How employers recruit

Recruitment Experiences and Outlook Survey

July 2024

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Overview

Introduction

Jobs and Skills Australia conducts the Recruitment Experiences and Outlook Survey (REOS). The REOS is an ongoing recruitment survey of employers across Australia with approximately 1,000 employers surveyed each month and data published on the Jobs and Skills Australia website.

From time to time, temporary supplementary questions are added to the 'core REOS questionnaire' to collect information on topics of interest. This report is based on a series of questions to better understand how employers recruit and was undertaken between August and October 2022.

Core REOS findings published monthly indicate that recruitment activity and behaviour can vary substantially, depending on a range of factors. This includes the type of vacancy or role, for example whether the occupation is high or low skill, or whether it is in a producing industry or in the services sector. Business size is another determining factor, as is the location of the business.

The *How Employers Recruit* module captured information on the sequence of steps employers typically used to recruit workers. The questions were asked of those respondents who had hired or replaced staff in the last 3 months and relate to the occupation they were seeking to fill. This research also examined what employers commonly looked for in applicants at both the application and interview stages of the recruitment process. The analysis presents findings about recruitment steps and preferences, including how these varied by location, business size, industry, and occupation. As part of this research interviewers spoke with 499 employers who were in scope.

Key findings

The *How Employers Recruit* module confirms that different employers use different recruitment processes and approaches and seek different qualities from applicants. The research also provides evidence that, despite significant changes in the last decade or so in the way jobs are advertised and how new workers are sourced, some 'traditional' approaches and expectations persist.

Key findings include:

- Around two-thirds of respondents preferred a 'conventional' recruitment process, where candidates submit an initial application and are then subsequently interviewed. Interestingly, 22% of respondents used only an 'informal' chat and/or interview. For example, this often included recruitment rounds where the employer hired using word of mouth or where they informally interviewed job seekers that contacted them directly looking for work.
  - The in-person face to face meeting, whether formal or informal, were still the most preferred approach.
  - There was relatively low usage of formal online interviews (9%) and informal online interviews (14%) amongst the surveyed employers. It is worth noting, though, that the fieldwork for this module was undertaken in 2022.
- References continue to be important in the job search journey, with 44% of employers requiring a reference.

- At the application stage, employers are screening potential candidates and around 50% said they looked for evidence that applicants possessed the relevant experience and skills for the position.
  - 28% of employers looked for the right qualifications and/or licences in applications.
  - 18% were looking for the staff that were available to work the days/hours they required.
  - The research revealed that employers are looking for a broad range of qualities and skills when deciding which applicants will progress to the next stage.
- At interview, the focus shifts to an applicant's interpersonal and employability skills, with 49% of employers saying that approach and/or attitude to work was important to them, closely followed by cultural fit including personality and look.
  - Regional employers were most likely to seek someone with the right cultural fit, while those in capital cities were most focussed on an applicant's approach and attitude to work.
- Large businesses (100+ employees) were far more likely to use formal and traditional recruitment processes, while small businesses (5-20 employees) were more likely to undertake informal recruitment steps.

Selected findings by industry/occupation
- Employers in the Retail Trade and Accommodation and Food Services used a candidate's availability to work the shifts required (as provided in their job application) as a key screening tool.
- Businesses in the Health Care and Social Assistance industry were most likely to require an application, conduct formal interviews, request references, check certificates, and undertake police checks.
- Of all occupation groups, employers recruiting for Labourers, and Technicians and Trades Workers were most likely to rely solely on an interview and/or informal chat.
- Employers of Machinery Operators and Drivers were most likely to require licences for their vacancies, at every stage of the recruitment process.

Regardless of the type of job, employers were overwhelmingly seeking applicants with relevant work experience and skills for the job and the right blend of personal attributes for their team or business. While these findings are not surprising, the research confirms a few important steps that job seekers should consider:
- Undertake appropriate education and training and complete a qualification. Jobs and Skills Australia research indicates that 9 out of every 10 jobs in the future will require an advanced post-school (Certificate III and above) qualification.
- Obtain and build a work experience profile. This can be challenging for newer entrants to the labour market, but can involve a stepping-stone approach, including short term, casual, part-time or contract jobs, or even volunteering.
- Demonstrate personal and transferable skills – employers want workers that will fit into their business and contribute positively. A good work ethic, communication skills, personal presentation, reliability, and availability are essential.
- Demonstrate all the above in job applications and interviews. Tailor applications to the vacant position, ensure references and tickets/licences are up to date, and be prepared to demonstrate how skills are relevant and transferable to the position.

Section 1: Summary of findings

This section provides overall findings for responding employers, regardless of their location or nature of the job or business.

Recruitment processes and approaches

Of the employers that participated in the research, 67% had filled their position using a 'conventional' recruitment process, first requiring candidates submit an application and then subsequently interviewing candidates. Interestingly, 22% of respondents had used only an informal chat and/or interview. An example of this is where a candidate approaches the business looking for work or is referred through word of mouth. The employer may have an informal chat whereby assessing them suitable for the role and consequently offered them the job. A few employers (5%) employed a worker without obtaining an application or conducting an interview. An example of this would be a jobseeker approaches an employer for a job and are hired on the spot.

Figure 1: Whether employer required candidates to submit an application and/or have an interview
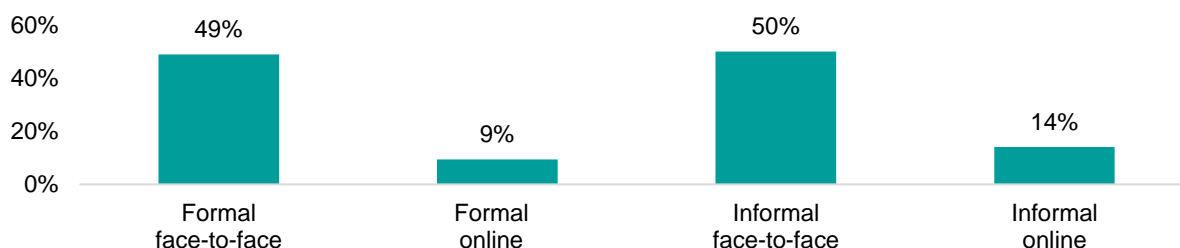Proportion of recruiting employers
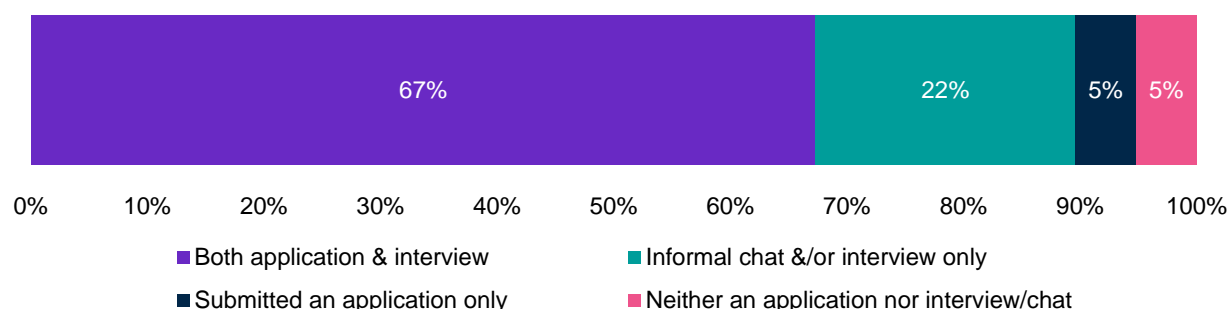
Source: Jobs and Skills Australia, Recruitment Experiences and Outlook Survey, 2022

Types of interviews used by employers

A roughly equal proportion of respondents indicated that they had an 'informal chat' or interview with the candidates or a formal interview. Overwelmingly, employers still prefered to conduct in person face-to-face interviews. Note that employers could conduct multiple interviews per recruitment round. In some cases these interviews could be conducted over the phone and would have been included in our 'other' catergory, however as the number of responses for this category was very small it has not been shown in this analysis.

