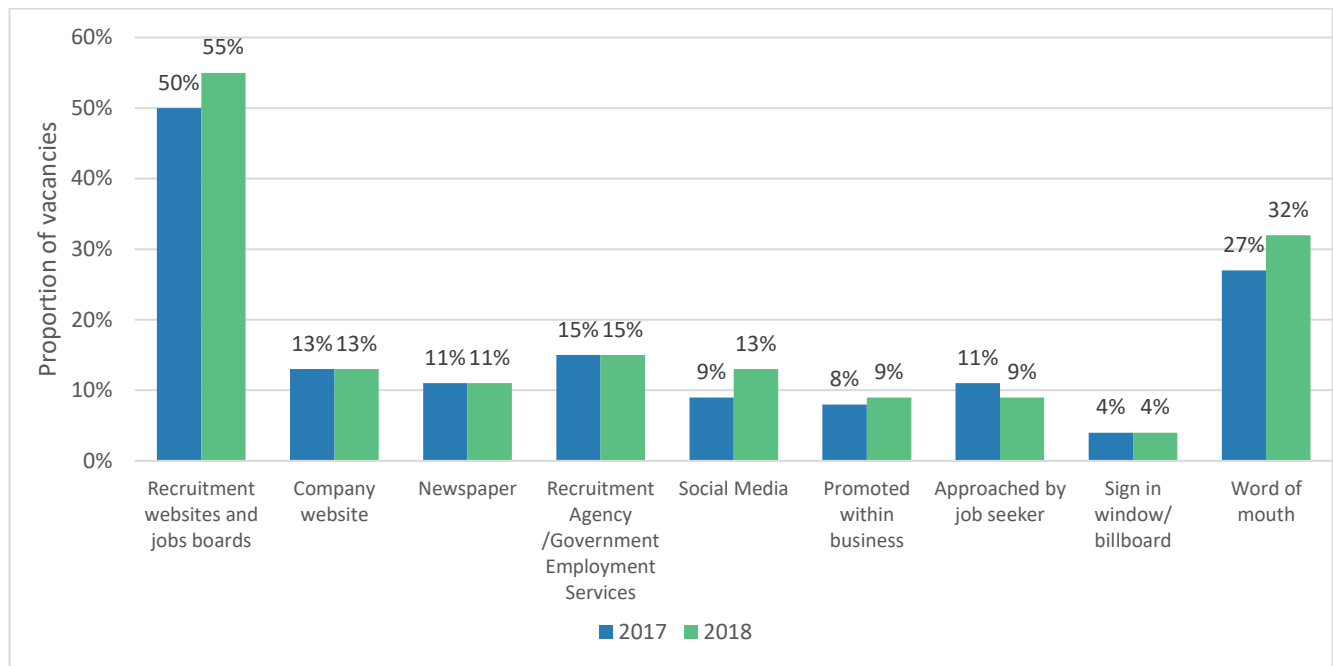


## Recruitment methods

The recruitment methods that employers use when attempting to fill vacancies are shown in **Figure 9**. In 2018, an increased proportion of vacancies were advertised on recruitment websites and job boards, advertised on social media, or promoted through word of mouth. Use of all other methods was similar in 2018 to 2017.

For further information on the recruitment methods used by employers by business size, occupation, skill level and location, see **Table 6** in the Appendix.

**Figure 9: Recruitment methods used in employers' most recent recruitment round as a proportion of vacancies, 2017 and 2018**



Notes: Figures reflect how employers advertise and recruit and do not take into account what role actions taken by other parties (such as recruitment agencies) may have played in promoting the vacancy. Employers may have reported using more than one recruitment method.

