JUNE 2022

2022 BUSINESS WORKFORCE **SURVEY RESULTS**

The Business Council

NEW YORK STATE OF OPPORTUNITY. | Empire State Development

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NEW YORK STATE OF OPPORTUNITY. | Department of Labor
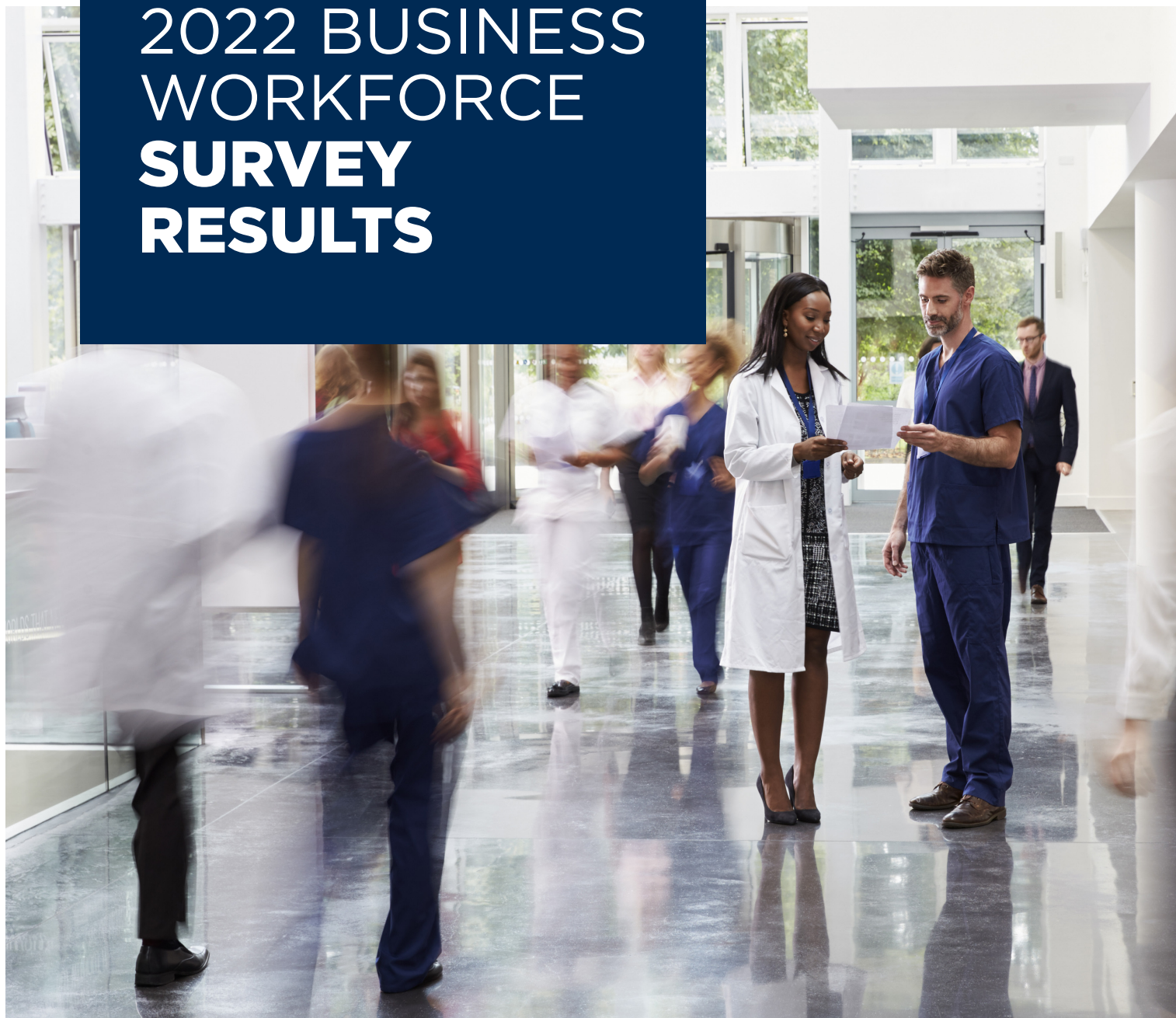
Transforming New York's World of Work

OVERVIEW

In March 2021, The Business Council teamed up with the New York State Department of Labor to survey thousands of businesses on the challenges and needs in a world deeply changed by COVID. The results continue to shape workforce development practices and policy from the p-12 system to higher education and among training providers across New York State.