Figure 2: Types of interviews
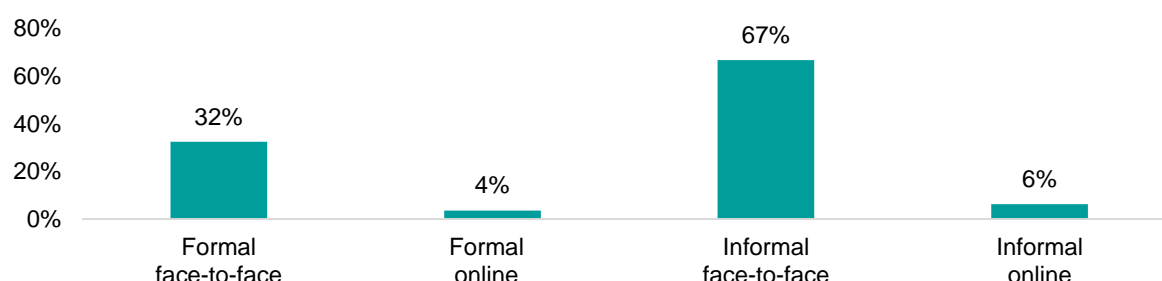Proportion of recruiting employers (multiple responses allowed)

Source: Jobs and Skills Australia, Recruitment Experiences and Outlook Survey, 2022

Figure 3 shows the breakup of the 22% of respondents that had used *only* informal chats or interviews. Of these employers that only used informal chat and or interviews, 73% had used informal discussions. This group was made up of 67% using informal face-to-face and 6% using informal online. Additionally, 36% of employers used formal interviews, be they face to face (32%) or online (4%).

Figure 3: Employers who used only interviews/informal chats
Proportion of recruiting employers (multiple responses allowed)

Note: Sample size for this data is small (below 125 records) and should be reported with caution.
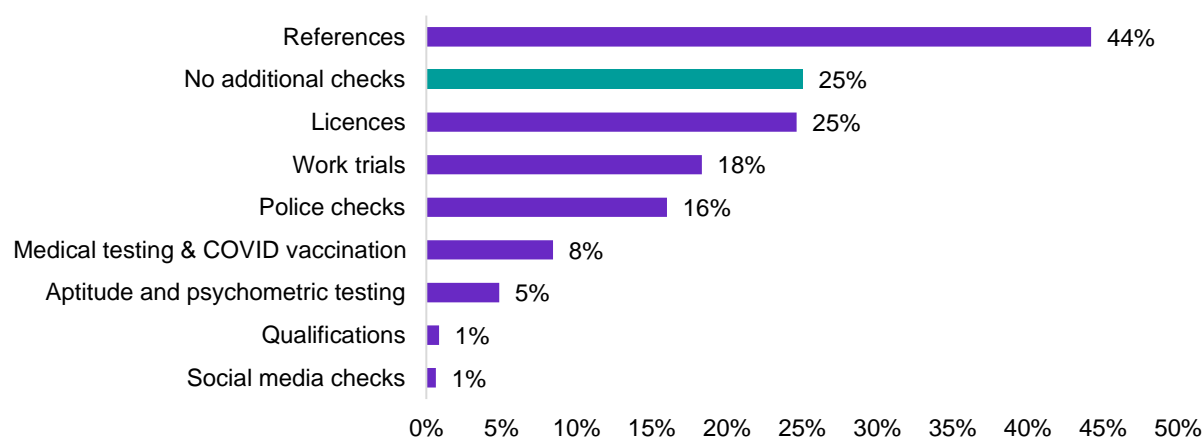
Source: Jobs and Skills Australia, Recruitment Experiences and Outlook Survey, 2022

Additional tests and checks

According to the research, references were the most sought after additional check, with 44% of employers requiring these. One quarter of employers undertook no additional tests/checks when they filled their most recent position. Additionally, a check of an applicant's licences was required by 25% of employers; work trials by 18%; and police checks by 16% of employers.

Figure 4: Additional tests and checks undertaken
Proportion of recruiting employers (multiple responses allowed)

Source: Jobs and Skills Australia, Recruitment Experiences and Outlook Survey, 2022

Employer requirements

At the application stage

At the application stage of the recruitment process, 50% of responding employers were focused on finding the person with the right relevant experience and skills for the position. Furthermore, employers sought individuals:
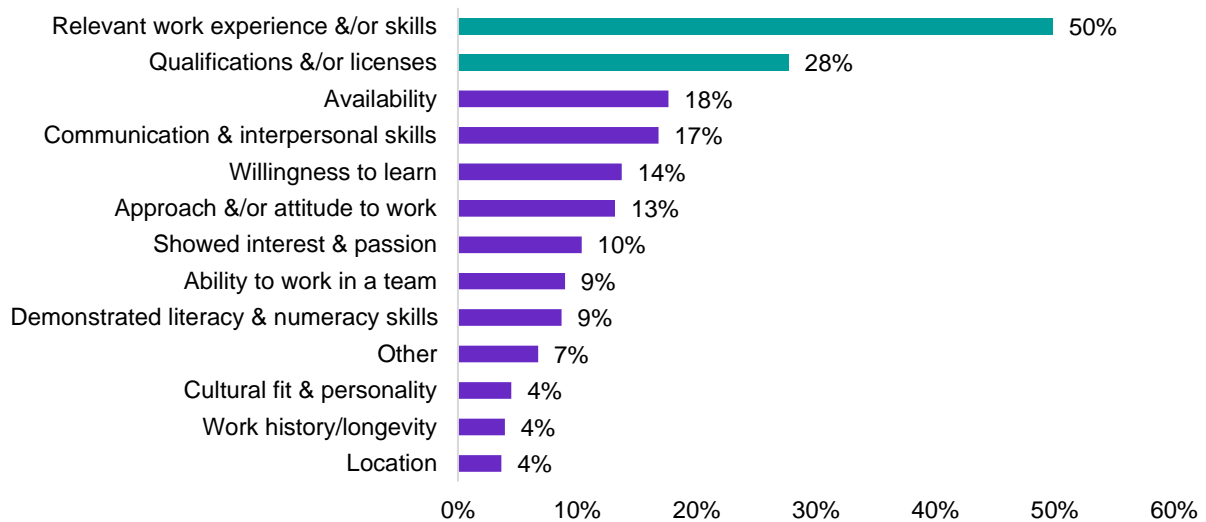
- that had the necessary qualifications and licences (28% of employers)

- had availability to work the days/hours they required (18% of employers) and
- with good communication and interpersonal skills (17% of employers).

At this stage of the process, employers suggested that a well written application is essential. The application should clearly outline qualifications and skills and how they relate to the job.

Figure 5: Important skills and qualities assessed at the application stage
Proportion of recruiting employers (multiple responses allowed)

Skill/Quality	Percentage
Relevant work experience &/or skills	50%
Qualifications &/or licenses	28%
Availability	18%
Communication & interpersonal skills	17%
Willingness to learn	14%
Approach &/or attitude to work	13%
Showed interest & passion	10%
Ability to work in a team	9%
Demonstrated literacy & numeracy skills	9%
Other	7%
Cultural fit & personality	4%
Work history/longevity	4%
Location	4%

Source: Jobs and Skills Australia, Recruitment Experiences and Outlook Survey, 2022
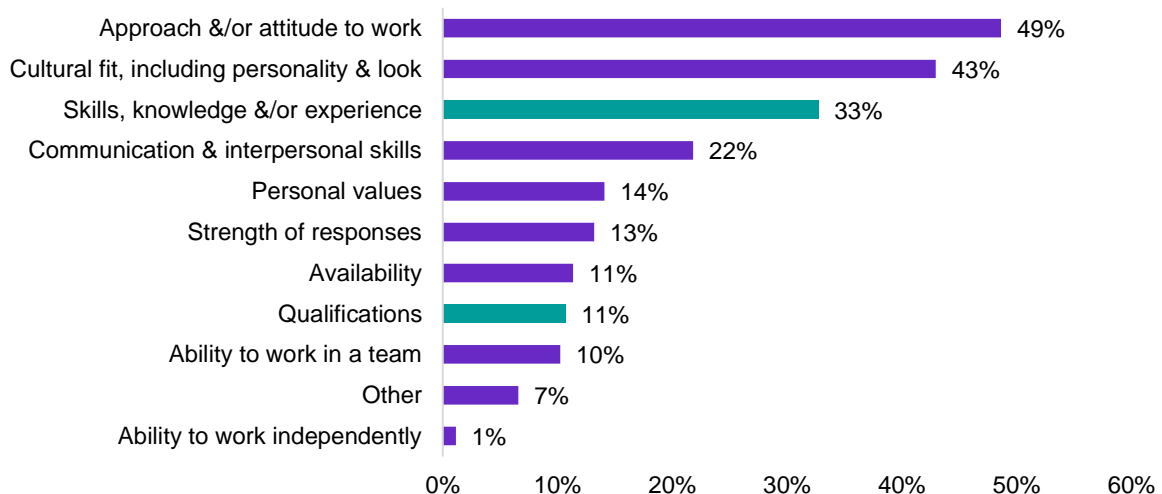
At the interview stage

The qualities sought at the interview stage differ somewhat to those sought at the application stage as the focus shifted to how the recruit would fit in as a member of the team. Consequently, the applicant's approach and/or attitude to work was the most commonly cited important quality (49%), closely followed by whether they were the right cultural fit for their business (43%).

