

Job Vacancies 2018

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JOB VACANCIES 2018

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HIGHLIGHTS

As the economy grew, a sizeable share (42%) of vacancies in 2018 was for new positions created as a result of business formation and expansion. These vacancies were commonly from community, social & personal services (education, healthcare), manufacturing (electronics, transport equipment) and information & communications.

The proportion of vacancies unfilled for at least six months held steady at 34%. Non-PMET vacancies remained harder to fill than PMET openings. 49% of non-PMET jobs were unfilled for at least six months, compared to 21% for PMET openings.

Employers continued to indicate *unattractive pay, physically strenuous job nature, work on weekends/public holidays* and *shift work* as reasons that made non-PMET openings, in particular service-related jobs, unattractive to locals. On the other hand, the *lack of candidates with the necessary specialised skills or work experience* were the top reasons for hard-to-fill PMET openings.

More employers looked beyond academic qualifications when hiring. The proportion of PMET openings where academic qualification was not a main consideration rose from 42% in 2017 to 52% in 2018. For these positions (including *software, web & multimedia developers, systems analysts* and *commercial & marketing sales executives*), employers placed stronger emphasis on skills or relevant working experience instead.

For workers looking to enter the labour market or switch careers, common jobs which do not require prior sector or job specific working experience included *teaching & training professionals, nurses* and *receptionists & customer service officers*.

As more firms reinvent themselves and build digital capabilities, vacancies related to technology development and implementation have been on the rise. ICT roles such as *chief information officers, database designers & administrators* and *IT security specialists (e.g. cyber security)* saw significant growth in vacancies over the last five years. In terms of numbers, *software, web & multimedia developers* and *systems analysts* continued to be among the top PMET jobs.

Finance, marketing and business development positions (e.g. *commercial & marketing sales executives, business development managers, financial/ investment advisers* and *sales & marketing managers*) were also among the top PMET jobs in demand. In addition, there was a growing demand for *compliance officers or risk analysts* in regulatory and risk assessment functions.

For non-PMET positions, while vacancies for *cleaners, shop sales assistants* and *security guards* ranked at the top, there was a decline in their demand with ongoing industry transformation efforts. On the other hand, *healthcare assistants* saw an increase in vacancies, amid rising healthcare demand.

Job Vacancies 2018

1 Introduction

1.1 This report provides a detailed analysis of the job vacancy¹ situation in 2018, highlighting the current positions employers are looking to fill, as well as identifying shifts in hiring patterns in view of changing demands of the economy.

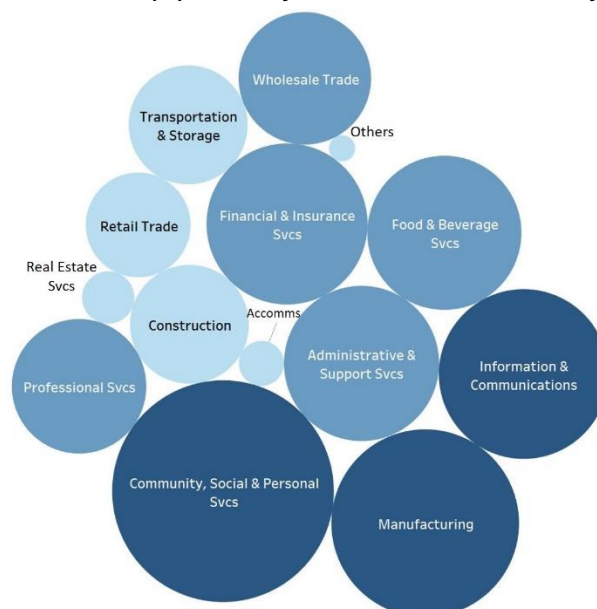
1.2 The data used in this report are mostly obtained from the annual Job Vacancy Survey conducted by the Manpower Research and Statistics Department. The survey covered a census of establishments from both the private sector (each with at least 25 employees) and the public sector. A total of 15,900 establishments employing 2,110,400 employees responded to the survey, yielding a response rate of 86.0%. Details of the survey coverage and methodology are in [Appendix I](#).