In May 2022, the Department of Labor again partnered with The Business Council and with Empire State Development and the Regional Economic Development Councils to gather real-time feedback on the state of the workforce and the needs of businesses in 2022.

As with the previous survey, most survey questions were optional, but businesses were encouraged to answer as many as possible. Percentages listed represent a percentage of the total participants for that individual question, not all survey participants.

In total, **3,700 unique businesses** responded to the survey, representing **16,150** business locations that employ nearly **540,000** workers (representing a median of 32 full- or part-time individuals per business). The breakdown of region and major industry group is below.

Region	Responses
Capital Region	575
Central New York	613
Finger Lakes	739
Hudson Valley	469
Long Island	563
Mohawk Valley	306
New York City	538
North Country	459
Southern Tier	532
Western New York	902

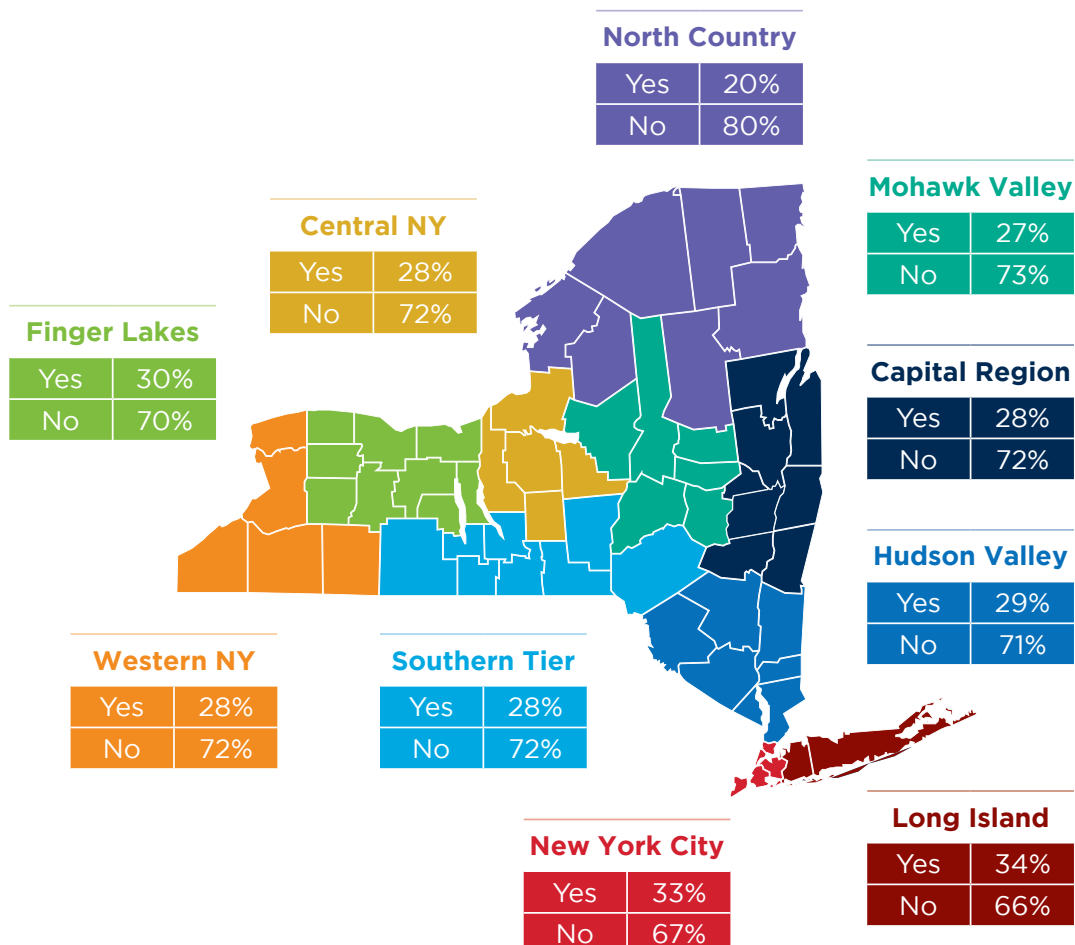| Industry (Statewide)	
Accommodation and Food Services	6%
Administrative and Waste Services	3%
Agriculture, Forestry, Fishing, and Hunting	2%
Arts, Entertainment, and Recreation	3%
Construction	9%
Educational Services	5%
Finance and Insurance	2%
Health Care and Social Assistance	17%
Information	1%
Management of Companies and Enterprises	<1%
Manufacturing	19%
Mining	<1%
Other Services (Except Public Administration)	8%
Professional, Scientific and Technical Services	6%
Real Estate and Rental and Leasing	2%
Retail Trade	6%
Transportation and Warehousing	3%
Utilities	<1%
Wholesale Trade	4%