The applicant's skills, industry knowledge and/or experience (33%) continue to be commonly cited while good communication and interpersonal skills (22%) was the fourth most cited quality (similarly required at the application stage).

Figure 6: Important skills and qualities assessed at interview stage
Proportion of recruiting employers (multiple responses allowed)

Skill/Quality	Percentage
Approach &/or attitude to work	49%
Cultural fit, including personality & look	43%
Skills, knowledge &/or experience	33%
Communication & interpersonal skills	22%
Personal values	14%
Strength of responses	13%
Availability	11%
Qualifications	11%
Ability to work in a team	10%
Other	7%
Ability to work independently	1%

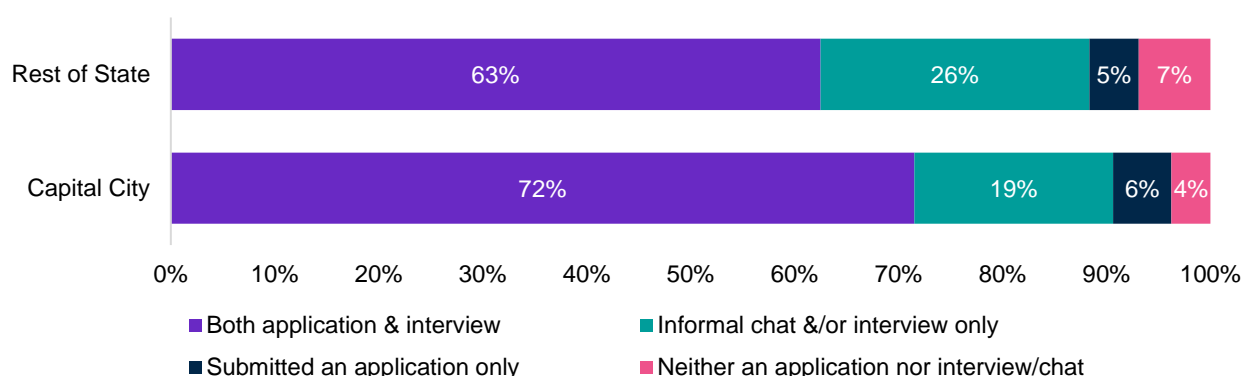# Section 2: Does location affect the recruitment process?

We know from monthly REOS data that employers in capital cities tend to recruit very differently compared to their regional counterparts. For example, employers in capital cities tend to favour Internet jobs boards while regional employers tend to have higher usage of social media and word of mouth to look for workers (Recruitment methods report). This section examines findings by location.

Recruitment processes and approaches

As demonstrated in figure 1, 67% of respondents required both an application and an interview. This was the most common strategy for employers regardless of whether they were based in the capital cities or not. Employers in capital city locations, however, tended to be even more 'traditional' in the way they recruited, with 72% requiring candidates to submit an application followed by an interview. By contrast, regional employers tended to use simpler approaches, with 26% requiring only an informal chat and/or interview.

Figure 7. Whether employers required candidates to submit an application and/or have an interview, by location
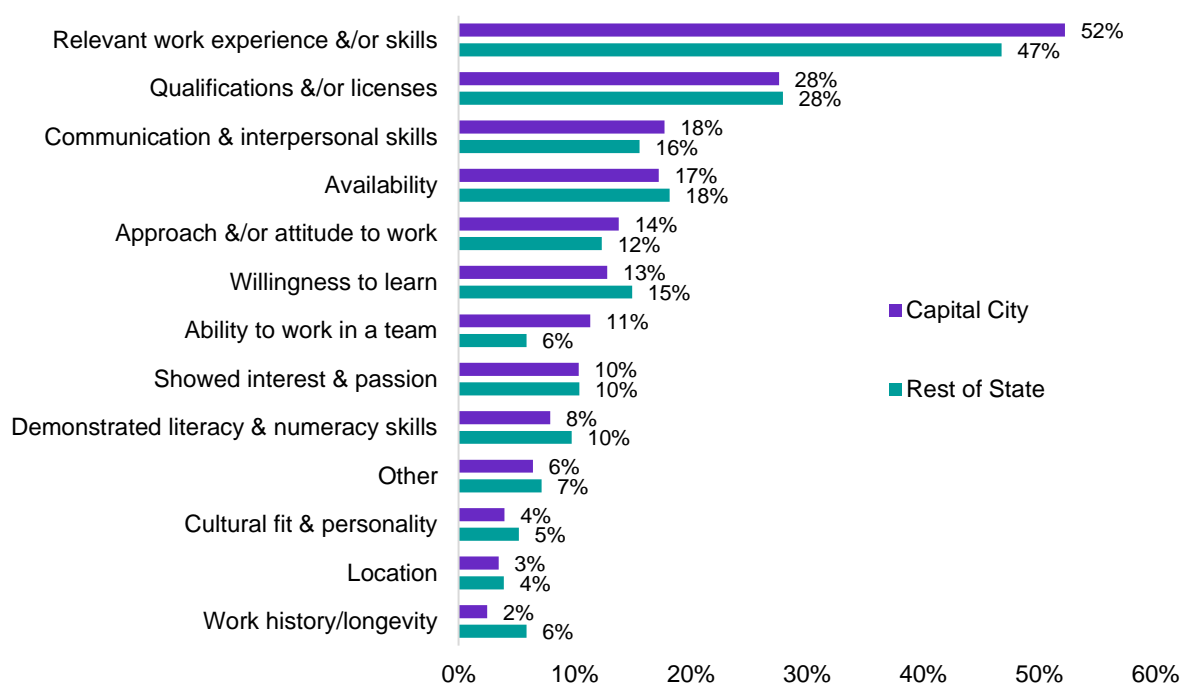Proportion of recruiting employers

■ Both application & interview   ■ Informal chat &/or interview only
■ Submitted an application only   ■ Neither an application nor interview/chat

Source: Jobs and Skills Australia, Recruitment Experiences and Outlook Survey, 2022

Employer requirements

At the application stage

Relevant work experience and/or skills was the most highly valued quality at the application stage of the process across all locations, but particularly for employers in capital cities (52% compared to 47% in regional areas). Qualifications and/or licences were also important, with 28% of employers in both capital cities and regional areas selecting this as an important quality.