2 Overall Hiring Trends In 2018

Job openings are available across all sectors

2.1 42% (or 26,500) of the 63,300 vacancies in 2018 were newly created positions as a result of business formation and expansion.² These positions were commonly from community, social & personal services (education, healthcare), manufacturing (electronics, transport equipment) and information & communications.

Figure 1: Distribution (%) Of Newly Created Job Vacancies By Industry



Source: Job Vacancy Survey, Manpower Research & Statistics Department, MOM

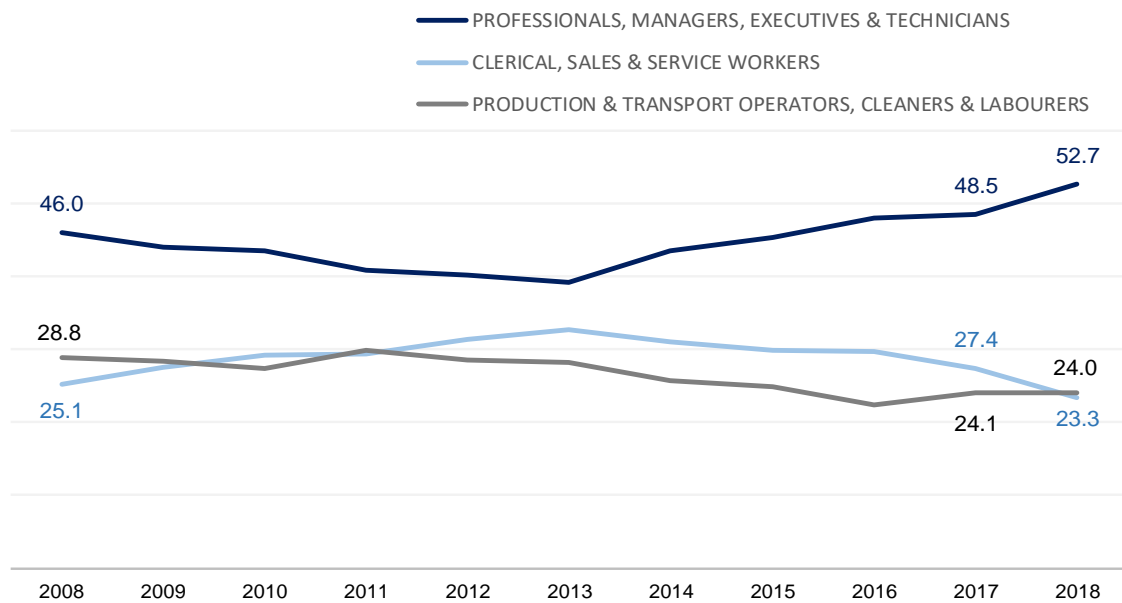
¹ Refer to unique unfilled positions for which employers are actively recruiting employees from outside their establishments as at 30 September 2018.

² Data collected for the first time in 2018.

PMET-dominated industries led increase in PMET share of job openings

2.2 The professionals, managers, executives & technicians (PMET) share of all job vacancies trended higher to 53% in 2018, reflecting the increase in vacancies from PMET-dominated industries such as professional services, information & communications and financial & insurance services. Consequently, the share for clerical, sales & service workers declined further to 23%, while that for production & transport operators, cleaners & labourers remained unchanged at 24%.

