Job Vacancies 2019

By:

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MINISTRY OF MANPOWER

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<u>Abbreviations</u>

Acad Qual	: Academic Qualifications
Comms.	: Communications
CSSWs	: Clerical, Sales & Service Workers
Dipl. & Prof Qual	: Diploma & Professional Qualification
EQ	: Emotional Quotient
ICT	: Information & Communications
IT	: Information Technology
Min Qual	: Minimum Qualification
PMETs	: Professionals, Managers, Executives & Technicians
Post-Sec (Non-Tert)	: Post-Secondary (Non-Tertiary)
Pri & Below	: Primary & Below
PTOCLs	: Production & Transport Operators, Cleaners & Labourers
Sec	: Secondary
Svcs.	: Services

HIGHLIGHTS

Job opportunities were available across all sectors in 2019, mainly in *information & communications (ICT)*, *public administration & education*, *professional services*, *financial & insurance services*, and *manufacturing*.

42% of vacancies were for newly created positions as a result of business expansion and formation. This proportion was similar to 2018. Growth sectors (i.e. *construction*, *ICT*, *professional services*, *financial & insurance services*, *wholesale trade* and *healthcare*) had above-average proportion of vacancies for newly created positions.

Similar to previous years, ICT professionals, particularly in IT development roles such as *software, web & multimedia developers* and *systems analysts* were the most sought after, as digital technologies formed an integral part of businesses. This trend looks set to continue under our Smart Nation initiative. Positions for business development and sales, such as *commercial & marketing sales executives* and *business development managers*, also ranked high among PMET jobs in demand. With growing healthcare needs, *nurses* and *healthcare assistants* remained in demand.

Academic qualifications were not the main consideration for filling 51% of PMET vacancies. These vacancies included *software, web & multimedia developers* and *commercial & marketing sales executives*. Instead, for these positions, employers placed greater emphasis on candidates' skills, work experience, and attitude. This underscores the need for jobseekers to reskill and upskill to stay relevant to changing job requirements.

Employers found it easier to fill vacancies in 2019. The proportion of vacancies unfilled for six months or more fell to 28% in 2019, from the average of 34% in the preceding three-year period. Non-PMET vacancies (41%) remained harder to fill than PMET vacancies (19%).

The lack of necessary specialised skills was a common challenge faced by employers when filling PMET vacancies. This was a reason cited by employers for four in ten of the PMET vacancies that were harder to fill by locals. For non-PMET positions, it was usually due to a mismatch in wage expectations.

Job Vacancies 2019

1 Introduction

1.1 This report provides a detailed analysis of the job vacancy[1] situation in 2019. It highlights positions that employers are looking to fill and identifies shifts in hiring patterns due to changing demands of the economy. It also looks at the type of vacancies that were unfilled for extended periods.

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 15,290 establishments employing 2,102,600 employees responded to the survey, yielding a response rate of 86.4%. Details of the survey coverage and methodology are in Appendix I.

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[1] Refer to unique unfilled positions for which employers are actively recruiting employees from outside their establishments as at 30 September 2019.

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2   Overall Hiring Trends In 2019

Share of new positions among job vacancies held steady

2.1   There were vacancies across all sectors in 2019, mainly in *information & communications (ICT)*, *public administration & education*, *professional services*, *financial & insurance services* and *manufacturing*.

2.2   42% of the 52,900 vacancies were newly created positions as a result of business formation and expansion (Fig. 1). This proportion was similar to 2018. Growth sectors [2] (i.e. *construction*, *ICT*, *professional services*, *financial & insurance services*, *wholesale trade* and *healthcare*) had above-average proportion of vacancies for newly created positions.