Figure 8: Important skills and qualities assessed at application by location
Proportion of recruiting employers (multiple responses allowed)

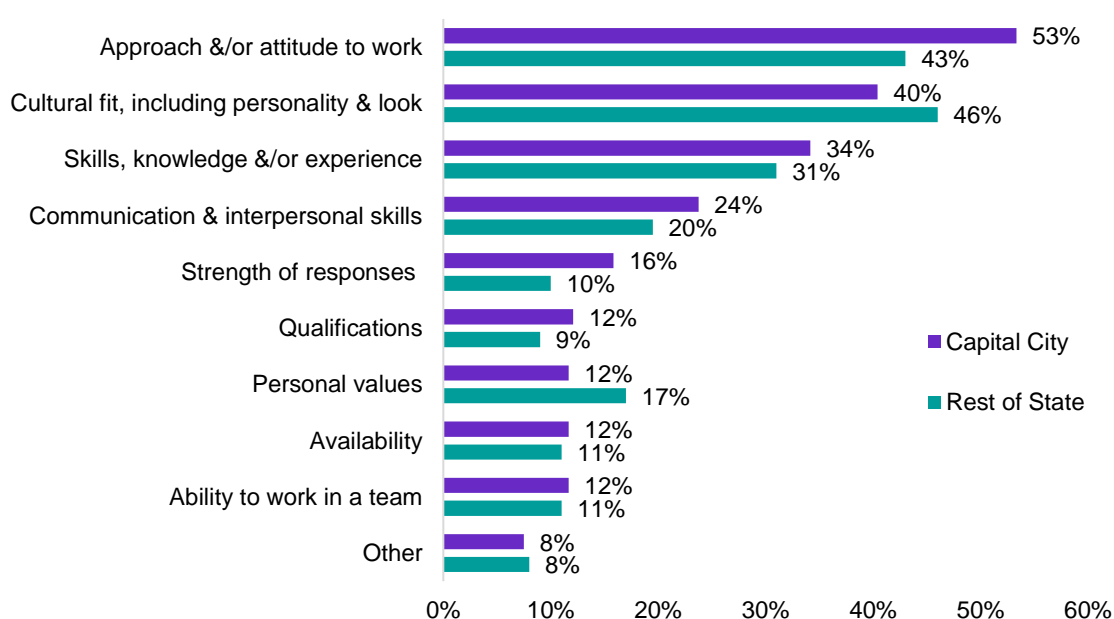| Skill/Quality	Capital City	Rest of State
Relevant work experience &/or skills	52%	47%
Qualifications &/or licenses	28%	28%
Communication & interpersonal skills	18%	16%
Availability	17%	18%
Approach &/or attitude to work	14%	12%
Willingness to learn	13%	15%
Ability to work in a team	11%	6%
Showed interest & passion	10%	10%
Demonstrated literacy & numeracy skills	8%	10%
Other	6%	7%
Cultural fit & personality	4%	5%
Location	3%	4%
Work history/longevity	2%	6%

Source: Jobs and Skills Australia, Recruitment Experiences and Outlook Survey, 2022

At the interview stage

At the interview stage, just over half of the employers (53%) in capital cities focussed their attention on the applicant's approach and/or attitude to work. By contrast, cultural fit was the most important quality sought by regional employers (46%). Interestingly an applicant's personal values were relatively more important to regional businesses (17% compared with 12% in capital cities businesses).

Figure 9. Important skills and qualities assessed at interview by location
Proportion of recruiting employers (multiple responses allowed)

Skill/Quality	Capital City	Rest of State
Approach &/or attitude to work	53%	43%
Cultural fit, including personality & look	40%	46%
Skills, knowledge &/or experience	34%	31%
Communication & interpersonal skills	24%	20%
Strength of responses	16%	10%
Qualifications	12%	9%
Personal values	12%	17%
Availability	12%	11%
Ability to work in a team	12%	11%
Other	8%	8%

Source: Jobs and Skills Australia, Recruitment Experiences and Outlook Survey, 2022

Section 3: Does business size affect how employers recruit?

Business size is another element that distingishes employer recruitment behaviour. As discussed previously, of the respondents that participated in the research, 67% had a process that required the successful candiate submit an application and attend an interview. When examining the findings by business size, there were substantial differences between large (100+ employees), medium (20 to 99 employees) and small (5 to 19 employees) businesses.

Recruitment processes and approaches

Larger businesses tended to be more 'traditional' in the way they recruited, with 93% requiring both an application and interview when they last recruited. By contrast, 69% of medium sized and 63% of small businesses used this process.

Small and medium sized businesses were more likely to recruit a worker using only an informal chat and/or an interview (26% and 21% respectively) than a large business (5%).

Figure 10. Whether employer required candidates to submit an application and/or have an interview, by business size
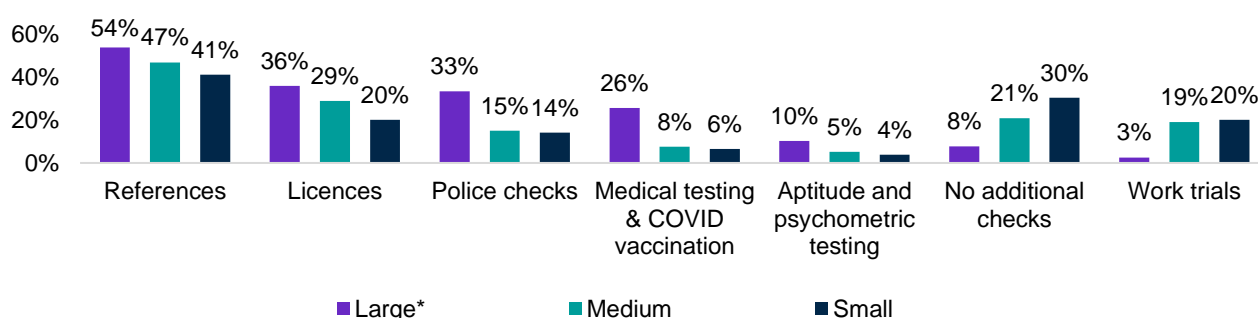Proportion of recruiting employers
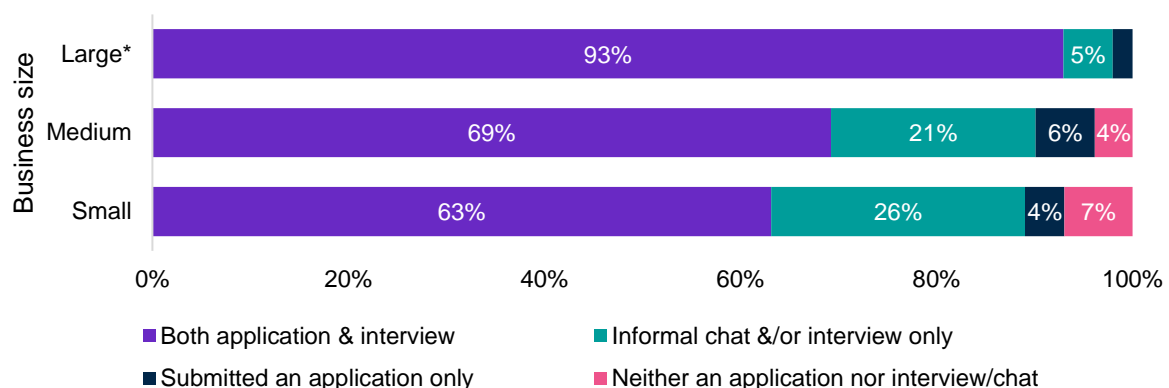
*Note: * denotes a small sample size (below 50 records) and should be reported with caution.*
Source: Jobs and Skills Australia, Recruitment Experiences and Outlook Survey, 2022

Additional tests and checks

A high proportion of employers checked references, particularly for jobs in large businesses (54%). Large businesses were also more likely to undertake police checks (33%) and have medical testing requirements (26%). By contrast, both medium and small businesses were more likely to undertake work trials prior to employment (19% and 20% respectively). And 21% of medium and 30% of small businesses had undertaken no additional checks at all.

Figure 11. Additional tests and checks by business size
Proportion of recruiting employers

Note: * denotes a small sample size (below 50 records) and should be reported with caution
Source: Jobs and Skills Australia, Recruitment Experiences and Outlook Survey, 2022

Employer requirements

At the application stage

Demonstration of relevant work experience and/or skills was the most highly valued quality at the application stage across all business sizes, but particularly for those that were medium (52%) and small (50%) sized, (42% for large businesses). Qualifications and/or licences were particularly important for large sized (39%) and medium sized (38%) businesses, (18% for small businesses).

An applicant's availability was particularly important to large businesses while an applicant's approach to work was relatively more important to smaller businesses.