Figure 2: Distribution (%) Of Job Vacancies By Broad Occupational Groups



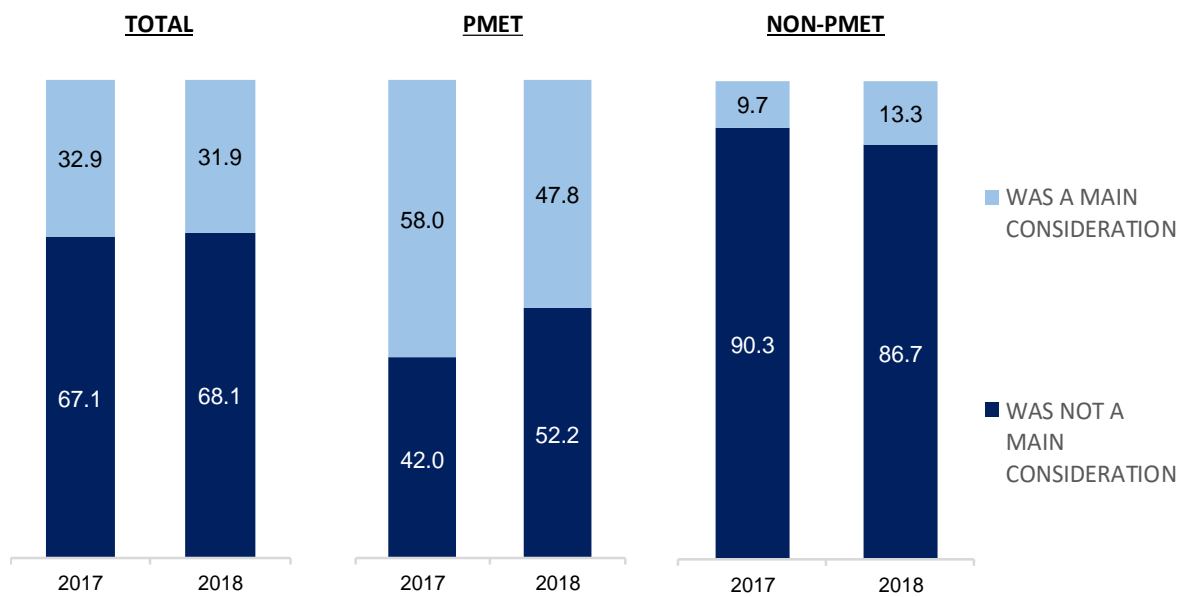
Source: Labour Market Survey, Manpower Research & Statistics Department, MOM

Note: Data for each year may not add up to 100% due to rounding.

Employers are increasingly going beyond qualifications when hiring

2.3 Employers are increasingly looking beyond academic qualifications when hiring for PMET vacancies. The proportion of PMET vacancies where academic qualification was not a main consideration increased, from 42% in 2017 to 52% in 2018. For these openings, employers indicated that relevant skills, work experience, soft skills and right attitudes were more important considerations than educational qualifications. These positions included *systems analysts, commercial & marketing sales executives and software, web & multimedia developers.*

Figure 3: Distribution (%) Of Job Vacancies By Whether Academic Qualification Was A Main Consideration



Source: Job Vacancy Survey, Manpower Research & Statistics Department, MOM

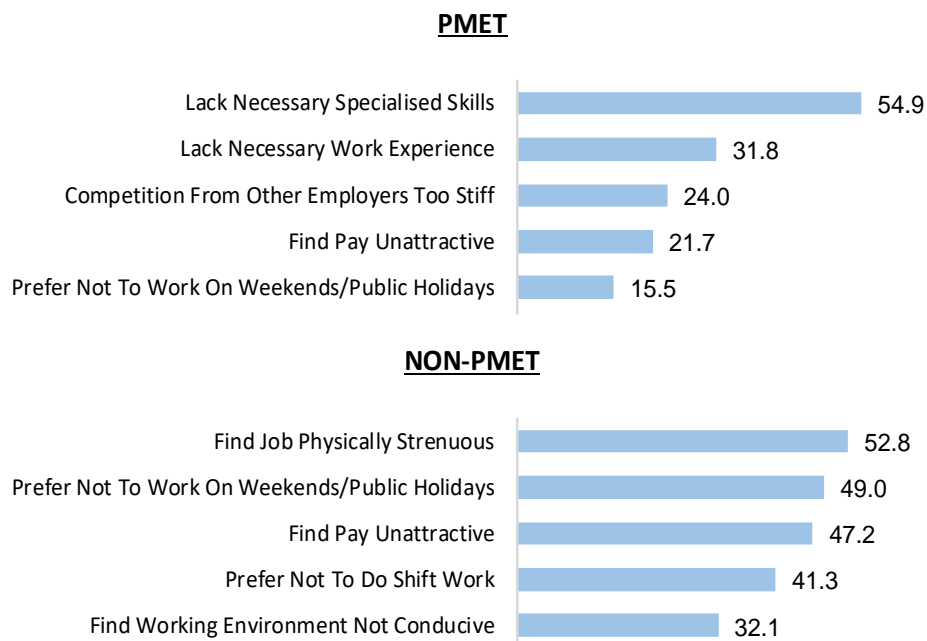
One in three job vacancies were unfilled for at least six months

