

# STATE OF THE WORKFORCE SURVEY — 2019

(n= 506)

## About Your Organization

### 1. In which Ozark region county is your organization located?

60.9% Greene (305 respondents)

14.0% Christian (70)

11.0% Taney (55)

4.6% Webster (23)

3.8% Dallas (19)

3.0% Stone (15)

2.8% Polk (14) (Five people did not respond to this question)

### 2. Which category below *best* describes your organization's industry classification?

13.6% Government, Public Administration (68 respondents)

11.4% Community-Based Organization/Nonprofit/NGO (57)

11.2% Healthcare and Social Assistance (56)

10.2% Education, Educational Services (51)

9.4% Manufacturing (47)

9.2% Professional, Scientific, and Technical Services (46)

9.0% Retail Trade (45)

7.6% Construction (38)

6.2% Finance, Banking, and Insurance (31)

5.8% Arts, Entertainment, and Recreation (29)

2.0% Transportation and Warehousing (10)

2.0% IT/Computer and Data Processing (10)

1.2% Utilities (6)

1.2% Other (6) (Six people did not respond to this question)

**3. What is the approximate number of full-time employees (Ozark region only) currently in your organization?**

\_\_\_\_\_ Full-Time Employees (median = 30, range: 0 – 10,200)

**4. During your peak employment season (Ozark region only), what is the approximate number of part-time employees (< 30 hours) in your organization?**

\_\_\_\_\_ Part-Time Employees (median = 4, range: 0 – 4,552)

## Recruitment

**5. What are your organization's plans with respect to hiring full-time and part-time employees (< 30 hours) in the Ozark region over the next 12 months?**

	Increase	Stay About the Same	Decrease
Full-Time Employees	40%	59%	1%
Part-Time Employees	27%	69%	4%

**6. What resources has your organization used to hire new employees? (Select up to 3)**

49% Job Search Engines (Beyond.com, CareerBuilder, Indeed, LinkedIn, Monster, etc.)

41% Company Website

30% Social Media – Facebook, Twitter, etc.

29% Internal Referrals

28% MoJOBS/Missouri Job Center

23% Word of Mouth

18% Hiring/Recruitment Fairs

10% Newspapers/Publications/Broadcast Media

10% College/University career offices

8% Staffing Agency

5% Craigslist

5% Chamber of Commerce Websites

1% The Network

Other (please specify): \_\_\_\_\_

**7. How would you rate the “overall workforce readiness” of the job applicants your organization has interviewed in the past 12 months?**

3% Well above average

14% Above average

52% Average

28% Below average

3% Well below average

## **Hiring Difficulties**

**8. Over the past 12 months, has your organization had difficulty hiring qualified applicants in the Ozark region?**

67% Yes

33% No

**9. Why did your organization experience hiring difficulties? (Check all that apply)**

36% Lack of relevant work experience

34% Insufficient number of applicants

30% Lack of relevant technical/occupational skills

28% Unwillingness to accept offered wages

26% Failure to show up for a job interview

24% Insufficient communication skills (verbal, nonverbal, written)

17% Criminal background

17% Failure to pass a drug test

16% Insufficient educational credentials or professional certifications

11% Personal hygiene/appearance (tattoos, body piercings, etc.)

5% Reluctance to live/relocate to southwest Missouri

Other (please specify): \_\_\_\_\_

**10. How does your organization respond to hiring difficulties? (Check all that apply)**

50% Increased recruiting efforts within the region

38% Overtime for existing skilled workers

36% Did not fill job opening

33% Hired less qualified applicants

30% Increased pay and/or compensation to attract more applicants

22% Provided internal and/or external skills training

21% Used temporary labor or outsourced work

19% Recruited from outside the region

14% Did not expand

3% Moved some operations out of the region or relocated

Other (please specify): \_\_\_\_\_

## **SKILLS AND TRAINING**

**11. What specific skills are you looking for that are lacking in the workforce? (Check all that apply)**

61% Motivation (e.g., desire to learn, attention to detail, work ethic)

57% Interpersonal skills (e.g., communication, teamwork, positive attitude)

42% Organizational skills (e.g., time management, punctuality)

40% Analytic skills (e.g., critical thinking, creative thinking, problem solving)

39% Knowledge skills (e.g., literacy, numeracy, industry specific)

17% Physical skills (e.g., lifting, moving)

16% Basic digital/computer skills (e.g., InDesign, Photoshop, Word, PowerPoint, Excel)

9% IT/Technical skills (e.g., programming, technical support)