Figure 12. Important skills and qualities assessed at application stage – by business size
Proportion of recruiting employers (multiple responses allowed)
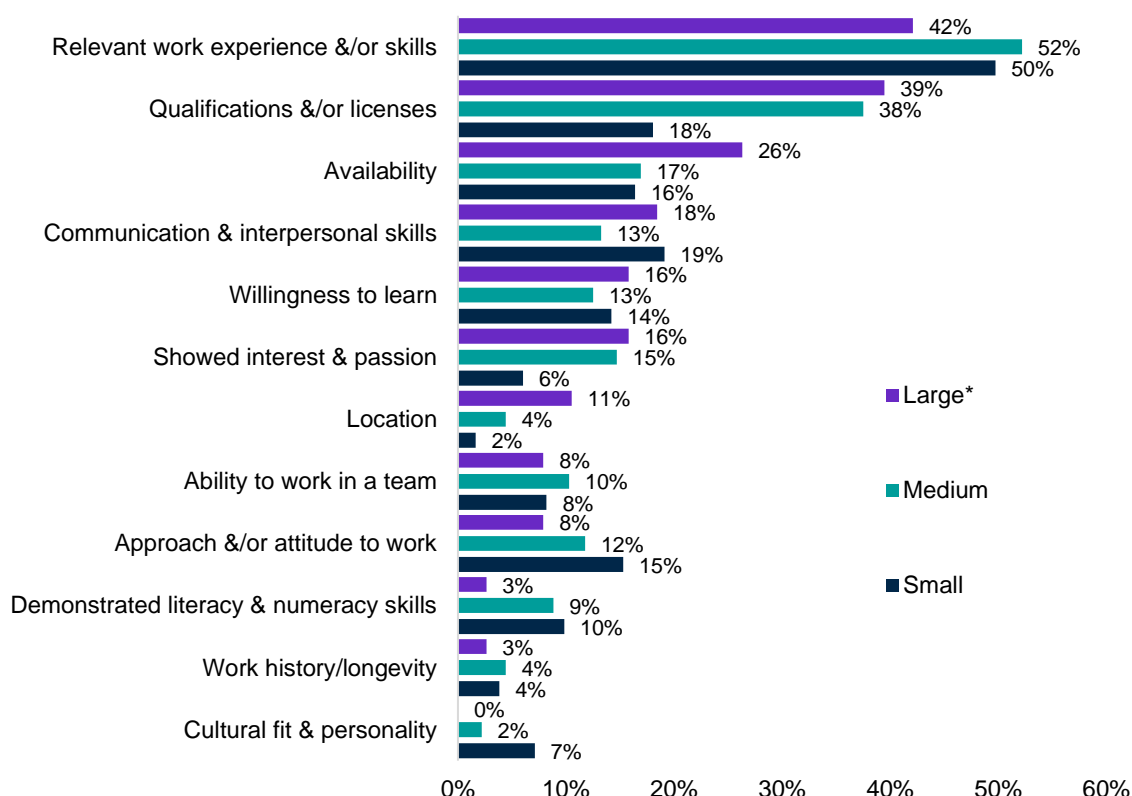
Note: * denotes a small sample size (below 50 records) and should be reported with caution

At the interview stage

At the interview stage, an applicant's approach and/or attitude to work was particularly important for large businesses (71%) and for 50% of small employers. An applicant's cultural fit was especially important for medium (44%) and small (45%) businesses.

Figure 13. Important skills and qualities assessed at interview by business size
Proportion of recruiting employers (multiple responses allowed)
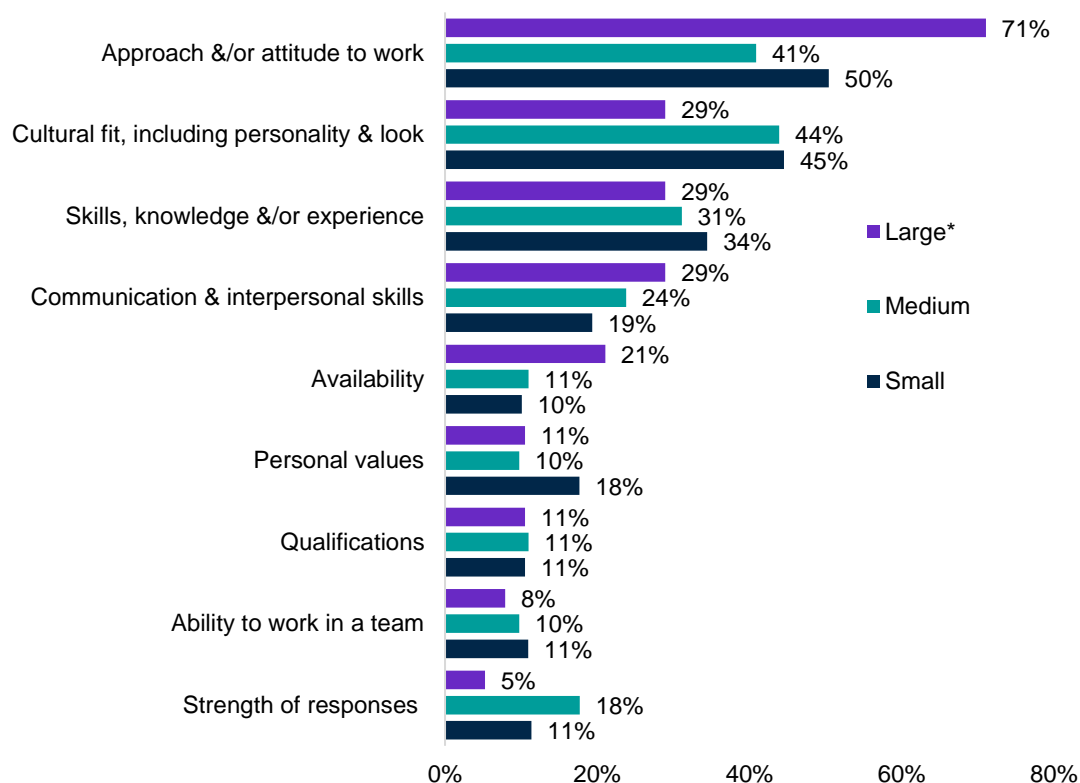
*Note: * denotes a small sample size (below 50 records) and should be reported with caution*
Source: Jobs and Skills Australia, Recruitment Experiences and Outlook Survey, 2022

# Section 4: Industry findings

Recruitment processes and approaches

Around 35% of employers from Producing industries used only an informal chats and/or interviews to fill their most recent position, compared with 19% for those in Services industries[1].

In the Health Care and Social Assistance industry, 82% of employers required an application and interview for their latest recruitment round. By contrast, in Manufacturing, only half of the employers required both an application and interview. The Manufacturing industry also had a high proportion of employers who only used an informal chat and/or interview (41%). Additionally, in the Professional, Scientific and Technical Services Industry 10% of positions were filled using only an application and another 10% used neither an interview or application.