2.4 One in three vacancies were unfilled for six months or more, similar to 2017 (2017: 33%; 2018: 34%).

2.5 Non-PMET vacancies remained harder to fill than PMET vacancies.³ Employers indicated that they could not find suitable local candidates for these non-PMET positions, as what they offered in terms of pay and working conditions were not what the job seekers were looking for. Employers could redesign these jobs to make them more attractive to locals.

2.6 While employers tend not to have as much difficulties in filling PMET vacancies, they commonly cited the lack of necessary specialised skills or work experience for PMET vacancies that were harder to fill.

Figure 4: Top 5 Reasons For Vacancies That Were Hard To Fill By Locals (%)



Source: Job Vacancy Survey, Manpower Research & Statistics Department, MOM

Notes:

(1) Establishments are allowed to indicate more than one reason for vacancies being hard to fill by locals.

(2) Figures are expressed as a proportion of the hard to fill vacancies.

³ 49% of non-PMET jobs were unfilled for at least six months, compared to 21% for PMET openings.

ICT, finance and business development related PMETs were most sought after

3.1 As more firms integrate technology into their work processes, job openings relating to technology development and implementation are on the rise. Though not among the top jobs, information and communications (ICT) roles such as *chief information officers, database designers & administrators, information technology (IT) security specialists (e.g. cyber security)* and *network & communications managers* saw significant growth in vacancies over the last five years. Similar to last year, *software, web & multimedia developers (2nd)* and *systems analysts (3rd)* were among the top PMET jobs ranked by highest vacancies. These jobs typically require skills to understand, monitor and improve technical systems (i.e. systems analysis). Employers were also seeking candidates with knowledge in programming languages (e.g. JavaScript, Python and C++) and specialised software to manage projects and perform enterprise resource planning.

3.2 Finance, marketing and business development positions also featured strongly among the top PMET jobs in demand. These included *commercial & marketing sales executives (4th)*, *business development managers (6th)*, *financial/ investment advisers (8th)* and *sales & marketing managers (9th)*. Apart from these common top jobs, there was also an emerging demand for analytical positions in the field of regulatory and risk assessment (i.e. *compliance officers or risk analysts*) and market research. For these positions, employers were keen on candidates with technical knowledge in customer relationship management, financial and business analysis software (e.g. market forecast, risk management). Beyond technical knowledge, these managers and executives would also require softer skills, for example, having social perceptiveness in handling clients' requirements.

Figure 5: Top Ten PMET Job Vacancies, 2018

RANK, 2018	OCCUPATION	RANGE OF WAGES ESTABLISHMENTS PREPARED TO OFFER	COMMON MIN QUAL	ACAD QUAL NOT A MAIN CONSIDERATION	TOP SKILLS REQUIRED*	COMMON WORKING EXPERIENCE
1	Teaching & Training Professional	2,400 ○●●● 5,300	Dipl. & Prof Qual		Instructing Active Learning Complex Problem Solving	None required
2	Software, Web & Multimedia Developer [↗]	4,000 ○●● 6,000	Degree		Programming Complex Problem Solving Judgment and Decision Making	Job Specific
3	Systems Analyst [↗]	5,400 ○●● 7,400	Degree	●	Systems Analysis Complex Problem Solving Systems Evaluation	Job Specific
4	Commercial & Marketing Sales Executive	3,000 ●●● 4,000	Dipl. & Prof Qual	●	Persuasion Social Perceptiveness Negotiation	Job Specific
5	Management Executive	2,860 ○●● 4,500	Degree	●	Judgment and Decision Making Coordination Complex Problem Solving	Job Specific
6	Business Development Manager	4,500 ○●●●● 8,600	Degree	●	Complex Problem Solving Judgment and Decision Making Active Learning	Job Specific
7	Operations Officer (Except Transport Operations)	2,500 ○●●● 5,500	Degree		Coordination Time Management Management of Personnel Resources	Industry Specific
8	Financial/ Investment Adviser [↗]	4,500 ○●● 6,000	Degree	●	Judgment and Decision Making Service Orientation Complex Problem Solving	Job Specific
9	Sales & Marketing Manager	5,000 ○●● 7,430	Degree	●	Persuasion Social Perceptiveness Active Learning	Job Specific
10	Civil Engineer	3,210 ○●●●●●●●● 10,800	Degree	●	Complex Problem Solving Operations Analysis Systems Analysis	Job Specific