DIGITAL AUTOMATION

In the next 12-24 months, **26% of businesses statewide** are considering implementing some form of **digital automation**. Examples include:

- Material requirements planning (MRP)
- Enterprise resource planning (ERP)
- Customer relationship management (CRM)
- Workflow process
- Fleet management
- Online ordering
- Inventory control

Industry	Manufacturing/ Construction	Health Care	All Other Industries
Yes	27%	29%	25%
No	73%	71%	75%

ALL INDUSTRIES BY REGION

North Country

Yes	20%
No	80%

Mohawk Valley

Yes	27%
No	73%

Central NY

Yes	28%
No	72%

Capital Region

Yes	28%
No	72%

Finger Lakes

Yes	30%
No	70%

Hudson Valley

Yes	29%
No	71%

Western NY

Yes	28%
No	72%

Southern Tier

Yes	28%
No	72%

New York City

Yes	33%
No	67%

Long Island

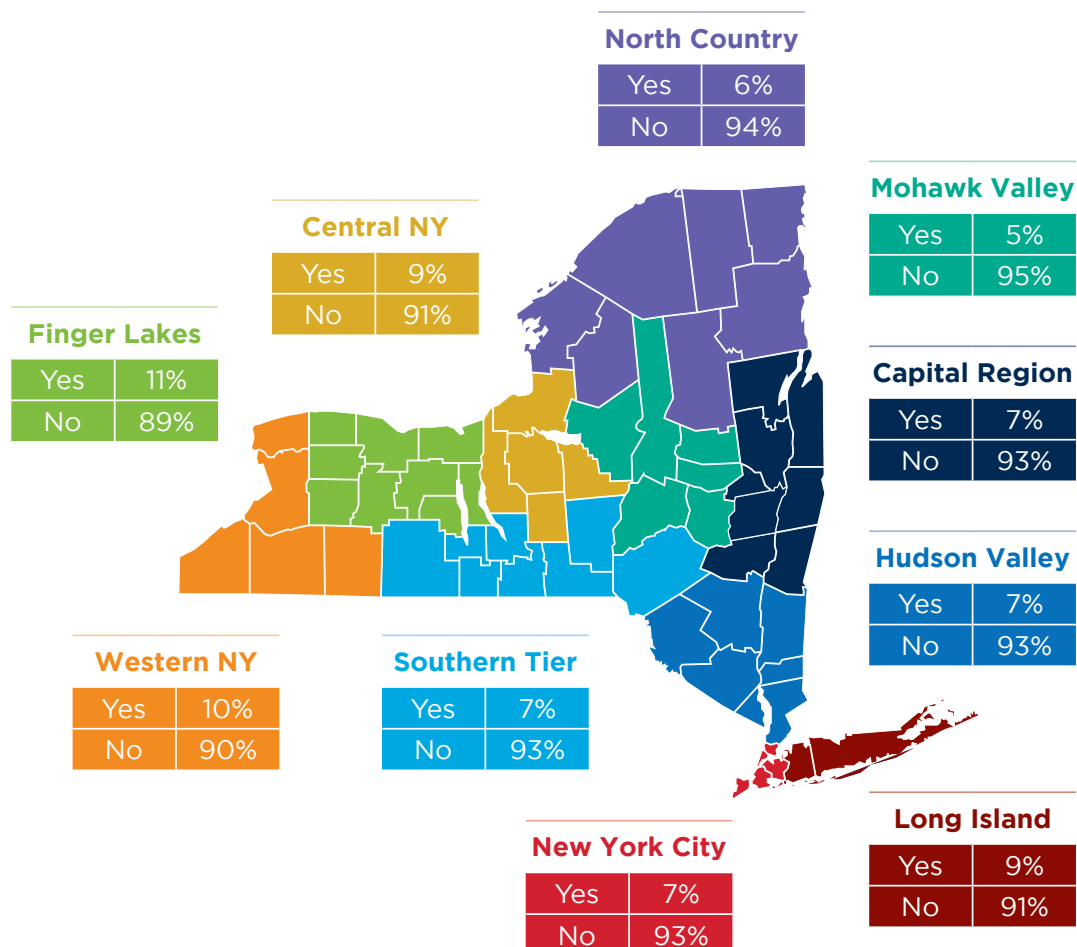| Yes	34%
No	66%

ROBOTIC AUTOMATION

In the next 12-24 months, **9% of businesses statewide** are considering implementing some form of **robotic automation**. Examples include:

• Robotic welding
• Production line
• Palletizers
• Cobots/robot arms
• Computer Numerical Control (CNC) machinery
• Loading/unloading

Industry	Manufacturing/ Construction	Health Care	All Other Industries
Yes	18%	3%	6%
No	82%	97%	94%

ALL INDUSTRIES BY REGION

North Country

Yes	6%
No	94%

Mohawk Valley

Yes	5%
No	95%

Central NY

Yes	9%
No	91%

Capital Region

Yes	7%
No	93%

Finger Lakes

Yes	11%
No	89%

Hudson Valley

Yes	7%
No	93%

Western NY

Yes	10%
No	90%

Southern Tier

Yes	7%
No	93%

New York City

Yes	7%
No	93%

Long Island

Yes	9%
No	91%

SPACE NEEDS

All Industries/Statewide	2021	2022
Reducing physical footprint	7%	5%
Increasing physical footprint	17%	21%
Stay the same	N/A	60%