## Future staffing expectations and concerns

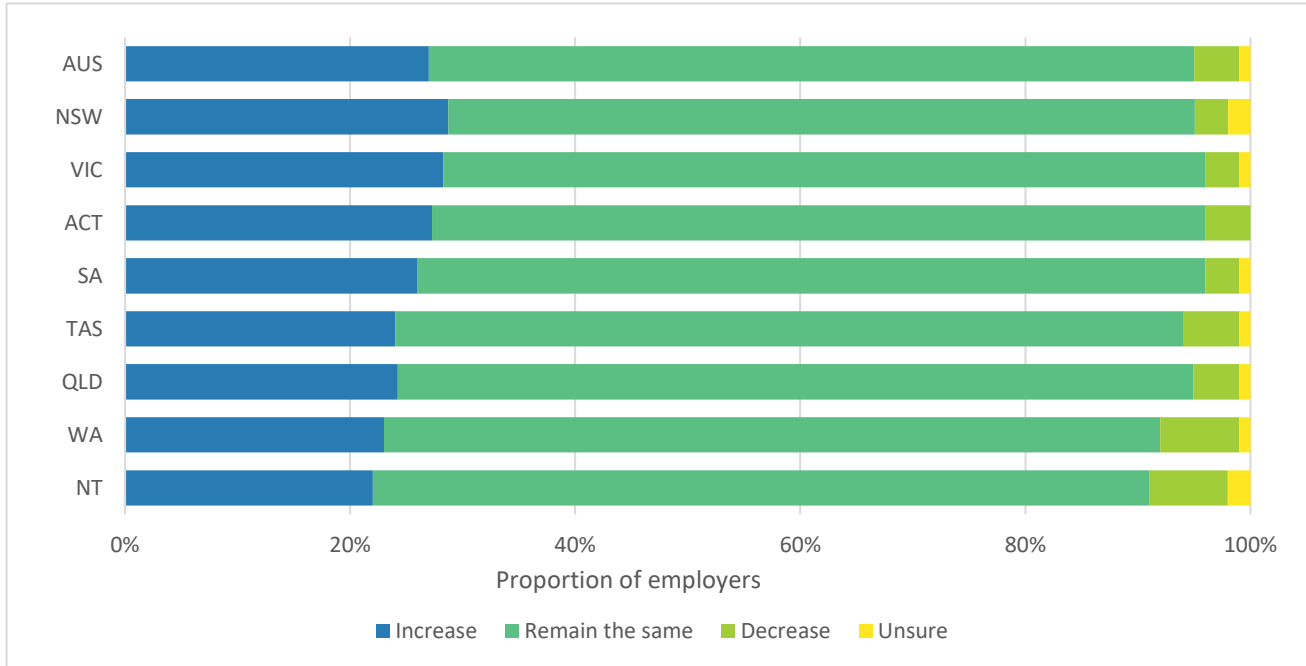
### Employers' future staffing expectations

Nationally, employers were generally optimistic about changes to their future staffing levels in 2018, with only 4 per cent of employers anticipating a reduction in staff in the next 12 months. This is similar to 2017.

As shown in **Figure 10**, in 2018:

- employers in NSW and Victoria were more likely to expect to increase staff in the next 12 months (and less likely to decrease staff) than employers in other states and territories, while
- employers in WA and the NT were more likely to expect to decrease staff (and less likely to increase staff) in the next 12 months than employers in other states and territories.

**Figure 10: Expected change in staffing levels in the next 12 months by state and territory, 2018**



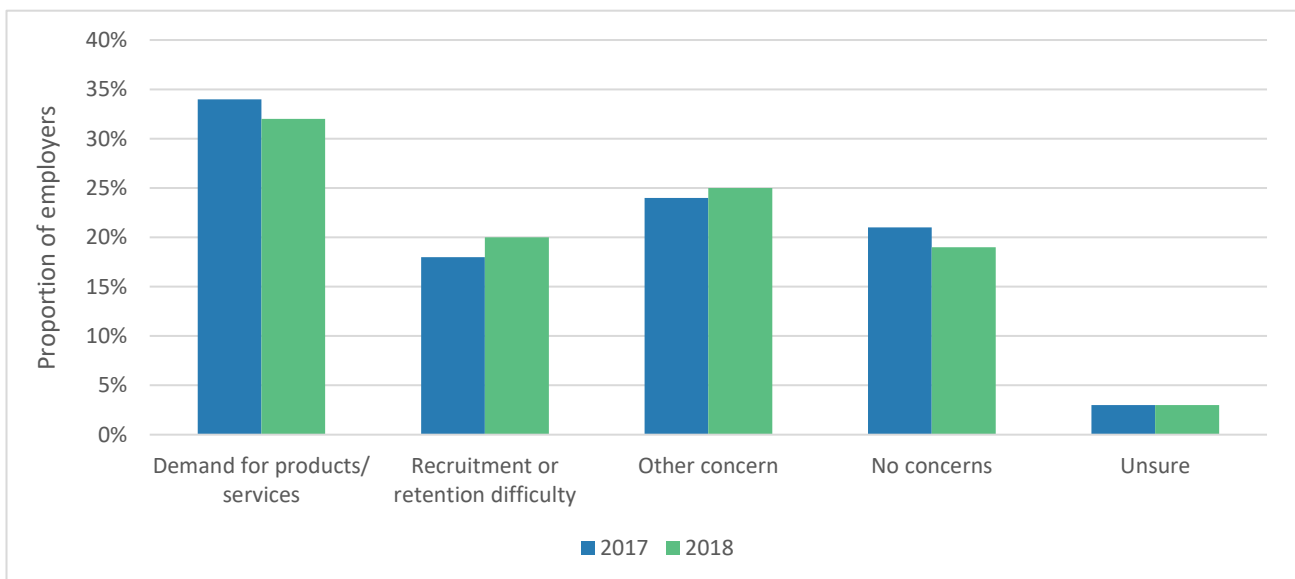
For further information on employers’ expected changes in staffing levels in the next 12 months by business size, industry, state and territory and location, see **Table 7** in the Appendix.