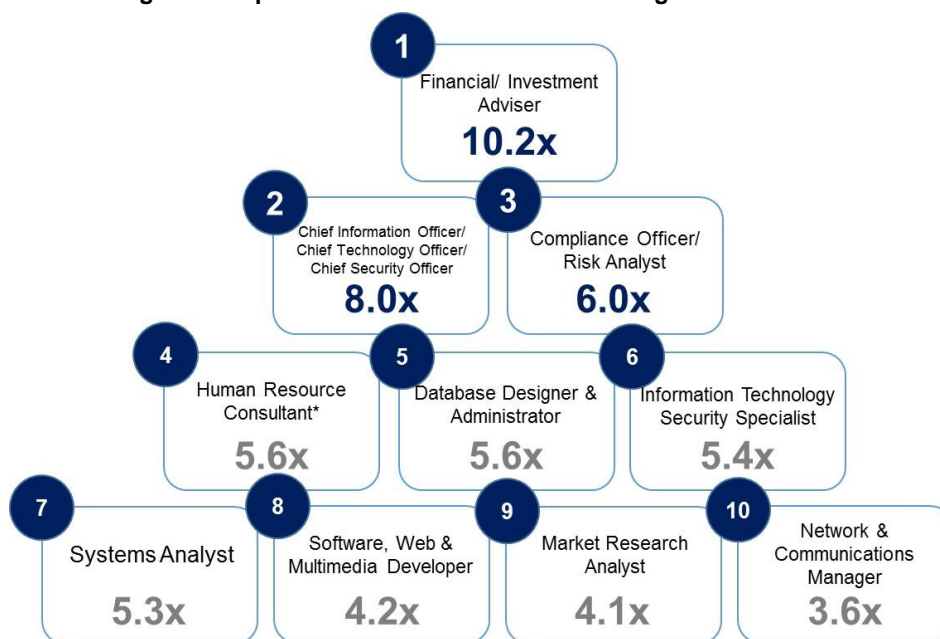
↗ Indicates occupations with at least a three-fold increase in share of total job vacancies over the recent five years.

● Indicates occupations where academic qualification was not the main consideration for at least 52.2% (PMET average) of the vacancies in 2018.

* Occupations are mapped to the O*NET database of occupational information. Skills commonly needed across these jobs and not shown separately include critical thinking and active listening skills.

Source: Job Vacancy Survey, Manpower Research & Statistics Department, MOM

Figure 6: Top Ten PMET Job Vacancies With Significant Growth



Source: Job Vacancy Survey, Manpower Research & Statistics Department, MOM

Notes:

- (1) Based on growth in share of total job vacancies during the recent five-year period.
- (2) * Excludes executive search consultant.

Demand for cleaners, shop sales assistants and security guards waned while job openings for healthcare assistants grew

3.3 For non-PMET positions, *cleaners, shop sales assistants* and *security guards* were among the top occupations, though their vacancies have declined. In particular, the share of vacancies for *shop sales assistants* was nearly halved from five years ago, as the retail industry continues to evolve in the face of changing consumer preferences and competition.

3.4 On the other hand, *healthcare assistants (e.g. therapy aides/ assistants)* saw an increase in vacancies over the five-year period, amid rising healthcare demand. To fill these positions, employers were prepared to pay at least \$1,400 in 2018, higher than the \$1,200 offered two years ago.⁴

3.5 For workers looking to enter the labour market or switch careers, common jobs which do not require prior sector or job specific working experience included *teaching & training professionals, nurses⁵* and *receptionists & customer service officers*.