Undecided	76%	14%

REGIONAL SPACE NEEDS

	Capital Region	Central NY	Finger Lakes	Hudson Valley	Long Island
Reducing physical footprint	6%	4%	3%	5%	6%
Increasing physical footprint	23%	25%	24%	22%	27%
Stay the same	60%	58%	59%	58%	51%
Undecided	11%	14%	14%	14%	16%

	Mohawk Valley	NYC	North Country	Southern Tier	Western NY
Reducing physical footprint	6%	6%	7%	5%	5%
Increasing physical footprint	27%	21%	19%	23%	21%
Stay the same	55%	54%	66%	58%	61%
Undecided	13%	19%	9%	14%	13%

RECRUITING WORKERS: DIFFICULT TO FILL POSITIONS

Which positions are most difficult to fill? Business' ranked responses are below:

All Industries/Statewide

1. Laborer	16. Accountant
2. Administrative	17. Mechanic
3. Direct Support Professional	18. Cook
4. Registered Nurse	19. Engineer
5. Maintenance	20. Waiter
6. CDL Driver	21. Customer Service Representative
7. Licensed Practical Nurse	22. Manager
8. Warehouse Worker	23. CNC Machinist
9. Carpenter	24. Electrician
10. Social Worker	25. Welder
11. Housekeeper	26. Project Manager
12. Teacher	27. Front Desk
13. Sales	28. Dishwasher
14. Machine Operator	29. Teaching Assistant
15. Driver	30. Security

Sector-based, Statewide

Manufacturing/Construction	Health Care	All Other Industries
Laborer	Direct Support Professional	Administrative
Carpenter	Registered Nurse	Laborer
Machine Operator	Licensed Practical Nurse	Maintenance
CNC Machinist	Social Worker	CDL Driver
Electrician	Home Health Aide	Warehouse Worker
Welder	Personal Care Aide	Waiter
CDL Driver	Certified Nursing Assistant	Cook
Machinist	Teacher	Housekeeper
Engineer	Maintenance	Sales
Administrative	Teaching Assistant	Driver
Project Manager	Administrative	Teacher
Assembler	Housekeeper	Accountant