Figure 14. Whether employer required candidates to submit an application and/or have an interview, by industry
Proportion of recruiting employers (multiple responses allowed)
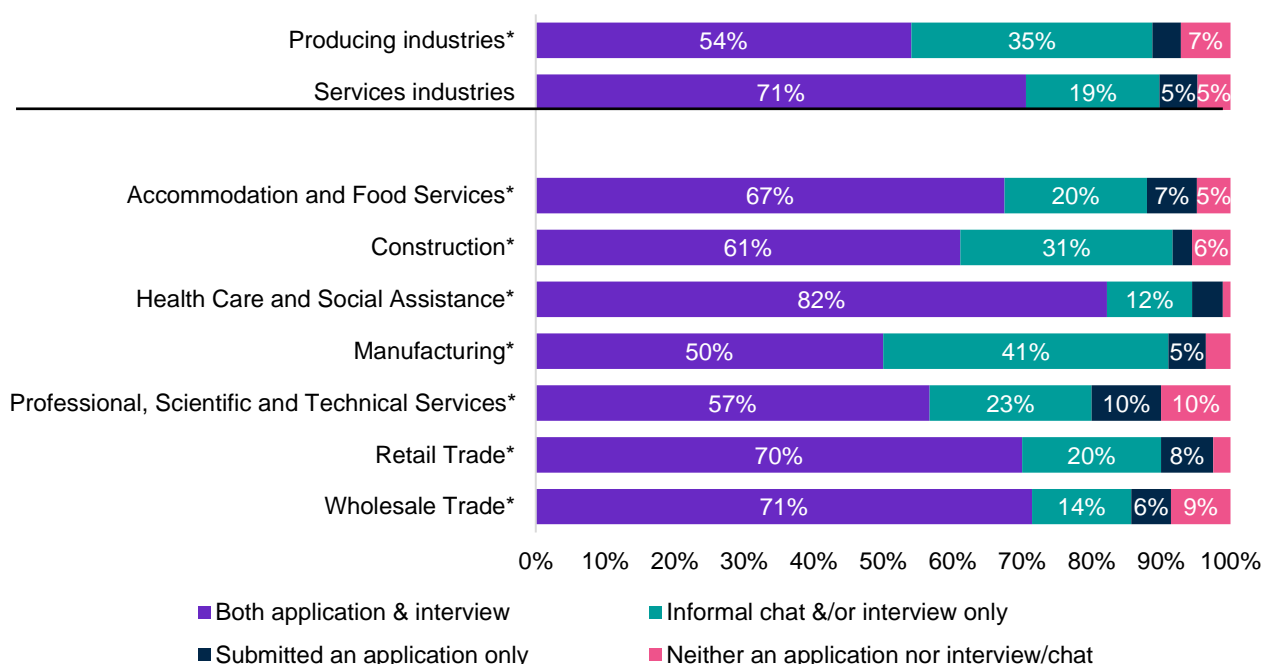
Note: The grouping of producing industries has a small sample size (below 125 records) and should be reported with caution. Individual industries have small sample size (below 100 records) and should be reported with caution.
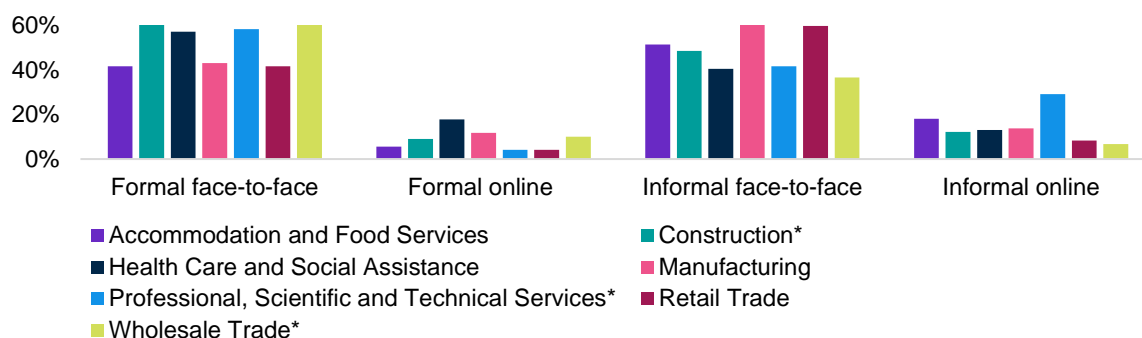*Source: Jobs and Skills Australia, Recruitment Experiences and Outlook Survey, 2022*

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[1] **Producing industries** include businesses in Construction; Manufacturing; Mining; Electricity, Gas and Waste Water Services; and Agriculture, Forestry and Fishing. **Services industries** are businesses in Accommodation and Food Services; Administrative and Support Services; Arts and Recreation Services; Education and Training; Financial and Insurance Services; Health Care and Social Assistance; Information Media and Telecommunications; Other Services; Professional, Scientific and Technical Services; Rental, Hiring and Real Estate Services; Retail Trade; Transport, Postal and Warehousing; and Wholesale Trade.

Types of informal chats and/or interviews used by employers.

When employers in Wholesale Trade looked for staff, they were more likely to conduct a formal interview, usually face-to-face. In contrast, businesses in Manufacturing and Retail Trade were more disposed to conducting informal chats and/or interviews, once again usually face-to-face.

Figure 15. Types of informal chats and/or interviews, by industry
Proportion of recruiting employers (multiple responses allowed)

- Accommodation and Food Services
- Construction*
- Health Care and Social Assistance
- Manufacturing
- Professional, Scientific and Technical Services*
- Retail Trade
- Wholesale Trade*

Note: Individual industries have small sample size (below 80 records) and should be reported with caution.
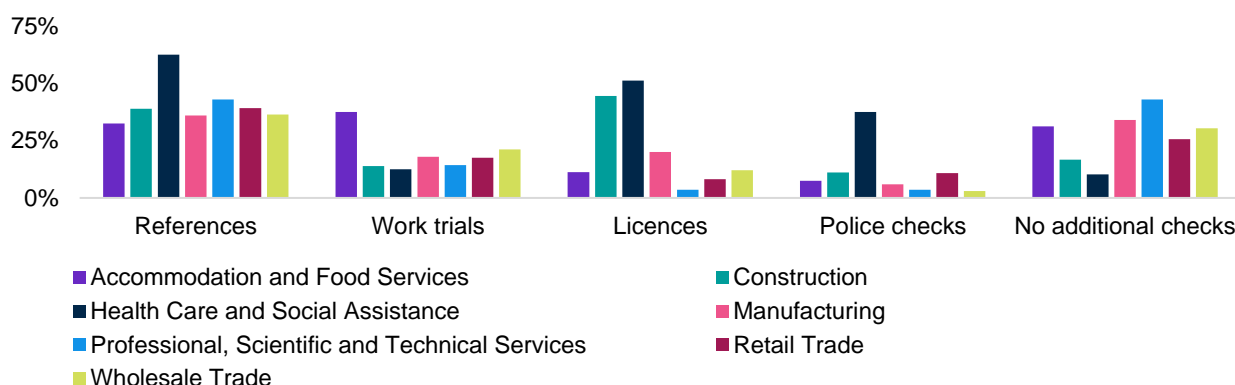*Source: Jobs and Skills Australia, Recruitment Experiences and Outlook Survey, 2022*

Additional tests and checks

A high proportion of employers checked references, particularly for jobs in Health Care and Social Assistance (63%). Additionally, 51% of employers in this industry undertook checks of licences, tickets, and permits (including working visas) and 38% undertook police checks. Candidates having the necessary licences was important for 44% of employers in the Construction industry. In contrast, employers in the Accommodation and Food Services industry were more likely to undertake work trials (38%). Interestingly, 43% of employers in the Professional sector and 34% in Manufacturing had undertaken no additional tests and checks prior to employing staff.

Figure 16. Additional tests and checks by business size
Proportion of recruiting employers (multiple responses allowed)

- Accommodation and Food Services
- Construction
- Health Care and Social Assistance
- Manufacturing
- Professional, Scientific and Technical Services
- Retail Trade
- Wholesale Trade

Note: Individual industries have small sample size (below 90 records) and should be reported with caution.
Source: Jobs and Skills Australia, Recruitment Experiences and Outlook Survey, 2022

Employer requirements

At the application and interview stages

Table 1 shows the most important qualities sought by industry, at the application stage contrasted with the interview stage. Demonstration of relevant work experience and/or skills was the most highly valued quality at the application stage across all industry groups, but

particularly for businesses in the Construction industry (61%). An applicant's availability to work was particularly important for employers in the Accommodation and Food Services (37%) and Retail Trade (24%) industries, while literacy and numeracy were relatively important to employers hiring in Professional, Scientific and Technical Services (35%).

As mentioned earlier, an applicant's approach and/or attitude to work becomes a focus at the interview stage. This was particularly important for employers in Health Care and Social Assistance (65%) and Retail Trade (54%). An applicant's cultural fit was especially important for employers in Accommodation and Food Services (63%) and Wholesale Trade (57%). At 55%, employers in Construction continue to place high value on a candidate's skills, knowledge and/or experience at the interview stage. Table 1 shows that employers in different industries have different focuses across both the application and interview stages of the recruitment process.

Table 1. The top three most important qualities at application and interview stage by Industry
Proportion of recruiting employers (multiple responses allowed)

|	Application	Interview
Accommodation and Food Services	• Relevant work experience & skills • Availability • Willingness to learn	• Cultural fit • Approach &/or attitude to work • Communication & interpersonal skills
Construction	• Relevant work experience & skills • Qualifications &/or licenses • Approach & attitude to work	• Skills, knowledge &/or experiences • Approach &/or attitude to work • Cultural fit • Qualifications
Health Care and Social Assistance	• Relevant work experience & skills • Qualifications &/or licenses • Communication & interpersonal skills	• Approach &/or attitude to work • Cultural fit • Skills, knowledge &/or experiences
Manufacturing	• Relevant work experience & skills • Qualifications &/or licenses • Approach & attitude to work	• Approach &/or attitude to work • Cultural fit • Skills, knowledge &/or experiences
Professional, Scientific & Technical Services	• Relevant work experience & skills • Demonstrated literacy & numeracy skills • Qualifications &/or licenses	• Skills, knowledge &/or experiences • Cultural fit • Approach &/or attitude to work
Retail Trade	• Relevant work experience & skills • Availability • Communication and interpersonal skills	• Approach &/or attitude to work • Cultural fit • Communication & interpersonal skills
Wholesale Trade	• Relevant work experience & skills • Qualifications &/or licenses • Approach & attitude to work	• Cultural fit • Skills, knowledge &/or experiences • Approach &/or attitude to work

Note: Individual industries have small sample size (below 90 records) and should be reported with caution.
Source: Jobs and Skills Australia, Recruitment Experiences and Outlook Survey, 2022

Most valuable part of the recruitment process

The research found the interview was overwhelmingly considered the most important part of the whole recruitment process, particularly for employers in Health Care and Social Assistance (84%), Manufacturing (83%), and Construction (79%).