⁴ Data on gross wage establishments were prepared to pay were first collected in 2016.

⁵ Includes *registered nurses & other nursing professionals, assistant/ enrolled nurses and healthcare assistants*.

Figure 7: Top Ten Non-PMET Job Vacancies, 2018

RANK, 2018	OCCUPATION	RANGE OF WAGES ESTABLISHMENTS PREPARED TO OFFER	COMMON MIN QUAL	ACAD QUAL NOT A MAIN CONSIDERATION	TOP SKILLS REQUIRED*	COMMON WORKING EXPERIENCE
1	Cleaner	1,200 ○● 1,500	Pri or Lower	●	Coordination	None required
2	Shop Sales Assistant	1,500 ○● 2,000	Sec	●	Persuasion Service Orientation Social Perceptiveness Negotiation	None required
3	Security Guard	2,000 ○● 2,500	Pri or Lower	●	Critical Thinking Coordination Social Perceptiveness	None required
4	Receptionist, Customer Service & Information Clerk	1,800 ○● 2,500	Sec		Service Orientation Social Perceptiveness Coordination	General Working Experience
5	Waiter	1,500 ○● 2,000	Pri or Lower	●	Service Orientation Social Perceptiveness Coordination	None required
6	Cook	1,650 ○● 2,080	Pri or Lower	●	Time Management Critical Thinking Coordination	Job Specific
7	Material & Freight Handling Worker	1,500 ○● 1,800	Pri or Lower	●	Coordination Operation and Control Operation Monitoring	None required
8	General Office Clerk	1,800 ○● 2,400	Dipl. & Prof Qual		Critical Thinking Social Perceptiveness Time Management	None required
9	Heavy Truck & Lorry Driver	2,000 ○● 2,650	Pri or Lower	●	Operation and Control Operation Monitoring Time Management	General Working Experience
10	Healthcare Assistant	1,400 ○● 2,000	Post-Sec (Non-Tert)		Service Orientation Social Perceptiveness Critical Thinking	None required

● Indicates occupations where academic qualification was not the main consideration for at least 86.7% (Non-PMET average) of the vacancies in 2018.

* Occupations are mapped to the O*NET database of occupational information. Skills commonly needed across these jobs and not shown separately include active listening skills.

Source: Job Vacancy Survey, Manpower Research & Statistics Department, MOM

4 Concluding Remarks

4.1 As companies reinvent and build digital capabilities, new jobs in demand in technical and analytical fields have emerged. When hiring, employers are also looking beyond academic qualifications to consider a wider pool of candidates with relevant skills or working experience. For non-PMET job openings which tend to be harder to fill, employers are encouraged to improve job quality through job redesign and salary review to make them more attractive to locals.

SURVEY COVERAGE & METHODOLOGY

Introduction

The *Job Vacancy Survey, 2018* was conducted by the Manpower Research and Statistics Department of the Ministry of Manpower under the Statistics Act (Chapter 317). The survey was conducted from 27 September to 7 December 2018.

Objective

The survey was conducted to collect comprehensive information on job vacancies in the various industries by detailed occupations. The survey also asked employers on the (i) gross monthly wage establishment is prepared to pay for the job vacancies; (ii) the requirement of skills, relevant working experience, minimum qualification required; and whether the vacancies were (iii) unfilled for at least six months, and (iv) hard to fill by locals.

Coverage

The survey covered private sector establishments each with at least 25 employees and the public sector comprising government ministries, organs of state and statutory boards. A total of 15,900 establishments employing 2,110,400 employees responded to the survey, yielding a response rate of 86.0%.

Methodology

The survey was conducted using mail questionnaires. Respondents could submit their returns online, by post, email or fax, with clarifications made over the phone.

Reference Period

The reference date for the survey was 30 September 2018.