### Employers’ single greatest concern for the next 12 months

In 2018, one in five (19 per cent of) employers expressed no concerns for the next 12 months, similar to 2017. For employers that did express a concern, the most common concerns they identified for the next 12 months were:

- demand for products or services (32 per cent), down slightly from 2017 and
- recruitment and retention difficulty (20 per cent), up slightly from 2017 (see **Figure 11**).

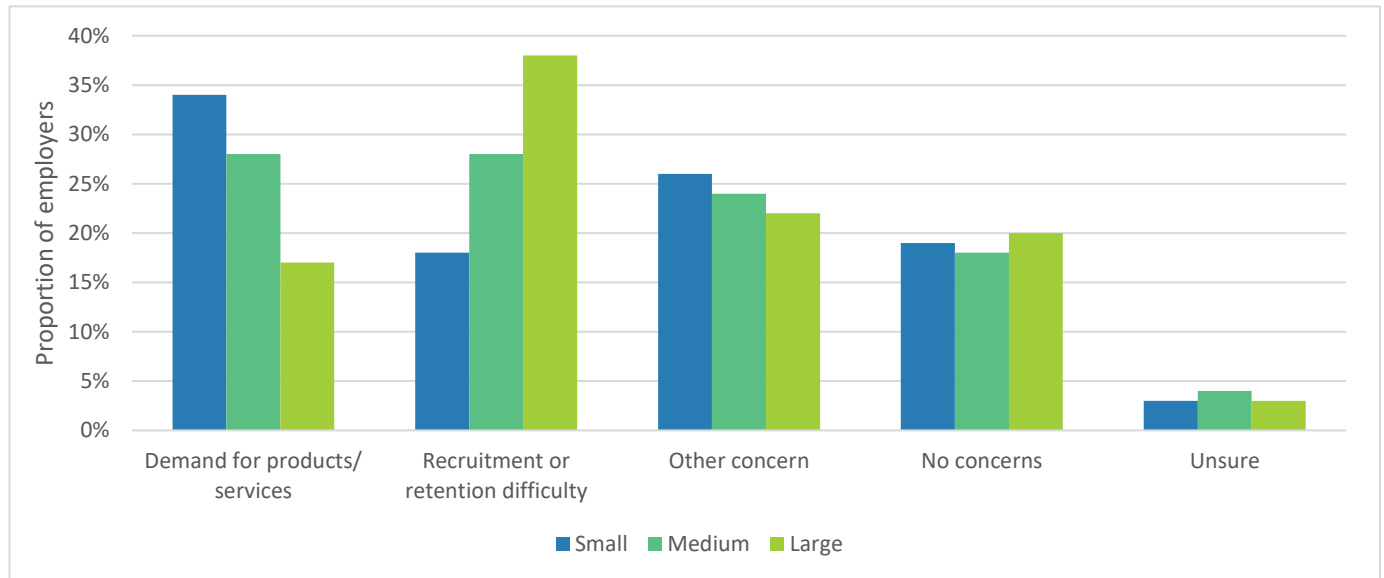
**Figure 11: Employers’ single greatest concern for the next 12 months, 2017 and 2018**



As shown in **Figure 12**, small employers (with less than 20 staff) are far more likely to be concerned about demand for their products and services than large employers (with 100 or more staff). By contrast, large employers are more likely to be concerned about recruitment and retention issues than small employers.

For further information on employers' future concerns by industry, state and territory and location, see **Table 8** in the Appendix.