Figure 17. Importance of the interview in the recruitment process, by industry
Proportion of recruiting employers
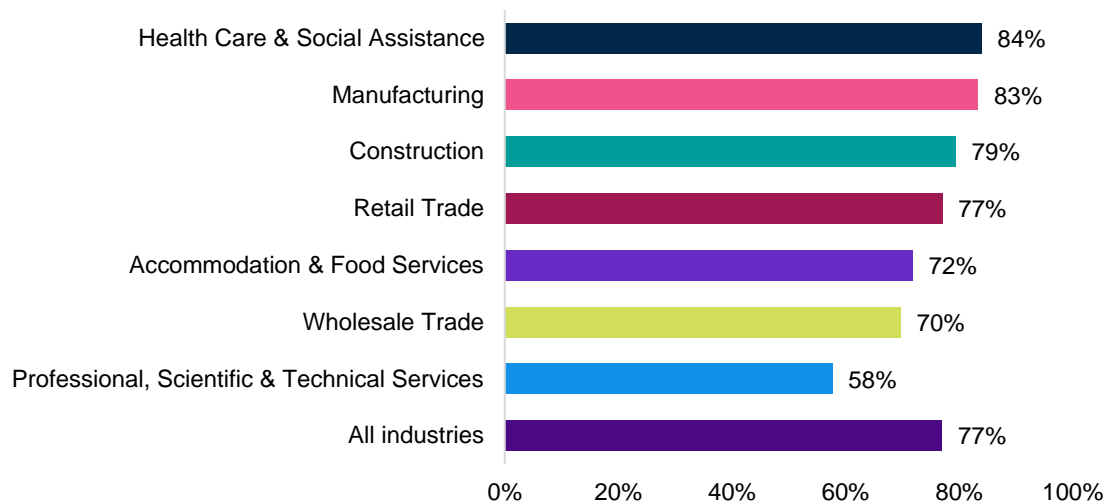
Note: Individual industries have small sample size (below 90 records) and should be reported with caution.
Source: Jobs and Skills Australia, Recruitment Experiences and Outlook Survey, 2022

Section 5: Occupation findings

Recruitment processes and approaches

Four in five positions in Professional or Manager roles were filled in the 'conventional' way, requiring candiates to both submit an application and undertake an interview. By contrast, only 51% of Labourer positions were filled using the more 'conventional' method. Employers recuiting for Labourers were the most likely to rely solely on an informal chat and/or interview, doing so in 33% of cases. (see Figure 18).

Figure 18. Whether employer required candidates to submit an applicant and/or have an interview, by occupation
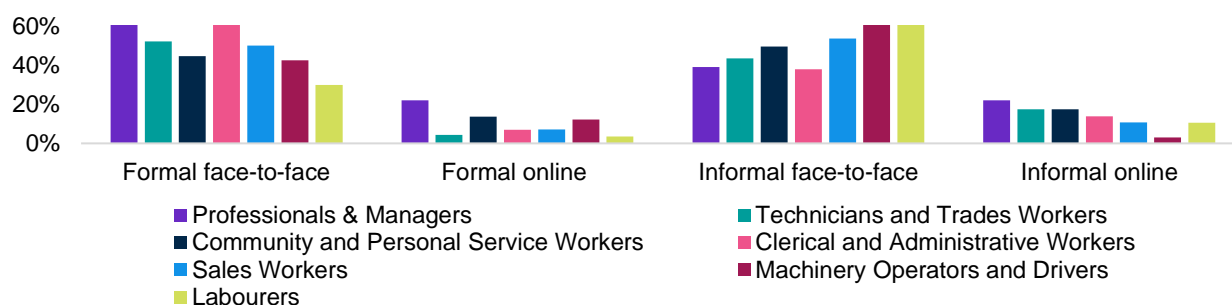Proportion of recruiting employers
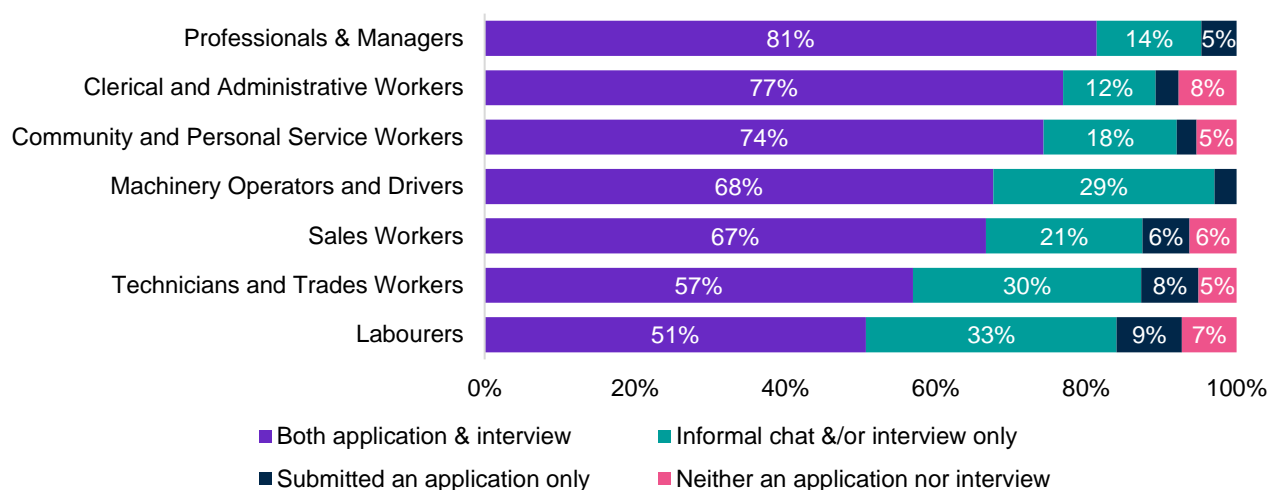
Note: Individual occupations have small sample sizes (below 125 records) and should be reported with caution
Source: Jobs and Skills Australia, Recruitment Experiences and Outlook Survey, 2022

Types of informal chats and/or interviews used by employers

When respondents were looking for Professionals and Managers, or Clerical and Administrative staff, they were more likely to conduct a formal face-to-face interview, 63% and 64%, respectively. By contrast, when seeking Labourers (68%), and Machinery Operators and Drivers (61%), respondents tended to conduct informal face-to-face interviews.

