



**Government of Samoa**

# **REPORT**

**2007 Labour Market Survey**

**Of Private Sector Employers in Samoa**

**Ministry of Commerce Industry and Labour**

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## **1. INTRODUCTION**

### **1.1 THE SURVEY**

This is the second Labour Market Survey of the Private Sector Employers conducted by the Ministry of Commerce, Industry and Labour since its inception after the Public Service Restructuring in 2003. The first Labour Market Demand Survey was conducted by the Department of Labour with funding from UNDP in 2000. However, the Ministry incorporated in its Corporate Plan the implementation of this survey to be conducted within the 2007/2008 Financial Year.

The collected data is proposed to help update the Labour Market Information Database which was established by the first two surveys. It will also be the basis for information on employment trends as well as identify potential growth sectors so that educational policies can be changed accordingly. Training needs identified will assist training providers as guidelines in designing prescriptions for training to ensure that the needs of the existing industries are matched with skills trainings available in the country.

### **1.2 THE OBJECTIVES**

The objectives were:

- (a) To update the Ministry's labour market database;
- (b) To update the profile of the Private Sector Workforce.
- (c) To identify training needs of industries in the Private Sector Workforce.

### **1.3 THE SURVEY COVERAGE**

The target groups were all the employers who had registered with the Ministry up to the last half of the financial year 2007.

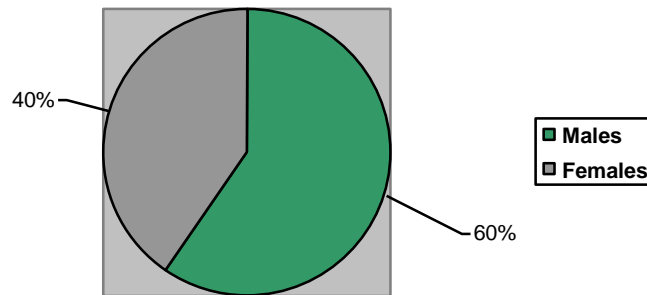
Out of 1064 registered employers, only 764 (72%) participated in the survey. It was noted that a lot of businesses were registered under different names but ownership/employer are the same. It was discovered that some registered businesses were closed and some new ones were established.

The survey was conducted by eight enumerators who were employed on a temporary basis with the help of the four (4) employment staff members. The field work was completed in three months without any major difficulty.

## 2 THE SURVEY FINDINGS

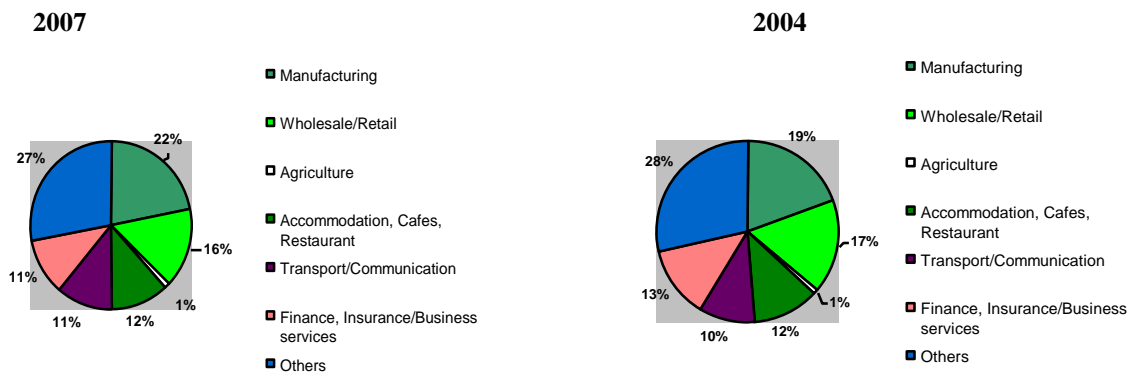
### 2.1 A GENERAL PROFILE OF THE FORMAL PRIVATE SECTOR WORKFORCE

Two (2%) percent of the businesses covered in the survey did not disclose all the information on worker characteristics (Q12) with reference to gender, age, education, status of employment, country of citizenship and wages. Hence all graphs and tables' relating to Q12 are incomplete.



#### Graph 1. Composition of Formal Private Sector Workforce by Sex

The survey indicated an increase of 2% or 775 workers in the private sector workforce from the same number of employers covered in the 2004 survey. Though, overall it still represents the same percentage breakdown in terms of males and females in both surveys.

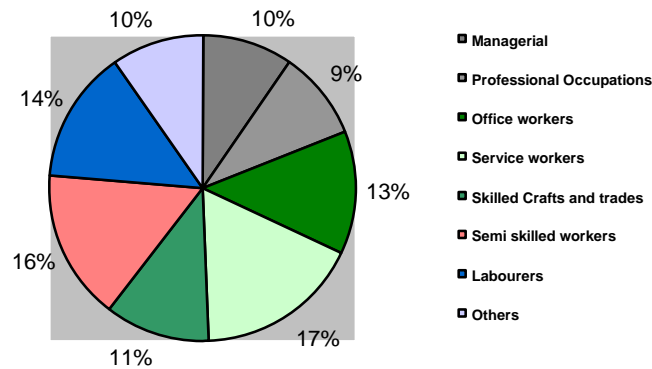


#### Graphs 2. Distribution of Private Sector Workforce by Industry.

As indicated by Graph 2 in the 2007 survey, Manufacturing continues to employ the highest proportion of persons with 19% however there is a decrease of 3% in the 2007 survey findings with 22% in 2004.

