



Australian Government
Jobs and Skills Australia

Recruitment methods used by employers

**Findings from the Recruitment Experiences
and Outlook Survey, 2021-2022**

Australian Capital Territory



Contents

Background and definitions	2
Methods of recruitment: definitions	2
Employers that advertised and didn't advertise.....	3
Methods of Recruitment: Australian Capital Territory	3
Skill Levels	4
Use of social media continues to rise	5

Background and definitions

This paper is the first in a series reporting on methods of recruitment data collected as part of Jobs and Skills Australia's Recruitment Experiences and Outlook Survey. This report provides a summary of recruitment methods used by employers during 2021 and 2022 for Australian Capital Territory. Separate reports are available for each state and territory.

Jobs and Skills Australia (JSA) conducts the Recruitment Experiences and Outlook Survey (REOS) to monitor recruitment activity and conditions across Australia. Approximately 1,000 employers are surveyed each month to collect information on recruitment activity, recruitment difficulty and staffing outlook. Data are released as close to collection as possible, providing a current view of recruitment activity across Australia. The REOS covers a core set of questions asked each month, including:

- Current staff levels and recent changes
- Recruitment and retention difficulties
- Recruitment methods used; and
- Future staffing expectations.

The REOS provides insights about labour market conditions to help policy makers and analysts monitor and understand current and emerging labour market conditions, and to develop resources to help job seekers understand what employers are looking for. More information on the REOS questionnaire, methodology and key concepts can be found [here](#).

The [Recruitment Experiences and Outlook Survey \(REOS\)](#) is one of a number of JSA sources of labour market information. Others include the [Internet Vacancy Index \(IVI\)](#), [Small Area Labour Markets \(SALM\)](#), the [Monthly Labour Market Dashboards](#), the [Nowcast of Employment by Region and Occupation \(NERO\)](#), and [Five-Year Employment Projections](#).

Any data in this report should be referenced as: Jobs and Skills Australia, Recruitment Experiences and Outlook Survey. For any queries about the findings in this paper or the REOS, please contact reos@jobsandskills.gov.au.

Methods of recruitment: definitions

Recruitment methods reflect the steps employers took to fill their vacancies. The recruitment methods most often reported by employers include advertising on the internet, promoting jobs by 'word of mouth', social media, use of recruitment agencies, company websites, and newspapers. The survey does not take into account the role that other parties (such as recruitment agencies or job aggregating websites) may have played in promoting the vacancy.

For their most recent recruitment round, we ask employers "What occupation have you most recently hired or replaced new staff for?". Employers can provide multiple responses and often use multiple recruitment methods. Where multiple methods are used, the successful method of recruitment used by recruiting employers is not currently collected.

Employers that advertised and didn't advertise

Recruitment methods can be broadly defined as 'advertised' or 'not advertised':

- advertised recruitment methods include using the internet (job boards, company websites), newspapers, employment agencies, social media, sign in window, internally advertised/promoted, and 'other' formal methods.
- not advertised recruitment methods include word of mouth and job seekers who have directly approached employers.

The JSA defines recruiting employers as 'not advertising' if they only use word of mouth and/or consider job seekers who approached the business directly.