RECRUITING WORKERS: DIFFICULT TO FILL POSITIONS

ALL INDUSTRIES BY REGION

Capital Region	Central New York
Administrative	Laborer
Laborer	CDL Driver
Registered Nurse	Registered Nurse
CDL Driver	Direct Support Professional
Direct Support Professional	Administrative
Carpenter	Carpenter
Licensed Practical Nurse	Mechanic
Warehouse Worker	Licensed Practical Nurse
Waiter	Warehouse Worker
Project Manager	Maintenance
Maintenance	Sales
Sales	Machine Operator
Social Worker	Electrician
Manager	Social Worker
Teacher	Driver

Finger Lakes	Hudson Valley
Laborer	Administrative
Administrative	Direct Support Professional
Registered Nurse	Laborer
Maintenance	CDL Driver
CDL Driver	Registered Nurse
Carpenter	Administrative
Direct Support Professional	Social Worker
Social Worker	Driver
Electrician	Licensed Practical Nurse
Skilled Trades	Carpenter
Licensed Practical Nurse	Housekeeper
Project Manager	Sales
Warehouse Worker	Accountant
Engineer	Project Manager
Driver	Mechanic

RECRUITING WORKERS: DIFFICULT TO FILL POSITIONS

ALL INDUSTRIES BY REGION

Long Island	Mohawk Valley	New York City
Administrative	Registered Nurse	Direct Support Professional
Sales	Laborer	Administrative
Warehouse Worker	CDL Driver	Social Worker
Direct Support Professional	Administrative	Registered Nurse
Registered Nurse	Mechanic	Driver
Laborer	Licensed Practical Nurse	Maintenance
CNC Machinist	Warehouse Worker	Licensed Practical Nurse
Licensed Practical Nurse	Direct Support Professional	Accountant
Carpenter	Machine Operator	Laborer
Accountant	Housekeeper	Security
Driver	Manager	Carpenter
Manager	Carpenter	Customer Service Rep.
Engineer	Home Health Aide	Engineer
Customer Service Rep.	Driver	Home Health Aide
Personal Care Aide	Accountant	Waiter

North Country	Southern Tier	Western New York
Laborer	Laborer	Administrative
CDL Driver	Administrative	Laborer
Carpenter	Carpenter	Registered Nurse
Administrative	Registered Nurse	Maintenance
Registered Nurse	Direct Support Professional	CDL Driver
Social Worker	CDL Driver	Licensed Practical Nurse
Engineer	Maintenance	Direct Support Professional
Direct Support Professional	Licensed Practical Nurse	Machine Operator
Housekeeper	Accountant	Warehouse Worker
Accountant	Driver	Teacher
Mechanic	Social Worker	Manager
Manager	Electrician	Teaching Assistant
Front Desk	Sales	Mechanic
Maintenance	Manager	Carpenter
Licensed Practical Nurse	Mechanic	Sales

RECRUITING WORKERS: WHY ARE POSITIONS DIFFICULT TO FILL?

Of the positions that are most difficult to fill, businesses said these were the top reasons why they were difficult to fill:

Reason (2021, Statewide, All Industries)

Lack of qualified candidates	48%
Availability of supplemental benefits	15%
Compensation	9%
Lack of applicants	9%
Nature of work	5%
Competitive job market	3%
Shift/Schedule	2%

Reason (2022, Statewide, All Industries)

Lack of qualified candidates	49%
Compensation	42%
Lack of applicants	23%
Shift/Schedule	17%
Applicants lack skills	16%
People aren't interested in work	16%
Nature of work	14%
Lack of experience	14%
Lack of follow-through	13%

Sector-based, Statewide

Manufacturing/Construction

Lack of qualified candidates	55%
Compensation	27%
Applicants lack skills	25%
Lack of applicants	24%
Lack of experience	19%
People aren't interested in work	17%
Shift/Schedule	13%
Lack of follow-through	13%

Health Care

Compensation	84%
Lack of qualified candidates	46%
Shift/Schedule	22%
Lack of applicants	18%
Nature of work	17%
Competitive job market	16%
Lack of follow-through	9%
Location	8%

All Other Industries

Lack of qualified candidates	47%
Compensation	37%
Lack of applicants	24%
People aren't interested in work	18%
Shift/Schedule	18%
Applicants lack skills	15%
Nature of work	14%
Lack of follow-through	14%

RECRUITING WORKERS: WHY ARE POSITIONS DIFFICULT TO FILL?