Figure 1: Distribution (%) Of Job Vacancies By Type Of Vacancy
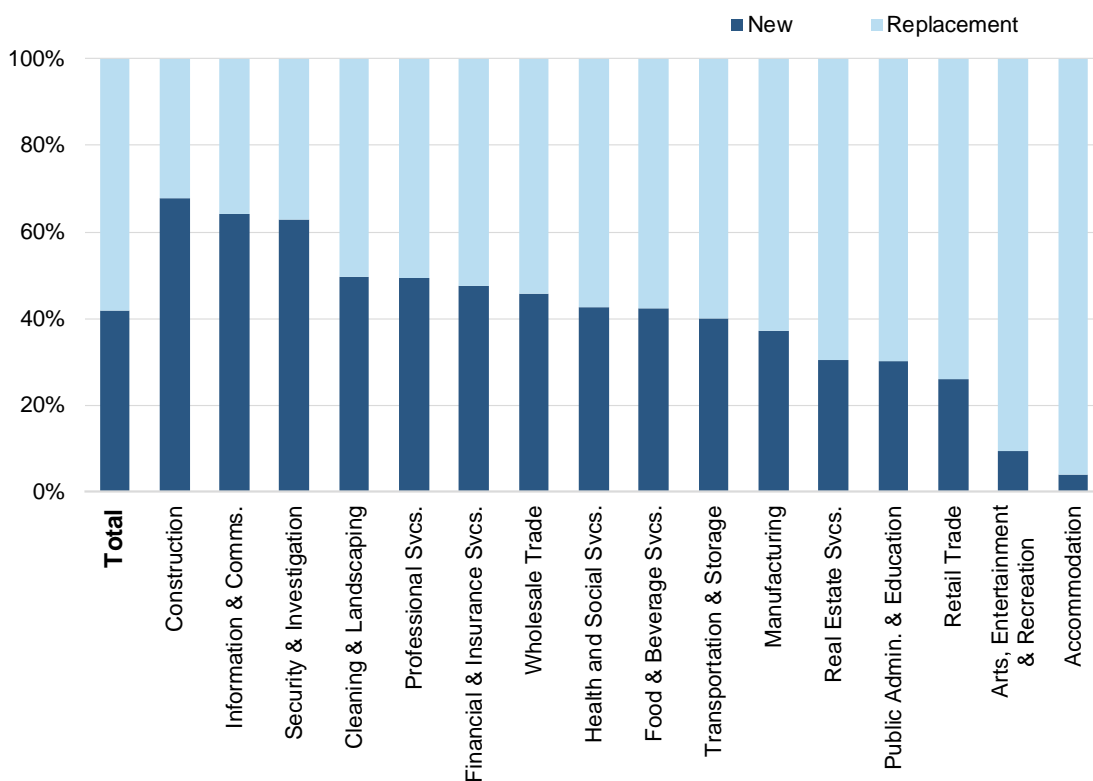
Source: Job Vacancy Survey, Manpower Research & Statistics Department, MOM
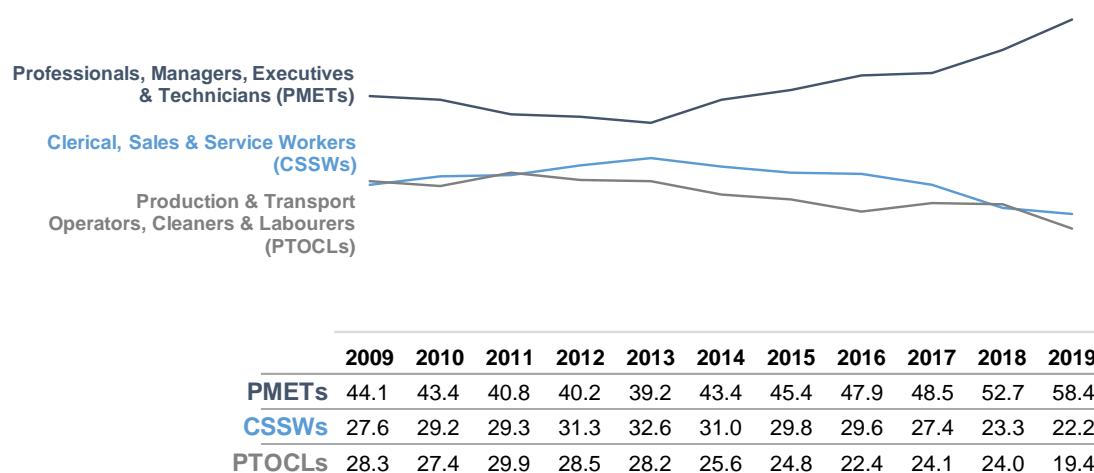
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[2] Growth sectors consist of 6 industries which have been identified by the Government as potentially major sources of job openings in the years ahead.