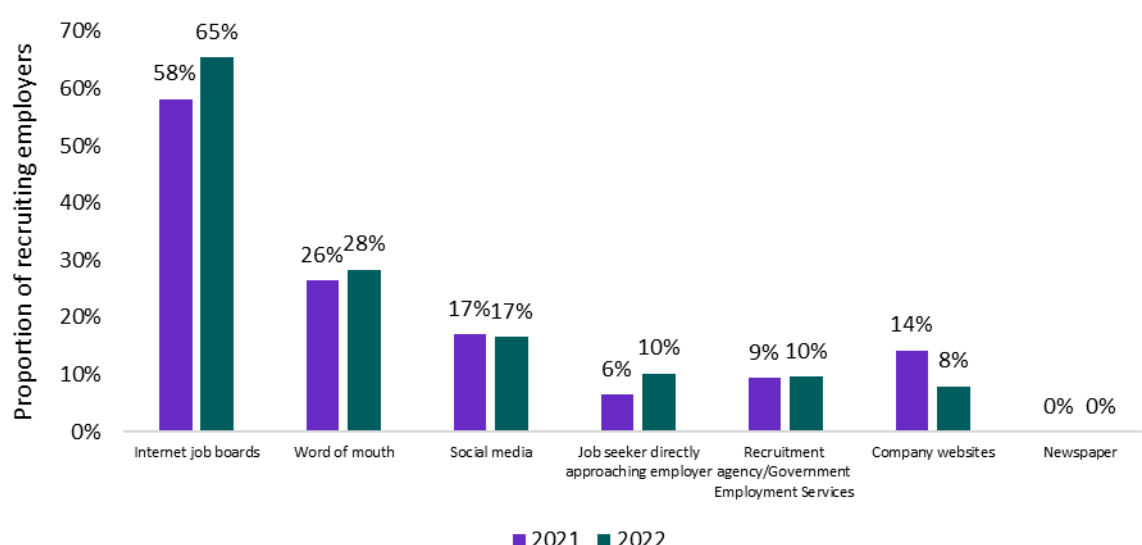
The data about these employers have important implications for job seekers looking to maximise their job opportunities: that developing and maintaining social connections is beneficial to the job-search process, and being proactive by calling or approaching employers for work is likely to help to find vacancies that aren't advertised.

Methods of Recruitment: Australian Capital Territory

In the Australian Capital Territory, close to two thirds of recruiting employers used internet jobs boards in their most recent recruitment round in 2022, up from 58% in 2021.

Word of mouth was used by 28% of recruiting employers in 2022, up slightly from 26% in 2021. The job seeker direct approach method used by 10% of recruiting employers in 2022 the highest use of this method in Australia. By contrast, the use of company websites decreased by 4 percentage points to 8% in 2022. The use of social media, recruitment agencies and government employment services remained stable between 2021 and 2022.

Figure 1. Recruitment methods used by employers, Australian Capital Territory, 2021 and 2022*



**Note: Employers can report multiple methods so numbers may not add to 100%.*

Skill Levels

Each occupation is assigned a Skill Level which is based on the ABS ANZSCO Skill Level classification (see this [ABS article for more information](#)). Skill Levels reflect the range and complexity of the tasks undertaken in the occupation, based on required levels of formal education and training, previous experience, and the amount of on-the-job training required. For this report, higher skilled vacancies are defined as ANZSCO Skill Levels 1-3; and lower skilled vacancies as ANZSCO Skill Levels 4-5. Recruitment methods often vary depending on the skill level required for the advertised job.

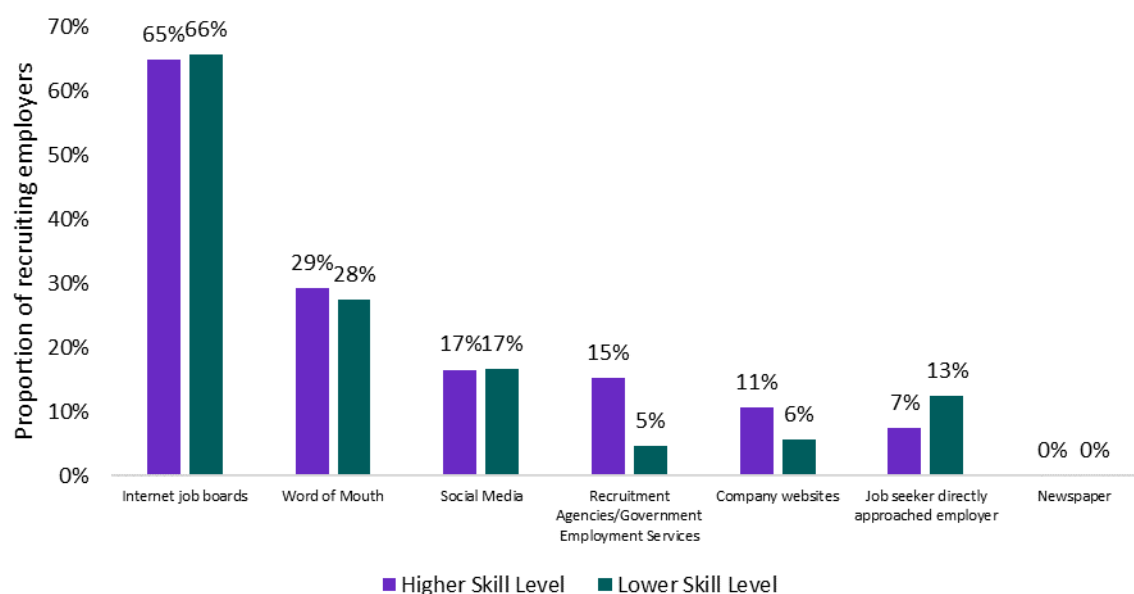
Australian Capital Territory

Employers in the ACT were quite uniform in their choice of recruitment method. Regardless of skill level,