**Figure 12: Employers' single greatest concern for the next 12 months by business size, 2018**



## Appendix – Data tables

**Table 1: Respondent characteristics, 2017 and 2018**

	2017		2018	
	No.	%	No.	%
<b>Size of business</b>				
Small (less than 20 staff)	9673	67%	9894	69%
Medium (20 to 99 staff)	4103	28%	3860	27%
Large (100 or more staff)	737	5%	679	5%
<b>Industry</b>				
Accommodation and Food Services	1929	13%	1952	14%
Administrative and Support Services	253	2%	215	1%
Agriculture, Forestry and Fishing	315	2%	383	3%
Arts and Recreation Services	235	2%	199	1%
Construction	1143	8%	1272	9%
Education and Training	642	4%	696	5%
Electricity, Gas, Water and Waste Services	92	1%	71	0%
Financial and Insurance Services	274	2%	264	2%
Health Care and Social Assistance	1652	11%	1448	10%
Information Media and Telecommunications	140	1%	133	1%
Manufacturing	1700	12%	1752	12%
Mining	92	1%	95	1%
Other Services	727	5%	634	4%
Professional, Scientific and Technical Services	1069	7%	1063	7%
Public Administration and Safety	65	0%	62	0%
Rental, Hiring and Real Estate Services	516	4%	464	3%
Retail Trade	1908	13%	1892	13%
Transport, Postal and Warehousing	594	4%	560	4%
Wholesale Trade	1168	8%	1278	9%
<b>State or territory</b>				
New South Wales	3667	25%	3559	25%
Victoria	2634	18%	2730	19%
Queensland	2804	19%	2848	20%
Western Australia	2441	17%	2189	15%
South Australia	1383	10%	1424	10%
Tasmania	729	5%	854	6%
Australian Capital Territory	347	2%	340	2%
Northern Territory	508	4%	488	3%
<b>Total</b>	<b>14,514</b>	<b>100%</b>	<b>14,433</b>	<b>100%</b>

**Table 2: Recruitment activity in the last 12 months by selected characteristics, 2017 and 2018**

	Employers that recruited		Change in staff					
	2017 %	2018 %	<i>Increased</i>		<i>Remained the same</i>		<i>Decreased</i>	
			2017 %	2018 %	2017 %	2018 %	2017 %	2018 %
<b>Size of business</b>								
Small (less than 20 staff)	65	67	21	20	63	62	16	17
Medium (20 to 99 staff)	88	91	31	33	55	55	14	12
Large (100 or more staff)	95	98	43	46	45	44	12	10
<b>Industry</b>								
Accommodation and Food Services	80	85	17	16	68	69	15	15
Administrative and Support Services*	73	67	24	32	64	53	12	16
Agriculture, Forestry and Fishing*	71	66	26	16	60	65	14	19
Arts and Recreation Services*	71	78	15	21	77	69	8	10
Construction	71	70	30	26	47	52	22	22
Education and Training	72	74	29	26	57	63	14	11
Electricity, Gas, Water and Waste Services	np	np	np	np	np	np	np	np
Financial and Insurance Services*	71	81	34	41	60	51	6	8
Health Care and Social Assistance	72	76	25	25	66	63	8	12
Information Media and Telecommunications	np	np	np	np	np	np	np	np
Manufacturing	68	66	23	25	60	56	17	19
Mining*	59	75	31	30	56	46	13	24
Other Services	70	76	26	19	57	63	18	17
Professional, Scientific and Technical Services	66	64	24	25	56	59	20	16
Public Administration and Safety	np	np	np	np	np	np	np	np
Rental, Hiring and Real Estate Services*	68	78	22	28	66	55	12	17
Retail Trade	66	70	17	19	67	65	16	17
Transport, Postal and Warehousing	61	72	16	25	66	63	19	12
Wholesale Trade	67	64	24	27	63	59	13	13
<b>State or territory</b>								
New South Wales	71	71	25	25	62	61	13	14
Victoria	65	74	23	25	62	60	14	15
Queensland	74	73	22	22	63	62	15	16
Western Australia	69	69	19	16	56	58	25	26
South Australia	70	72	24	23	60	61	16	16
Tasmania	66	74	24	25	65	62	12	13
Australian Capital Territory	73	80	24	27	55	59	20	15
Northern Territory	81	79	18	16	56	61	26	23
<b>Location</b>								
Major Cities of Australia	68	71	24	23	61	60	15	16
Inner Regional Australia	72	75	22	25	62	60	15	16
Outer Regional Australia	76	76	22	22	62	63	16	15
Remote and Very Remote Australia	82	81	20	21	63	60	18	19
<b>Total</b>	<b>70</b>	<b>72</b>	<b>23</b>	<b>23</b>	<b>61</b>	<b>60</b>	<b>15</b>	<b>16</b>

np = not published due to small number of responses and poor coverage of the industry