Other (please specify): \_\_\_\_\_

**12. What resources are used by your organization to meet training needs?** (Check all that apply)

- 69% Internal training paid by your organization
- 35% Regional seminars/workshops/conferences
- 31% Internet resources or online workshops not affiliated with local organizations
- 19% Local community colleges or vocational/technical schools (including customized training)
- 19% National seminars/workshops/conferences
- 18% Outside consultants
- 17% Industry-recognized credentials/certificates
- 11% Local four-year colleges and universities
- 11% Apprenticeship programs
- 10% Missouri Job Center (e.g., on-the-job training)
- 7% Training is not required
- Other (please specify): \_\_\_\_\_

## Workforce Concerns and Assistance

**13. How much concern, if any, does your organization have with each of the following workforce issues?**

	<b>A Lot</b>	<b>Some</b>	<b>None</b>
Work ethic/work habits	49%	44%	7%
Lack of qualified applicants in the area	48%	41%	11%
Employee retention	42%	43%	15%
Cost of health insurance	36%	38%	26%
Cost of labor	29%	51%	20%
Training of employees	27%	51%	22%
Substance abuse (e.g., opioids, alcohol, etc.)	24%	45%	31%
Regulatory costs of doing business	23%	49%	28%
Aging workforce	17%	42%	41%
Mental health	15%	50%	35%
Transportation for employees	13%	30%	57%
Childcare for employees	9%	39%	52%
Automation/robotics/emerging technologies	6%	23%	71%
Other (please specify): _____			

**14. What impact, if any, have changes in the following four federal policy areas over the past year or two had on your organization?**

	<b>Positive</b>	<b>Negative</b>	<b>None</b>
a. Tax reform/tax cuts	29%	16%	55%
b. Federal regulations	9%	32%	59%
c. Immigration policy	4%	14%	82%
d. Trade policy/tariffs	4%	24%	72%

**15. Do any positions/jobs in your organization require employees to have a STEM background (science, technology, engineering, mathematics)?**

59% No

41% Yes ---> **How difficult has it been to find employees with a STEM background?**

19% Very difficult

62% Somewhat difficult

19% Not too difficult

**16. In which of the following areas, if any, does your organization need assistance?  
(Check all that apply)**

33% Assistance is not required at this time

29% Hiring assistance (hiring events and job fairs)

21% Staff development and training

17% Networking opportunities with industry professionals

13% Internships

9% Apprenticeships

Other (please specify): \_\_\_\_\_

## EMPLOYEE RETENTION

17. Does your organization try to retain its employees in any of the following ways? (Check all that apply)

55% Increased pay/bonuses

50% Training

50% Flexible work schedules

45% Career growth opportunities

44% Employee recognition and rewards programs

34% Employee wellness programs

30% Provide time/opportunity for community involvement

28% Additional medical benefits

25% Tuition reimbursement

Other, please specify: \_\_\_\_\_

## EDUCATION/WORKFORCE READINESS

18. How much difficulty, if any, has your organization experienced in finding qualified applicants at the following educational levels or credentials?

	<u>No Difficulty</u>	<u>Some Difficulty</u>	<u>Considerable Difficulty</u>	<u>(Not Applicable)</u>
a. High School or Equivalent	62%	30%	8%	(12%)
b. Some College	53%	38%	9%	(22%)
c. Associate's Degree	44%	43%	13%	(27%)
d. Bachelor's Degree	34%	45%	21%	(26%)
e. Advanced Degree	36%	42%	36%	(38%)
f. Industry-Recognized Credentials	15%	52%	33%	(27%)

**19. Using a letter grade, how would you evaluate the overall level of preparation of recent graduates from area educational institutions to perform the jobs for which they were hired?**

	<b>A</b>	<b>B</b>	<b>C</b>	<b>D/F</b>	<b>(DK or Not Applicable)</b>
a. High School	15%	40%	37%	8%	(23%)
b. Community College (e.g., OTC)	21%	57%	20%	2%	(26%)
c. Technical School (e.g., Vatterott)	17%	48%	26%	9%	(37%)
d. Four-Year College/University	28%	52%	18%	2%	(29%)
e. Area Educational Institutions Overall	16%	57%	25%	2%	(28%)

**20. Are you currently partnering with any area high school, community/technical college, or four-year university/college to help design curriculum, develop training programs, and/or sponsor an apprenticeship program to help students acquire the skills necessary to succeed in your industry or organization?**

37% Yes

63% No

**General Comments:**



If you would like information on how the [Missouri Job Center](#) can help your organization meet employment and training needs, please contact [Tracy Polk at \(417\) 841-3324](#) or [tpolk@springfieldmo.gov](mailto:tpolk@springfieldmo.gov). If you would prefer to be contacted directly, please provide the following contact information:

Name\_\_\_\_\_

Organization/Business\_\_\_\_\_

Email\_\_\_\_\_

Telephone\_\_\_\_\_

**THANK YOU FOR YOUR PARTICIPATION**