- about two-thirds of employers used the internet in the ACT
- just under a third used word of mouth, and
- 17% used social media.

The largest difference by skill level was use of recruitment agencies/government employment services: 15% of employers recruiting for higher skilled jobs used this method, compared with only 5% for lower skilled vacancies.

Figure 2. Recruitment methods used by employers, Australian Capital Territory, 2022*



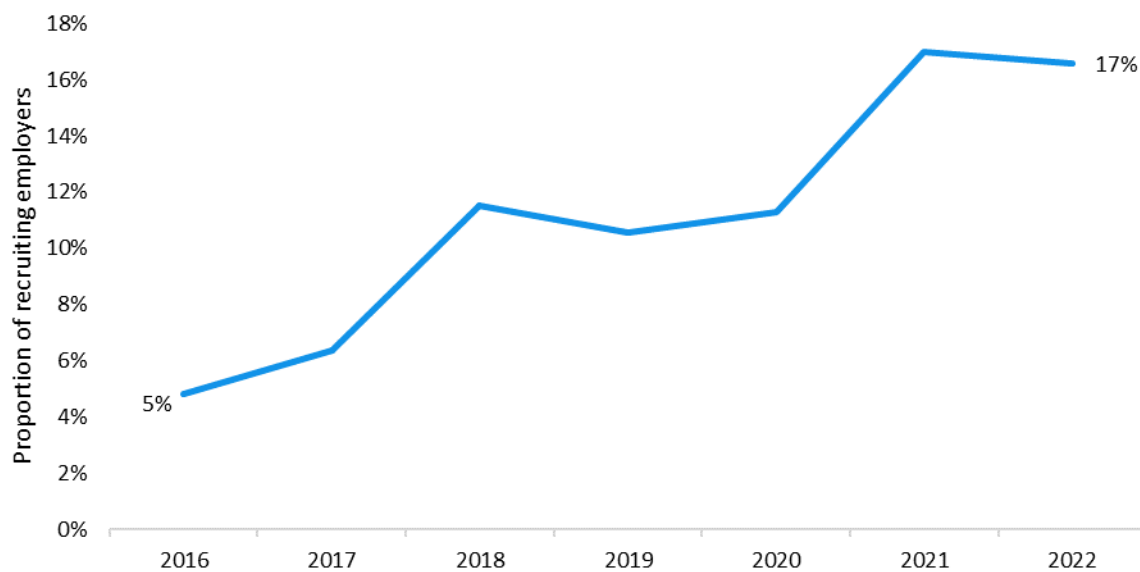
**Note: Employers can report multiple methods so numbers may not add to 100%.*

Use of social media continues to rise

An emerging trend over recent years has been the increasing use of social media for recruitment. This involves advertising vacant positions on a social media platform, including advertising on Facebook job groups, Instagram or LinkedIn. Employers use social media for recruitment as it is inexpensive, fast, and allows job ads to have wide exposure amongst job seekers.

Employers in the Australian Capital Territory have been increasingly using social media to recruit, with 17% citing social media use in 2022, an increase from 5% recorded in 2016. Notably, social media use by recruiting employers in the Australian Capital Territory is currently the lowest recorded usage among all states and territories.

Figure 3. Employers using social media for recruitment, Australian Capital Territory, 2016 to 2022*



**Note: Data from 2016 to 2019 are from the Survey of Employers' Recruitment Experiences (SERE). Due to changes in questions and methodology from the SERE (2016-19) and the REOS (2020-2022), comparisons with 2019 and prior should be treated with some caution. From November 2019 to March 2020 the survey was suspended due to the COVID-19 pandemic, therefore the data for this time period is imputed. Employers can report multiple methods so numbers may not add to 100%.*