Data Collected

Establishments were asked to provide information pertaining to the job vacancies in their establishment:

- Job title
- Number of vacancies
- Minimum qualification required
- Whether the position was newly created
- Whether academic qualifications were a main consideration in selecting candidates
- Whether working experience was required
- Whether vacancies were vacant for at least 6 months
- Reasons for vacancies that were hard to fill by locals

Classification

The industries of the surveyed establishments were classified according to the Singapore Standard Industrial Classification (SSIC) 2015. Descriptions of job vacancies were classified according to the Singapore Standard Occupational Classification (SSOC) 2015, while the classification of minimum qualification was based on the Singapore Standard Educational Classification (SSEC) 2015.

CONCEPTS AND DEFINITIONS

Job Vacancy

This refers to the number of unfilled posts for which the establishment is actively recruiting employees from outside the establishment. It excludes positions for which the employees have been appointed, but not yet commenced duty, and positions open only to internal transfers, promotions, etc.

Recruitment action to fill a post includes advertising in newspapers, posting notices on Internet (e.g. online job banks), making 'word of mouth announcements', soliciting employees through employment agencies or job fairs, contacting or interviewing job applicants.

Gross Monthly Wage

This refers to the sum of the basic wage, overtime payments, commissions, allowances, and other regular cash payments. It is before deduction of employee CPF contributions and personal income tax and excludes employer CPF contributions, bonuses, stock options and other lump sum payments-in-kind.

Minimum Qualification Required

The minimum qualification required are classified into one of the following categories:

Primary or lower refers to those who never attended school, have pre-primary/kindergarten education, or primary education with or without Primary School Leaving Examination (PSLE) certificate or equivalent, or Certificate in Basic Education for Skills Training (BEST) 1-4, or at least 3 Workforce Skills Qualifications (WSQ) Statements of Attainment in Workplace Literacy and Numeracy (WPLN) at Level 1 or 2 (e.g. under Employment Skills System (ESS), Employability Skills (ES)).

Lower secondary refers to those with secondary education without a General Certificate of Education (GCE) Ordinary ('O')/Normal ('N') Level pass or equivalent, or have Certificate in Worker Improvement through Secondary Education (WISE) 1-3, or basic vocational certificates (including Institute of Technical Education (ITE) Basic Vocational Training), or at least 3 WSQ Statements of Attainment in WPLN at Level 3 or 4 (e.g. under ESS, ES).

Secondary refers to those who have at least 1 GCE 'N'/'O' Level pass, or have National ITE Certificate (NITEC) (Intermediate) or equivalent (e.g. National Technical Certificate (NTC) Grade 3, Certificate of Vocational Training, BCA Builder Certificate), or have ITE Skills Certificate (ISC) or equivalent (e.g. Certificate of Competency, Certificate in Service Skills) or at least 3 WSQ Statements of Attainment in WPLN at Level 5 and above (e.g. under ESS, ES), or other certificates/qualifications of equivalent standard.

Post-secondary (non-tertiary) refers to those who have at least 1 GCE Advanced ('A')/ Higher 2 ('H2') Level pass or other certificates/qualifications of equivalent standard. It also includes those who have NITEC (e.g. Post NITEC, Specialist NITEC, Certificate in Office Skills, National Technical Certificate Grade 2, National Certificate in Nursing, Advanced Builder Certificate), or have Higher NITEC (including Certificate in Business Skills, Industrial Technician Certificate and other polytechnic certificates), or Master NITEC or equivalent (e.g. National Technical Certificate Grade 1). This groups also includes WSQ Certificate/Higher Certificate/Advanced Certificate or equivalent, International Baccalaureate/High school diploma or other advanced certificates (e.g. Singapore Institute of Management (SIM) certificates).

Diploma & professional qualification refers to those who have Polytechnic diploma, or Polytechnic advanced diploma (including Polytechnic advanced/post/specialist/management/graduate diploma), and those who have qualifications awarded by professional bodies, or National Institute of Education (NIE) diploma, ITE diploma and other diploma qualifications (e.g. SIM diploma, LaSalle-SIA diploma, Nanyang Academy of Fine Arts (NAFA) diploma, WSQ diploma and WSQ specialist diploma).

Degree refers to those who have Bachelor's Degree, or Postgraduate Diploma (including NIE postgraduate diploma), WSQ graduate certificate, WSQ graduate diploma, Master's, or Doctorate.

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