ALL INDUSTRIES BY REGION

Capital Region

Lack of qualified candidates	49%
Compensation	44%
Lack of applicants	20%
Shift/Schedule	19%
People aren't interested in work	16%
Nature of work	16%
Applicants lack skills	16%
Lack of experience	14%

Central New York

Lack of qualified candidates	46%
Compensation	41%
Lack of applicants	21%
Shift/Schedule	20%
Lack of experience	17%
Applicants lack skills	16%
Nature of work	15%
People aren't interested in work	13%

Finger Lakes

Lack of qualified candidates	54%
Compensation	43%
Lack of applicants	24%
Shift/Schedule	18%
Applicants lack skills	18%
Lack of experience	18%
Nature of work	14%
People aren't interested in work	13%

Hudson Valley

Compensation	50%
Lack of qualified candidates	47%
Applicants lack skills	19%
Nature of work	18%
Shift/Schedule	16%
Lack of applicants	16%
Lack of experience	13%
People aren't interested in work	12%

Long Island

Lack of qualified candidates	51%
Compensation	42%
Lack of applicants	23%
Applicants lack skills	15%
Lack of experience	15%
People aren't interested in work	13%
Shift/Schedule	11%
Lack of follow-through	10%

Mohawk Valley

Lack of qualified candidates	49%
Compensation	39%
Lack of applicants	20%
Applicants lack skills	20%
Shift/Schedule	19%
Lack of follow-through	15%
Nature of work	15%
People aren't interested in work	14%

RECRUITING WORKERS: WHY ARE POSITIONS DIFFICULT TO FILL?

ALL INDUSTRIES BY REGION

New York City

Compensation	51%
Lack of qualified candidates	48%
Lack of applicants	16%
Lack of experience	16%
Applicants lack skills	16%
Shift/Schedule	14%
People aren't interested in work	12%
Lack of follow-through	12

North Country

Lack of qualified candidates	45%
Compensation	34%
Lack of applicants	25%
People aren't interested in work	20%
Shift/Schedule	19%
Nature of work	18%
Applicants lack skills	15%
Lack of experience	11%

Southern Tier

Lack of qualified candidates	48%
Compensation	43%
People aren't interested in work	20%
Shift/Schedule	19%
Nature of work	15%
Applicants lack skills	15%
Lack of experience	15%
Lack of applicants	14%

Western New York

Lack of qualified candidates	48%
Compensation	45%
Shift/Schedule	21%
Lack of applicants	21%
Lack of follow-through	16%
People aren't interested in work	16%
Nature of work	16%
Lack of experience	15%

FINDING TALENT

Businesses ranked their most used and most successful recruitment resources:

Popular Recruitment Tools (Statewide, All industries)

Word of mouth/networking through current employees/referrals	58%
Indeed	53%
Company website	46%
Facebook	37%
NYS Dept. of Labor/NYS Job Bank/Jobs Express	35%
LinkedIn	30%
Third-party recruiter/head-hunter/staffing firm	24%
In-person career fairs	21%

Most Successful Recruitment Tool

Word of mouth/networking through current employees/referrals	57%
Indeed	50%
Company website	18%
Facebook	14%
Third-party recruiter/head-hunter/staffing firm	14%

RECRUITING FOR SKILLS

Businesses identified both technical and non-technical skills lacking among job applicants and new employees:

Non-Technical Skills Lacking (Statewide, All industries)

	2021	2022
Self-motivation	64%	70%
Timeliness/attendance	51%	55%
Communication skills	66%	52%
Attention to detail	58%	50%
Problem-solving/critical thinking	63%	48%
Time management	44%	32%
Ability to take criticism	40%	31%
Personal awareness	34%	27%
Teamwork	31%	24%
Customer service	24%	19%
English skills/grammar	31%	19%
Leadership	28%	18%
Conflict management	33%	17%
Decision-making	27%	16%
Basic math skills	30%	15%

Technical Skills Lacking (Statewide, All industries)