Figure 19. Types of informal chats and/or interviews by occupation groups.
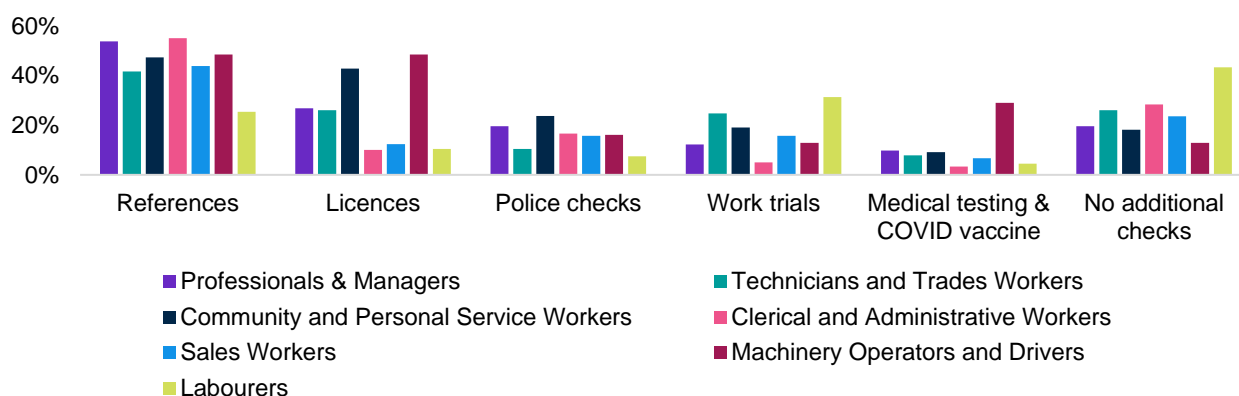Proportion of recruiting employers (multiple responses allowed)

Note: Individual occupations have small sample sizes (below 125 records) and should be reported with caution
Source: Jobs and Skills Australia, Recruitment Experiences and Outlook Survey, 2022

Additional tests and checks

A high proportion of employers across almost all occupation groups checked references, particularly for Professionals and Managers (54%), and Clerical and Administrative Workers (55%). Employers of Machinery Operators and Drivers were just as likely to undertake both checks of candidate references as they were to check licences (both 48%). The requirement for medical testing (including drug testing) was also high for this occupation group at 29%. By contrast, 43% of employers looking for Labourers required no additional tests or checks.

Figure 20: Additional tests and checks by occupation groups
Proportion of recruiting employers

Note: Individual occupations have small sample sizes (below 125 records) and should be reported with caution
Source: Jobs and Skills Australia, Recruitment Experiences and Outlook Survey, 2022

Employer requirements

At the application and interview stage

At the application stage, employers across all occupation groups were mostly looking for applicants that had the relevant work experience and/or skills for the position. This was particularly the case for Technicians and Trades Workers (61%).

For Machinery Operators and Drivers, qualifications and/or licences were extremely important (57%) and much more important than for any other occupation group. On the other hand, for employers recruiting Sales Workers, availability (34%) and communication and interpersonal skills (21%) were important. For those employers looking for Clerical and Administrative Workers, communication, and interpersonal skills (25%) and their attitude and/or approach to work (24%) were considered relatively important.

At the interview stage of the recruitment process a worker's approach and/or attitude to work was important across all occupations but particularly so for Community and Personal Services Workers and Sales Workers (both 54%) as well as Labourers (50%).

The right cultural fit was particularly important for Clerical and Administrative Workers (61%), and for Machinery Operators and Drivers (55%). Communication and interpersonal skills were relatively more important for Sales Workers (34%). Skills knowledge and/or experience continued to be important for Technicians and Trades Workers (48%) and for Professionals and Managers (43%). Table 2 demonstrates how employers expectations change from the application stage to the interview stage of the process.

Table 2. The top three most important qualities at application and interview stage by occupation group
Proportion of recruiting employers (multiple responses allowed)

	Application	Interview
Professionals and Managers	• Relevant work experience & skills • Qualifications &/or licenses • Availability	• Approach &/or attitude to work • Skills, knowledge & experiences • Strength of responses
Technicians and Trades Workers	• Relevant work experience & skills • Qualifications &/or licenses • Willingness to learn	• Skills, knowledge & experiences • Approach &/or attitude to work • Cultural fit
Community and Personal Service Workers	• Relevant work experience & skills • Qualifications &/or licenses • Communication & interpersonal skills	• Approach &/or attitude to work • Cultural fit • Skills, knowledge & experiences
Clerical and Administrative Workers	• Relevant work experience & skills • Communication & interpersonal skills • Demonstrated literacy & numeracy skills	• Cultural fit • Approach &/or attitude to work • Skills, knowledge & experiences
Sales Workers	• Relevant work experience & skills • Availability • Communication & interpersonal skills	• Approach &/or attitude to work • Cultural fit • Communication & interpersonal skills
Machinery Operators and Drivers	• Qualifications &/or licenses • Relevant work experience & skills • Approach & attitude to work	• Cultural fit • Skills, knowledge & experiences • Approach &/or attitude to work
Labourers	• Relevant work experience & skills • Qualifications &/or licenses • Willingness to learn	• Approach &/or attitude to work • Cultural fit • Personal values

Note: Individual occupations have small sample sizes (below 125 records) and should be reported with caution
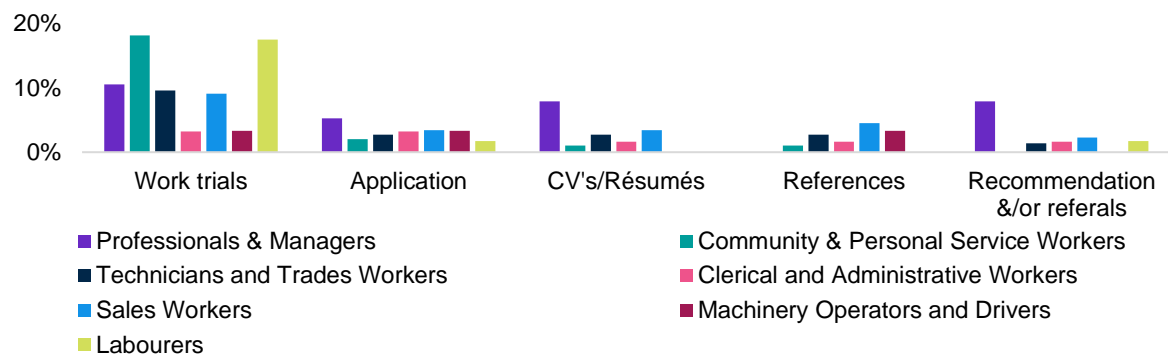*Source: Jobs and Skills Australia, Recruitment Experiences and Outlook Survey, 2022*

Most valuable part of the recruitment process

The interview stage was the most important part of the recruitment process for all employers but particularly for employers recruiting for Clerical and Administrative Workers (84%) and Machinery Operators and Drivers (83%). Apart from the interview, work trials were seen to be the most important to employers looking for Community and Personal Services Workers and Labourers (both 18%), while CVs and/or résumés and recommendations and/or referrals were relatively more important for employers looking to fill Professional and Managerial vacancies (both 8%).

Figure 21. Most valuable part of the recruitment process (excluding interview)
Proportion of recruiting employers

Note: Individual occupations have small sample sizes (below 100 records) and should be reported with caution
Source: Jobs and Skills Australia, Recruitment Experiences and Outlook Survey, 2022

REOS background

The Recruitment Experiences and Outlook Survey (REOS) is an ongoing survey of employers across Australia. Approximately 1,000 employers are surveyed each month, with data published on the Jobs and Skills Australia website. While the data are indicative of recruitment activity, they may be subject to seasonal factors and other volatility and should therefore be used with caution. The survey is targeted towards employers with five or more employees and excludes many government organisations. Further information is available in the REOS methodology paper.

Data from the REOS are published monthly in the *Recruitment Insights Report* which is generally published on the 3rd Tuesday of the month. Spotlights are also produced regularly.

Additional modules

While core questions in the REOS generally don't change, from time-to-time short question modules on topics of interest are added to the survey. This report is based on a temporary set of questions included between August and October 2022. During this period, 499 employers who were in scope of the research (as they had recruited in the past 3 months and the respondent had been directly involved in the recruitment process) provided responses.

Technical notes

The REOS is a telephone administered survey with the business owner or other person in the business responsible for recruitment. All figures presented in this report have been weighted by location and workplace size, according to the Australian Bureau of Statistics Counts of Australian Businesses, including Entries and Exits (June 2018 to June 2022) publication. The weighted figures are intended to create nationally representative results by correcting for the oversampling of smaller regions compared with larger regions.

Data collected in the survey have been coded and reported according to the following ABS classifications:

- Industry is defined by the Australian and New Zealand Standard Industrial Classification (ANZSIC), 2006, Version 2.0.

- Occupation is defined by the Australian and New Zealand Standard Classification of Occupations (ANZSCO), 2022.

- Capital City and Rest of State areas are defined by the Australian Statistical Geography Standard (ASGS): Volume 1 - Main Structure and Greater Capital City Statistical Areas, July 2021.

Data in this release should be referenced as: *Jobs and Skills Australia, How employers recruit,* July 2024.

For more information, email: reos@jobsandskills.gov.au