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PMETs formed a higher share of vacancies, in line with firm demand for skilled workers

2.3   Demand for skilled workers remained firm despite the uncertain economic conditions. The professionals, managers, executives & technicians' (PMET) share of all job vacancies rose to 58% in 2019, continuing an uptrend since 2013. This reflected an increase in the share of vacancies from industries where PMETs formed a larger proportion of the workforce, such as *public administration & education*, *ICT* and *health & social services*.

2.4   Reflecting the lower share of non-PMETs among the employed[3], the share of job vacancies for production & transport operators, cleaners & labourers decreased to 19%, while that for clerical, sales & service workers remained broadly unchanged at 22% (Fig. 2).

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

Professionals, Managers, Executives & Technicians (PMETs)

Clerical, Sales & Service Workers (CSSWs)

Production & Transport Operators, Cleaners & Labourers (PTOCLs)

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
PMETs	44.1	43.4	40.8	40.2	39.2	43.4	45.4	47.9	48.5	52.7	58.4
CSSWs	27.6	29.2	29.3	31.3	32.6	31.0	29.8	29.6	27.4	23.3	22.2
PTOCLs	28.3	27.4	29.9	28.5	28.2	25.6	24.8	22.4	24.1	24.0	19.4

Source: Labour Market Survey, Manpower Research & Statistics Department, MOM
Note: Data for each year may not add up to 100% due to rounding.

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[3] As reported in the Labour Force in Singapore 2019, the share of non-PMETs among employed residents declined over the decade, more so among the production & transport operators, cleaners & labourers.

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Employers are looking beyond academic qualifications when hiring

2.5   Academic qualifications were not the main consideration for filling 51% of PMET vacancies (Fig. 3). These vacancies included *software, web & multimedia developers* and *commercial & marketing sales executives*. Instead, for these positions, employers placed greater emphasis on candidates' skills, work experience, and attitude.[4] This underscores the need for jobseekers to reskill and upskill to stay relevant to changing job requirements.

Figure 3: Proportion (%) Of Job Vacancies For Which Academic Qualifications Were Not The Main Consideration

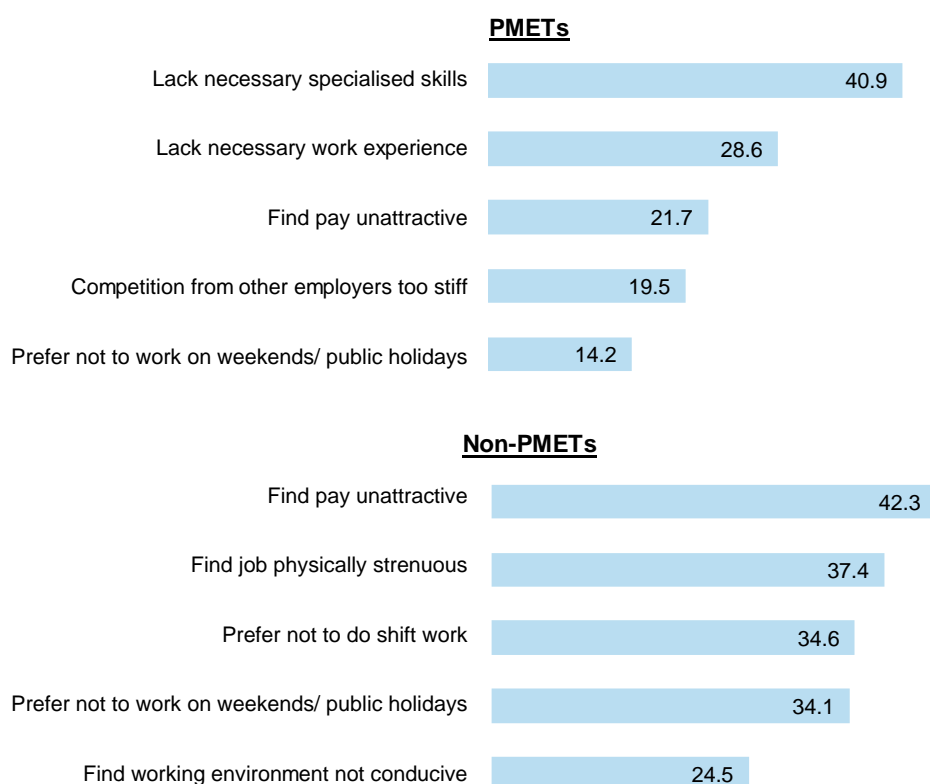|	2017	2018	2019
Total	67.1	68.1	64.7
PMETs	42.0	52.2	50.6
Non-PMETs	90.3	86.7	84.8
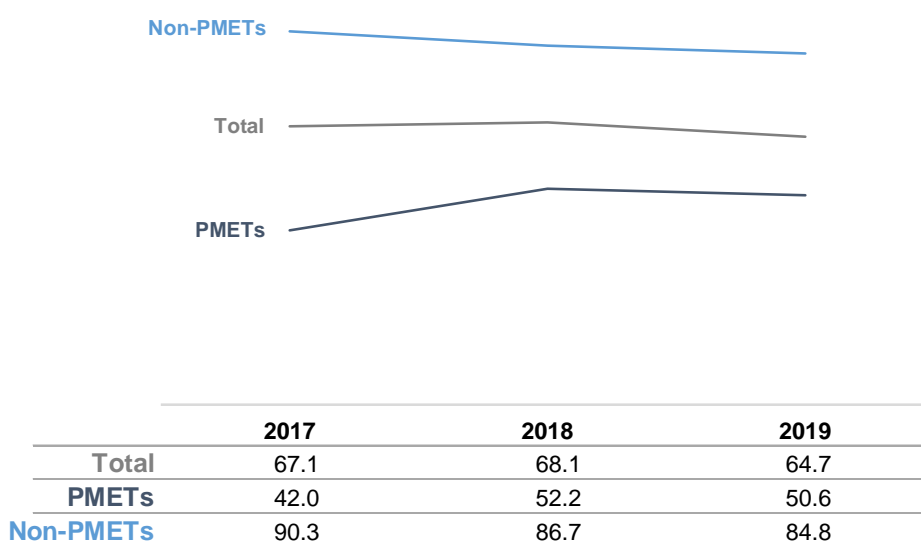
Source: Job Vacancy Survey, Manpower Research & Statistics Department, MOM