	2021	2022
Basic computer use/computer literacy	47%	44%
Software proficiency in Excel	39%	32%
Mechanical technical/engineering	23%	19%
Email	19%	19%
Software proficiency in Word	23%	17%
Data analysis	15%	16%
Typing	19%	16%

BARRIERS

The most common barriers that prevent a business from hiring a job candidate or prevent the candidate from taking a job are:

Barriers (Statewide, All industries)

	2021	2022
Lack of experience	56%	50%
Self-motivation, initiative	37%	47%
Gap in salary and wage expectations	34%	45%
Transportation	30%	33%
Insufficient education/training	29%	32%
Scheduling	19%	26%
Child care	19%	24%
Lack of driver's license	19%	20%
Gaps in employment	16%	16%

BARRIERS

ALL INDUSTRIES BY REGION

Capital Region

Gap in salary and wage expectations	50%
Lack of experience	47%
Self-motivation, initiative	45%
Transportation	35%
Insufficient education/training	33%
Scheduling	26%
Child care	24%
Lack of driver's license	19%

Central New York

Lack of experience	55%
Self-motivation, initiative	49%
Gap in salary and wage expectations	47%
Transportation	40%
Scheduling	29%
Insufficient education/training	29%
Lack of driver's license	25%
Child care	24%

Finger Lakes

Lack of experience	55%
Gap in salary and wage expectations	49%
Self-motivation, initiative	48%
Insufficient education/training	33%
Transportation	30%
Scheduling	26%
Lack of driver's license	21%
Child care	18%

Hudson Valley

Gap in salary and wage expectations	51%
Lack of experience	49%
Self-motivation, initiative	44%
Transportation	37%
Insufficient education/training	34%
Scheduling	28%
Lack of driver's license	27%
Child care	24%

Long Island

Lack of experience	53%
Gap in salary and wage expectations	48%
Self-motivation, initiative	37%
Insufficient education/training	34%
Transportation	32%
Scheduling	23%
Child care	22%
Lack of driver's license	19%

Mohawk Valley

Self-motivation, initiative	55%
Lack of experience	46%
Gap in salary and wage expectations	45%
Transportation	37%
Child care	28%
Insufficient education/training	28%
Scheduling	23%
Lack of driver's license	23%

BARRIERS

ALL INDUSTRIES BY REGION

New York City

Lack of experience	55%
Gap in salary and wage expectations	46%
Insufficient education/training	38%
Self-motivation, initiative	33%
Transportation	29%
Scheduling	28%
Child care	22%
Lack of driver's license	20%

North Country

Lack of experience	51%
Gap in salary and wage expectations	46%
Self-motivation, initiative	45%
Transportation	33%
Insufficient education/training	29%
Child care	28%
Scheduling	26%
Lack of driver's license	23%

Southern Tier

|	
Lack of experience	47%
Self-motivation, initiative	47%
Gap in salary and wage expectations	46%
Transportation	36%
Insufficient education/training	34%
Lack of driver's license	27%
Child care	25%
Scheduling	23%

Western New York

Lack of experience	51%
Self-motivation, initiative	48%
Gap in salary and wage expectations	46%
Transportation	35%
Insufficient education/training	33%
Scheduling	25%
Child care	23%
Lack of driver's license	21%

TRAINING

Businesses identified the types of training they wish to offer, but are unable:

Training Desired, but Not Provided (Statewide, All industries)

	2021	2022
Management/leadership development or training (internally/externally)	31%	31%
Mentoring/coaching	16%	29%
On-the-job training	13%	28%
Job shadowing	12%	20%
In-house online learning/professional development	18%	19%
Third-party online learning/professional development	24%	16%
Lunch-and-learns or similar programs	18%	15%
On-boarding training	9%	14%
Registered Apprenticeship programs	23%	14%
Simulation employee training	22%	12%
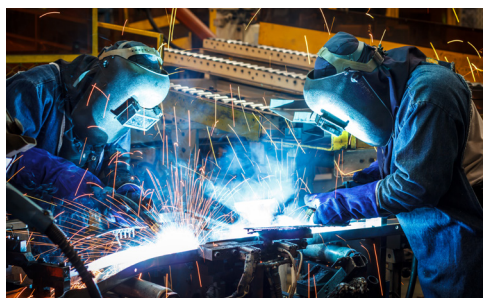
TRAINING