\* indicates that there is poor coverage of some types of businesses within the industry or the data are volatile and should be treated with caution

**Table 3: Average number of applicants per vacancy advertised on the internet or newspaper by selected business characteristics, 2017 and 2018**

	Average number of applicants per vacancy	
	2017	2018
<b>Size of business</b>		
Small (less than 20 staff)	21	23
Medium (20 to 99 staff)	19	17
Large (100 or more staff)	15	12
<b>Occupation</b>		
Managers	25	19
Professionals	18	16
Technicians and Trades Workers	13	13
Community and Personal Service Workers	17	17
Clerical and Administrative Workers	39	42
Sales Workers	18	22
Machinery Operators and Drivers	19	21
Labourers	13	16
<b>State or territory</b>		
New South Wales	14	17
Victoria	21	20
Queensland	22	21
Western Australia	26	23
South Australia	23	21
Tasmania	19	15
Australian Capital Territory	15	14
Northern Territory	11	10
<b>Location</b>		
Major Cities of Australia	21	21
Inner Regional Australia	16	16
Outer Regional Australia	11	9
Remote and Very Remote Australia	7	5
<b>Total</b>	<b>19</b>	<b>19</b>



**Table 4: Proportion of employers that experienced recruitment and retention difficulty, 2017 and 2018**

	Employers that had recruitment difficulty in their most recent recruitment round		Employers that had retention problems in the previous 12 months	
	2017 %	2018 %	2017 %	2018 %
<b>Size of business</b>				
Small (less than 20 staff)	39	46	9	11
Medium (20 to 99 staff)	36	42	14	18
Large (100 or more staff)	35	42	22	24
<b>Occupation</b>				
Managers	39	56	n/a	n/a
Professionals	41	49	n/a	n/a
Technicians and Trades Workers	57	63	n/a	n/a
Community and Personal Service Workers	35	41	n/a	n/a
Clerical and Administrative Workers	27	31	n/a	n/a
Sales Workers	30	33	n/a	n/a
Machinery Operators and Drivers	35	52	n/a	n/a
Labourers	32	40	n/a	n/a
<b>State or territory</b>				
New South Wales	41	50	11	12
Victoria	36	48	8	13
Queensland	38	40	12	12
Western Australia	32	38	7	12
South Australia	37	39	10	12
Tasmania	35	37	9	10
Australian Capital Territory	46	53	13	19
Northern Territory	39	50	22	27
<b>Location</b>				
Major Cities of Australia	39	46	10	12
Inner Regional Australia	34	42	10	11
Outer Regional Australia	36	44	13	15
Remote and Very Remote Australia	38	53	21	26
<b>Total</b>	<b>38</b>	<b>45</b>	<b>10</b>	<b>13</b>

Note: The proportion of employers with retention problems includes all employers, whether they recruited in the previous 12 months or not.

n/a – Employers were not asked about which occupations related to their retention problems.

**Table 5: Proportion of employers that required experience when recruiting by selected business characteristics, 2018**

	<i>Required relevant experience</i>	Required some experience (not in field)	Would consider inexperienced job seekers
	%	%	%
<b>Size of business</b>			
Small (less than 20 staff)	65	9	26
Medium (20 to 99 staff)	70	5	24
Large (100 or more staff)	71	5	24
<b>Occupation</b>			
Managers	92	7	1
Professionals	86	6	8
Technicians and Trades Workers	79	5	16
Community and Personal Service Workers	68	6	27
Clerical and Administrative Workers	63	16	21
Sales Workers	45	12	44
Machinery Operators and Drivers	71	6	22
Labourers	39	7	54
<b>Skill level</b>			
Skill Level 1 (Bachelor Degree or higher qualification)	86	7	7
Skill Level 2 (Advanced Diploma or Diploma)	91	2	7
Skill Level 3 (Certificate III or IV*)	72	10	18
Skill Level 4 (Certificate II or III)	66	10	24
Skill Level 5 (Certificate I or secondary education)	37	8	55
<b>Location</b>			
Major Cities of Australia	70	9	21
Inner Regional Australia	60	8	32
Outer Regional Australia	57	6	36
Remote and Very Remote Australia	55	5	40
<b>Total</b>	<b>67</b>	<b>8</b>	<b>25</b>