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[4] This was cited for 91% of PMET vacancies for which academic qualifications were not the main consideration. The corresponding proportion for non-PMET vacancies was 54%.

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Lack of specialised skills was a common reason for harder to fill PMET vacancies

2.6   The lack of necessary specialised skills was a common challenge faced by employers when filling PMET vacancies. This was a reason cited by employers for four in ten of the PMET vacancies that were harder to fill by locals (Fig. 4). For non-PMET positions, it was usually due to a mismatch in wage expectations. In general, non-PMET vacancies remained harder to fill than PMET vacancies[5].

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

PMETs

Lack necessary specialised skills	40.9
Lack necessary work experience	28.6
Find pay unattractive	21.7
Competition from other employers too stiff	19.5
Prefer not to work on weekends/ public holidays	14.2

Non-PMETs

Find pay unattractive	42.3
Find job physically strenuous	37.4
Prefer not to do shift work	34.6
Prefer not to work on weekends/ public holidays	34.1
Find working environment not conducive	24.5

Source: Job Vacancy Survey, Manpower Research & Statistics Department, MOM
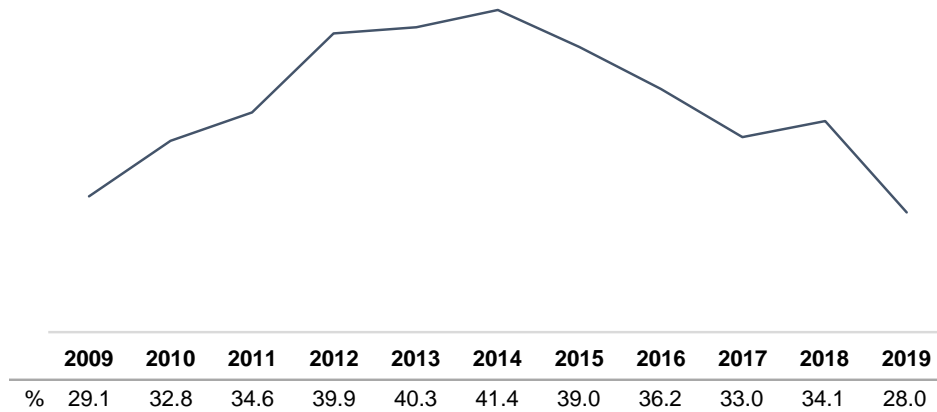
Notes:
(1) Establishments are allowed to indicate more than one reason for vacancies being hard to fill by locals.
(2) Figures are expressed as a proportion of the hard to fill vacancies.