Training Desired, but Not Provided	Capital Region	Central NY	Finger Lakes	Hudson Valley	Long Island
Management/leadership dev. or training	29%	27%	32%	35%	23%
Mentoring/coaching	28%	28%	30%	31%	23%
On-the-job training	28%	31%	27%	27%	29%
Job shadowing	23%	23%	22%	22%	19%
In-house learning/professional dev.	18%	21%	20%	21%	17%
Third-party online learning/professional dev.	13%	11%	16%	20%	15%
Lunch-and-learns or similar programs	14%	13%	13%	18%	14%
On-boarding training	15%	16%	16%	13%	15%
Registered Apprenticeship programs	16%	16%	16%	18%	12%
Simulation employee training	11%	13%	13%	16%	11%

Training Desired, but Not Provided	Mohawk Valley	NYC	North Country	Southern Tier	Western NY
Management/leadership dev. or training	26%	38%	28%	30%	33%
Mentoring/coaching	26%	30%	23%	27%	32%
On-the-job training	24%	27%	27%	30%	28%
Job shadowing	19%	18%	24%	20%	22%
In-house learning/professional dev.	19%	21%	17%	15%	20%
Third-party online learning/professional dev.	11%	19%	13%	17%	16%
Lunch-and-learns or similar programs	11%	18%	14%	12%	15%
On-boarding training	10%	16%	13%	16%	14%
Registered Apprenticeship programs	18%	12%	14%	16%	13%
Simulation employee training	10%	16%	10%	14%	12%

SUPPORT SERVICES

Businesses also identified the support services they currently offer and those they wish they could but are unable.

Support services for workers (Statewide, All industries)

Education/tuition assistance or reimbursement	40%
N/A	39%
Mental health support	37%
Transportation assistance	13%
Access to low- or no-cost legal services	12%
Child care assistance	7%

Support services desired (Statewide, All industries)

N/A	37%
Child care assistance	36%
Transportation assistance	26%
Education/tuition assistance or reimbursement	24%
Mental health support	16%
Debt repayment	14%
Access to low- or no-cost legal services	7%

SUPPORT SERVICES

ALL INDUSTRIES BY REGION

Capital Region

Child care assistance	41%
N/A	32%
Transportation assistance	29%
Education/tuition assistance or reimbursement	21%
Debt repayment	15%
Mental health support	15%

Central New York

N/A	41%
Child care assistance	33%
Transportation assistance	27%
Education/tuition assistance or reimbursement	22%
Mental health support	13%
Debt repayment	12%

Finger Lakes

N/A	37%
Child care assistance	35%
Transportation assistance	25%
Education/tuition assistance or reimbursement	25%
Mental health support	17%
Debt repayment	13%

Hudson Valley

Child care assistance	39%
N/A	33%
Transportation assistance	29%
Education/tuition assistance or reimbursement	27%
Debt repayment	16%
Mental health support	14%

Long Island

N/A	37%
Child care assistance	32%
Education/tuition assistance or reimbursement	30%
Transportation assistance	26%
Mental health support	18%
Debt repayment	13%

Mohawk Valley

N/A	45%
Child care assistance	30%
Transportation assistance	25%
Mental health support	15%
Education/tuition assistance or reimbursement	13%
Debt repayment	10%

SUPPORT SERVICES

ALL INDUSTRIES BY REGION

New York City

Child care assistance	40%
Education/tuition assistance or reimbursement	36%
N/A	28%
Transportation assistance	27%
Mental health support	23%
Debt repayment	19%

North Country

N/A	40%
Child care assistance	39%
Transportation assistance	23%
Education/tuition assistance or reimbursement	16%
Debt repayment	10%
Mental health support	9%

Southern Tier

Child care assistance	39%
N/A	38%
Transportation assistance	28%
Education/tuition assistance or reimbursement	20%
Mental health support	15%
Debt repayment	13%

Western New York

N/A	37%
Child care assistance	37%
Transportation assistance	30%
Education/tuition assistance or reimbursement	24%
Mental health support	15%
Debt repayment	14%