Note: \* including at least 2 years on-the-job training

**Table 6: Recruitment methods used in employers' most recent recruitment round as a proportion of vacancies, 2018**

	Recruitment websites and jobs boards	Company website	Newspaper	Recruitment Agency/ Government Employment Services	Social Media	Promoted within business	Approached by job seeker	Sign in window/ billboard	Word of mouth	<i>Advertised</i>	<i>Not Advertised</i>
	%	%	%	%	%	%	%	%	%	%	%
<b>Size of business</b>											
Small (less than 20 staff)	51	6	11	14	14	5	7	4	35	<b>77</b>	<b>23</b>
Medium (20 to 99 staff)	55	19	13	17	13	13	12	4	25	<b>86</b>	<b>14</b>
Large (100 or more staff)	69	35	9	18	8	19	16	2	30	<b>92</b>	<b>8</b>
<b>Occupation</b>											
Managers	68	12	11	20	9	16	1	1	20	<b>89</b>	<b>11</b>
Professionals	68	17	10	21	9	11	4	1	29	<b>89</b>	<b>11</b>
Technicians and Trades Workers	65	5	18	20	13	5	6	4	32	<b>86</b>	<b>14</b>
Community and Personal Service Workers	60	16	10	6	22	10	18	4	32	<b>80</b>	<b>20</b>
Clerical and Administrative Workers	56	10	7	17	8	11	2	1	27	<b>85</b>	<b>15</b>
Sales Workers	42	26	4	7	11	15	13	10	27	<b>82</b>	<b>18</b>
Machinery Operators and Drivers	53	8	19	27	14	5	7	3	29	<b>83</b>	<b>17</b>
Labourers	36	11	12	15	11	6	12	3	44	<b>66</b>	<b>34</b>
<b>Location</b>											
Major Cities of Australia	61	15	7	16	10	9	8	4	29	<b>85</b>	<b>15</b>
Inner Regional Australia	39	8	19	13	17	8	13	4	40	<b>68</b>	<b>32</b>
Outer Regional Australia	39	10	24	15	26	10	11	3	38	<b>75</b>	<b>25</b>
Remote and Very Remote Australia	41	8	28	15	29	9	8	8	31	<b>80</b>	<b>20</b>
<b>Total</b>											
<b>2018</b>	<b>55</b>	<b>13</b>	<b>11</b>	<b>15</b>	<b>13</b>	<b>9</b>	<b>9</b>	<b>4</b>	<b>32</b>	<b>81</b>	<b>19</b>
<b>2017</b>	<b>50</b>	<b>13</b>	<b>11</b>	<b>15</b>	<b>9</b>	<b>8</b>	<b>11</b>	<b>4</b>	<b>27</b>	<b>79</b>	<b>21</b>

Notes: "Not advertised" refers to vacancies that are recruited for through no other method except word of mouth, or by considering job seekers who approached the business looking for work.

Figures are as a proportion of vacancies from employers' most recent recruitment round. Proportions of vacancies are more volatile than employer based measures and hence results in this table should be treated with some caution.

Figures reflect how employers advertise and do not take into account what role actions taken by other parties (such as recruitment agencies) may have played in promoting the vacancy.

Employers may have reported using more than one recruitment method.

**Table 7: Expected change in staffing levels in the next 12 months by selected business characteristics, 2017 and 2018**