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[5] 41% of non-PMET job openings were unfilled for at least six months, compared to 19% among PMET openings.

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2.7   Employers found it easier to fill vacancies in 2019. The proportion of vacancies unfilled for six months or more fell to 28% in 2019, from the average of 34% in the preceding three-year period (Fig. 5).

Figure 5: Proportion (%) Of Job Vacancies Which Were Unfilled For At Least Six Months

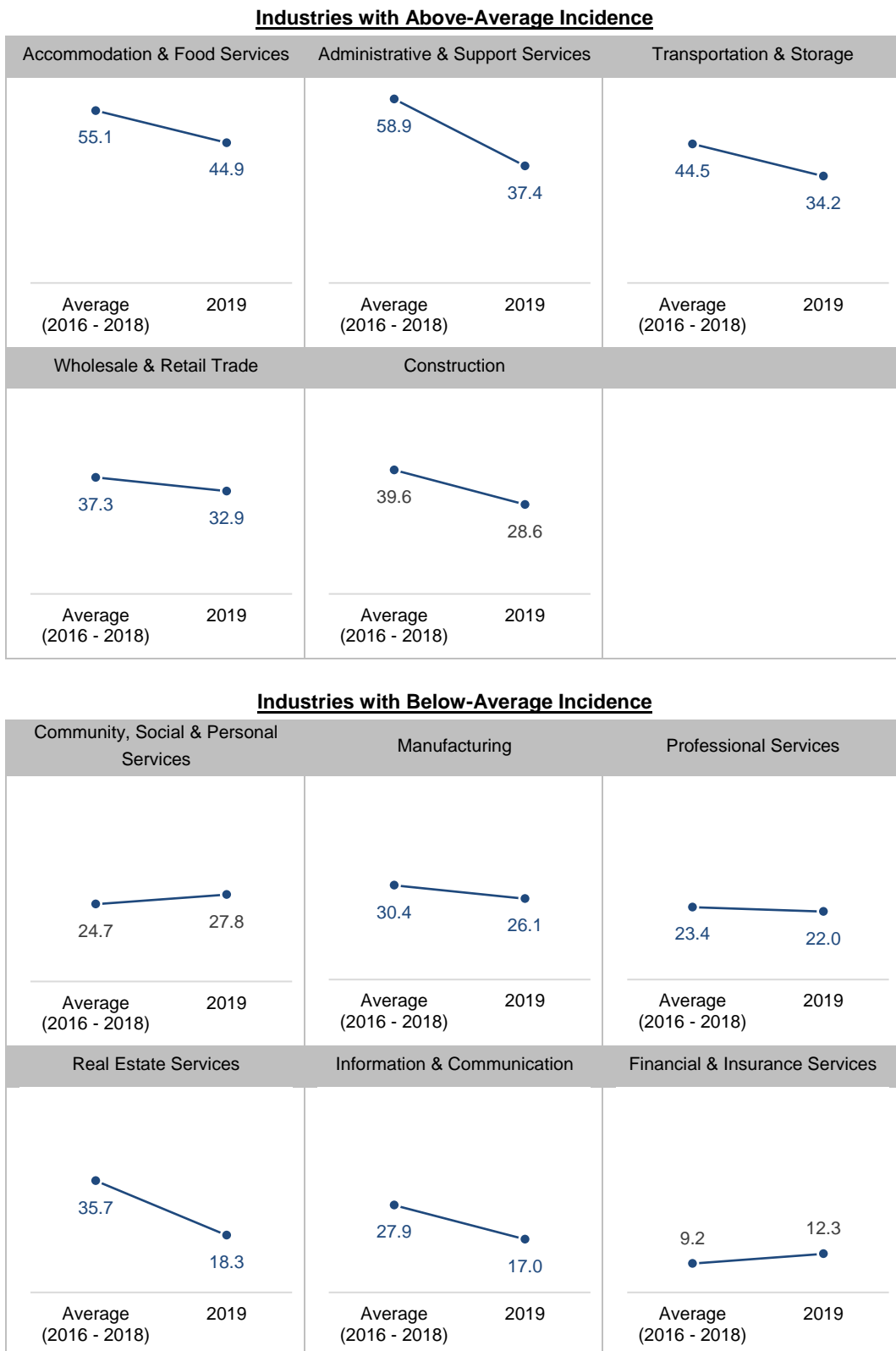|	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
%	29.1	32.8	34.6	39.9	40.3	41.4	39.0	36.2	33.0	34.1	28.0

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

2.8   Most industries saw a decline in the incidence of vacancies unfilled for extended periods in 2019 (Fig. 6). The decline was more pronounced in industries where employers traditionally experienced greater difficulties in filling vacancies, in particular, *administrative & support services* and *construction.* Fewer vacancies in these industries were reported to be hard-to-fill due to working conditions (e.g. physically strenuous work, shift work, non-conducive work environment), reflecting on-going efforts to redesign jobs.

2.9   *Financial & insurance services* and *community, social & personal services* saw slight increases in the incidence, but for different reasons. In *financial & insurance services*, the slight increase was due to the lack of specialised skills. Among *community, social & personal services*, the increase was due to shift work, working on weekends or public holidays in *health & social services*.

Figure 6: Proportion of Job Vacancies (%) Which Were Unfilled For At Least Six Months, By Industry

Industries with Above-Average Incidence

Accommodation & Food Services	Administrative & Support Services	Transportation & Storage

Wholesale & Retail Trade	Construction	

Industries with Below-Average Incidence

Community, Social & Personal Services	Manufacturing	Professional Services

Real Estate Services	Information & Communication	Financial & Insurance Services

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3 Jobs And Skills In Demand

Jobs in demand are in healthcare, IT, business development and sales

3.1   ICT professionals, particularly in IT development roles such as **software, web & multimedia developers** (1st) and **systems analysts** (3rd) were the most sought after, as digital technologies formed an integral part of businesses (Fig. 7). This trend looks set to continue under our Smart Nation initiative. The typical job of a *software, web & multimedia developer* or *systems analyst* requires the incumbent to possess knowledge of programming languages (e.g. Java, Python and C#) and common software development processes to understand, design, monitor and improve technical systems.

3.2   Positions for business development and sales, such as **commercial & marketing sales executives** (4th) and **business development managers** (10th), also ranked high among PMET jobs in demand. There has also been a rise in job opportunities for **market research analysts**, as businesses leverage on data-driven insights for decision-making. Incumbents in these positions need to possess knowledge of customer relationship management and enterprise software, EQ to handle customers' needs, and the ability to identify business problems, and evaluate options to solve the problems.

3.3   Non-PMET vacancies were commonly for **security guards**, **receptionists**, **customer service & information clerks** and **shop sales assistants** (Fig. 8). However, demand for some of these top non-PMET job openings has waned as jobs level up due to business transformation. For instance, companies in retail trade have restructured to manpower-lean operating models and moved their workers into higher value-added roles. As a result, job openings for *shop sales assistants* trended down in the last three years.

3.4   With growing healthcare needs, **registered nurses, enrolled nurses,** and **healthcare assistants** remained in demand. These positions generally do not require prior working experience and candidates with the relevant skills and/or credentials could enter or switch into the healthcare industry.

Figure 7: Top Ten PMET Job Vacancies, 2019

RANK, 2019	OCCUPATION	RANGE OF WAGES ESTABLISHMENTS PREPARED TO OFFER	COMMON MIN QUAL	ACAD QUAL NOT THE MAIN CONSIDERATION	TOP SKILLS REQUIRED*	COMMON WORKING EXPERIENCE
1	Software, Web & Multimedia Developer	4,000 ◯··● 6,700	Degree		Programming Complex Problem Solving Judgment and Decision Making	Job Specific
2	Teaching & Training Professional	1,800 ◯·········● 7,845	Dipl. & Prof Qual	●	Instructing Active Learning Complex Problem Solving	None required
3	Systems Analyst	4,500 ◯···● 7,900	Degree		Systems Analysis Complex Problem Solving Systems Evaluation	Job Specific
4	Commercial & Marketing Sales Executive	3,000 ◐ 3,500	Degree	●	Persuasion Social Perceptiveness Negotiation	Job Specific
5	Registered Nurse & Other Nursing Professionals	2,300 ◐ 2,800	Dipl. & Prof Qual		Social Perceptiveness Service Orientation Judgement and Decision Making	None required
6	Civil Engineer	3,210 ◯········● 8,555	Degree		Complex Problem Solving Operations Analysis Systems Analysis	Job Specific
7	Electronics Engineer	3,800 ◯··● 6,300	Degree		Complex Problem Solving Systems Analysis Judgement and Decision Making	Job Specific
8	Management Executive	2,500 ◯···● 5,900	Dipl. & Prof Qual	●	Judgment and Decision Making Coordination Complex Problem Solving	None required
9	Enrolled/ Assistant Nurse	1,740 ◐● 2,800	Post-Sec (Non-Tert)		Social Perceptiveness Service Orientation Active Learning	Job Specific
10	Business Development Manager	4,500 ◯·······● 9,400	Degree		Complex Problem Solving Judgment and Decision Making Active Learning	Job Specific