	Expected change in staff in next 12 months							
	Increase		Remain the same		Decrease		Unsure	
	2017	2018	2017	2018	2017	2018	2017	2018
	%	%	%	%	%	%	%	%
<b>Size of business</b>								
Small (less than 20 staff)	24	25	70	70	4	4	1	1
Medium (20 to 99 staff)	31	33	63	62	4	4	1	1
Large (100 or more staff)	41	45	52	51	5	4	2	0
<b>Industry</b>								
Accommodation and Food Services	26	23	68	71	4	4	2	1
Administrative and Support Services*	31	36	67	61	1	2	0	1
Agriculture, Forestry and Fishing*	29	17	69	78	2	4	1	1
Arts and Recreation Services*	26	21	69	72	5	5	0	2
Construction	31	33	63	61	4	3	2	2
Education and Training	17	20	74	74	6	5	3	0
Electricity, Gas, Water and Waste Services	21	23	75	76	2	0	2	0
Financial and Insurance Services*	36	30	56	68	7	2	1	0
Health Care and Social Assistance	23	26	72	71	4	3	1	1
Information Media and Telecommunications	34	14	64	84	2	1	0	0
Manufacturing	26	30	66	65	6	4	2	2
Mining*	20	43	67	47	9	5	4	6
Other Services	27	24	65	72	6	3	1	1
Professional, Scientific and Technical Services	31	31	66	64	3	4	1	1
Public Administration and Safety	47	26	47	66	4	7	2	1
Rental, Hiring and Real Estate Services*	31	22	63	72	6	4	0	2
Retail Trade	16	23	76	71	6	5	2	1
Transport, Postal and Warehousing	18	24	74	70	6	5	1	1
Wholesale Trade	32	28	64	66	3	4	1	2
<b>State or territory</b>								
New South Wales	32	29	62	67	5	3	2	2
Victoria	24	28	73	67	3	3	1	1
Queensland	25	24	68	70	5	4	2	1
Western Australia	20	23	73	69	6	7	2	1
South Australia	21	26	73	70	5	3	1	1
Tasmania	21	24	73	70	4	5	1	1
Australian Capital Territory	27	27	71	68	2	4	0	0
Northern Territory	27	22	67	69	6	7	0	2
<b>Location</b>								
Major Cities of Australia	27	28	67	68	5	3	1	1
Inner Regional Australia	24	24	71	70	4	4	1	2
Outer Regional Australia	24	23	69	69	5	6	2	2
Remote and Very Remote Australia	20	19	72	73	6	7	2	1
<b>Total</b>	<b>26</b>	<b>27</b>	<b>68</b>	<b>68</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>1</b>

np = not published due to small number of responses and poor coverage of the industry

\* indicates that there is poor coverage of some types of businesses within the industry or the data are volatile and should be treated with caution

**Table 8: Employers' single greatest concern for the next 12 months by selected business characteristics, 2018**

	Demand for products/ services	Recruitment or retention difficulty	Other concern	No concerns	Unsure
<b>Size of business</b>					
Small (less than 20 staff)	34	18	26	19	3
Medium (20 to 99 staff)	28	28	24	18	4
Large (100 or more staff)	17	38	22	20	3
<b>Industry</b>					
Accommodation and Food Services	33	23	23	19	2
Administrative and Support Services*	40	17	21	21	2
Agriculture, Forestry and Fishing*	14	18	43	23	2
Arts and Recreation Services*	26	19	26	23	5
Construction	45	20	21	12	3
Education and Training	28	17	29	24	2
Electricity, Gas, Water and Waste Services	np	np	np	np	np
Financial and Insurance Services*	21	33	27	18	2
Health Care and Social Assistance	17	30	26	23	5
Information Media and Telecommunications	np	np	np	np	np
Manufacturing	38	21	22	15	3
Mining*	27	28	26	14	5
Other Services	33	20	27	18	3
Professional, Scientific and Technical Services	25	20	26	24	5
Public Administration and Safety	np	np	np	np	np
Rental, Hiring and Real Estate Services*	36	17	21	20	6
Retail Trade	36	13	26	23	2
Transport, Postal and Warehousing	31	19	29	18	3
Wholesale Trade	33	13	34	18	2
<b>State or territory</b>					
New South Wales	31	21	26	19	3
Victoria	26	23	27	21	3
Queensland	36	18	24	19	4
Western Australia	45	16	23	14	2
South Australia	31	17	30	19	3
Tasmania	29	19	26	22	4
Australian Capital Territory	23	28	23	26	0
Northern Territory	40	28	15	13	4
<b>Location</b>					
Major Cities of Australia	32	20	24	21	2
Inner Regional Australia	32	19	28	16	5
Outer Regional Australia	32	20	30	14	4
Remote and Very Remote Australia	32	25	27	13	3
<b>Total</b>	<b>32</b>	<b>20</b>	<b>25</b>	<b>19</b>	<b>3</b>

np = not published due to small number of responses and poor coverage of the industry

\* indicates that there is poor coverage of some types of businesses within the industry or the data are volatile and should be treated with caution