● Indicates occupations where academic qualifications were not the main consideration for at least 50.6% (PMET average) of the vacancies in 2019.

* 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 8: Top Ten Non-PMET Job Vacancies, 2019

RANK, 2019	OCCUPATION	RANGE OF WAGES ESTABLISHMENTS PREPARED TO OFFER	COMMON MIN QUAL	ACAD QUAL NOT THE MAIN CONSIDERATION	TOP SKILLS REQUIRED*	COMMON WORKING EXPERIENCE
1	Security Guard	2,100 O····● 2,700	Pri & Below	●	Critical Thinking Coordination Social Perceptiveness	None required
2	Receptionist, Customer Service & Information Clerk	1,700 O·····● 2,400	Sec	●	Service Orientation Social Perceptiveness Coordination	Job Specific
3	Shop Sales Assistant	1,500 O··● 1,900	Pri & Below	●	Persuasion Service Orientation Social Perceptiveness Negotiation	None required
4	Cleaner	1,300 O● 1,600	Pri & Below	●	Coordination	None required
5	Waiter	1,560 O····● 2,100	Pri & Below	●	Service Orientation Social Perceptiveness Coordination	None required
6	Healthcare Assistant	1,500 O··● 1,950	Post-Sec (Non-Tert)	●	Service Orientation Social Perceptiveness Critical Thinking	None required
7	Kitchen Assistant	1,400 O··● 1,800	Pri & Below	●	Social Perceptiveness Coordination Service Orientation Time Management	None required
8	Material & Freight Handling Worker	1,500 O···● 2,000	Pri & Below	●	Coordination Operation and Control Operation Monitoring	Job Specific
9	Cook	1,600 O····● 2,200	Pri & Below	●	Time Management Critical Thinking Coordination	Job Specific
10	General Office Clerk	1,806 O·······● 2,600	Dipl. & Prof Qual		Critical Thinking Social Perceptiveness Time Management	General Working Experience

● Indicates occupations where academic qualifications were not the main consideration for at least 84.8% (Non-PMET average) of the vacancies in 2019.
* 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   The number of vacancies fell in 2019 due to cautious hiring sentiments. However, vacancies remained available across sectors, particularly in the growth sectors. Job opportunities were mainly in information technology, healthcare, business development and sales. Employers are also placing more emphasis on applicants' skills, work experience and attitude, beyond academic qualifications. For harder to fill PMET vacancies, the lack of specialised skills was also a common reason mentioned by employers.

SURVEY COVERAGE & METHODOLOGY

Introduction

The *Job Vacancy Survey, 2019* 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 26 September to 3 December 2019.

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 15,290 establishments employing 2,102,600 employees responded to the survey, yielding a response rate of 86.4%.

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 2019.

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 the 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
- Gross wage organisation was prepared to pay

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 Central Provident Fund (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 & below 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.

FEEDBACK FORM

TITLE OF REPORT: JOB VACANCIES 2019

1. How would you rate this publication in terms of :

	Excellent	Good	Average	Poor
a) Relevance to your work	☐	☐	☐	☐
b) Providing useful insights on prevailing labour market trends/development	☐	☐	☐	☐
c) Ease of understanding	☐	☐	☐	☐

2. Which area(s) of the report do you find most useful? Please provide reasons.

    _____

    _____

3. How do you find the length of the report?

    ☐ Too detailed   ☐ Just right   ☐ Too brief

	Excellent	Good	Average	Poor
4. Overall, how would you rate this publication?	☐	☐	☐	☐

5. What additional information (if any) would you like us to include in our future issues?

    _____

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6. Any other comments or suggestions you wish to bring to our attention?

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