This is followed by 2,898 (17%) in the Wholesale and Retail Trade. The lowest proportions of only 190 & 122 (1%) were employed in Agriculture, Forestry and Fishing & Government administration, suggesting that many of those employed in those sectors were either self employed or were engaged in subsistence work.

Across the board, industries such as Wholesale/Retail, Agriculture, Accommodation, Transport, Finance and others all saw a decrease (minimal) in the number of persons they employed.



**Graph 3: Breakdown of Formal Private Sector Workforce by Occupation**

By skill and occupation, the survey indicated that the bulk of the private sector formal workforce was skilled workers who basically have had the educational background and the experience in the jobs they were employed in.

- 14% being employed as labourers, cleaners, and unskilled workers.
- 19% were employed as managerial and professional personnel
- 13% worked as office workers, secretaries and clerks.
- 17% were service workers, shop & sale assistants
- 16% were employed as semi skilled workers
- 10% were employed as skilled crafts and related trade workers.

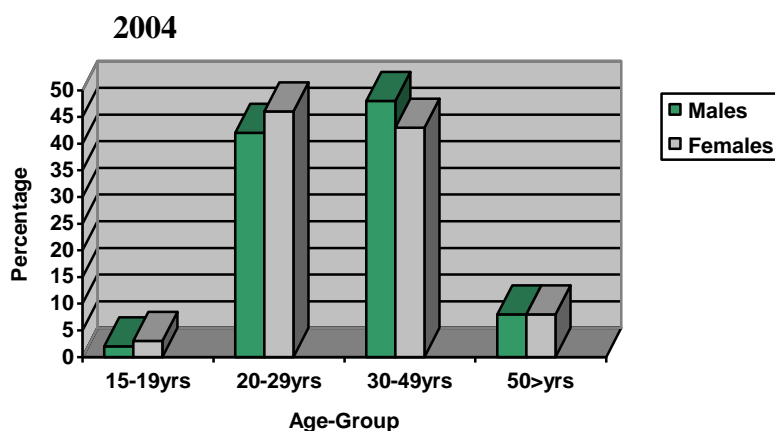
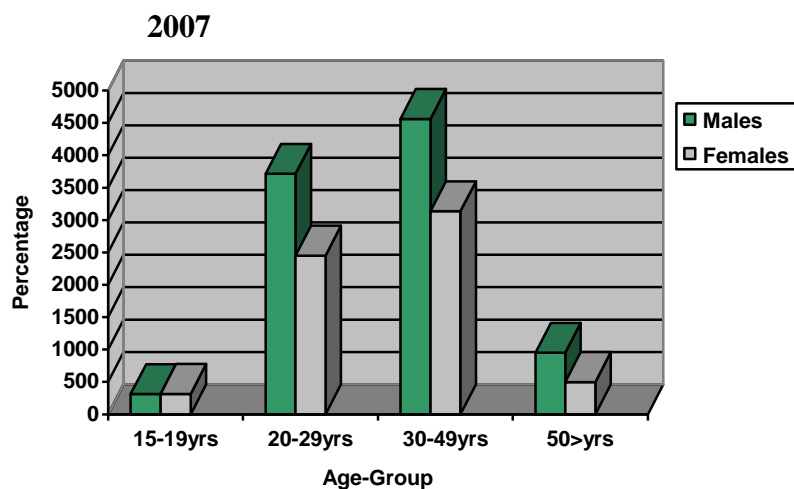
Also noted is that information from 2% of those surveyed, filled incomplete information on skills of their employees and the above percentages are based only on the total of those on whom information was obtained.

The above findings as indicated by the 2004 survey support the notion of highly skilled and qualified individuals being absorbed into the public sector leaving the private sector with a low percentage of skilled employees to choose from. There is also limited access to overseas trainings for employees in the Private Sector which does not help upgrade the skills of employees so the current situation does not improve.

This is further supported by Tables 13 & 14 which outlines skill shortages and training requirements of employers in the private sector.

## 2.2 DETAILS OF THE WORKFORCE PROFILE BY AGE AND SEX

The total workforce employed in the formal sector by private employers was 16,921 of whom 60% were males and 40% females. The graph and table below detail the breakdown of this workforce by age and sex and the proportion of males to females in age group which show a similarity in the breakdown of sex and ages in both surveys.



**Graph 4: Workforce by Age & Sex.**

**Table 1: Private Sector Workforce by Age and Sex (2007)**

Age group	Males (%)	Females (%)	Total (%)
15-19 years	312 (3%)	314 (5%)	626 (4%)
20-29 years	3714 (39%)	2451 (38%)	6165 (39%)
30-49 years	4563 (48%)	3136 (49%)	7699 (48%)
50 years and over	950 (10%)	499 (8%)	1449 (9%)
<b>Total</b>	<b>9,539 (60%)</b>	<b>6,400 (40%)</b>	<b>15,939 (100%)</b>

Note: Table based on Q12, hence above information based only on employers who submitted age of workers

Main Features:

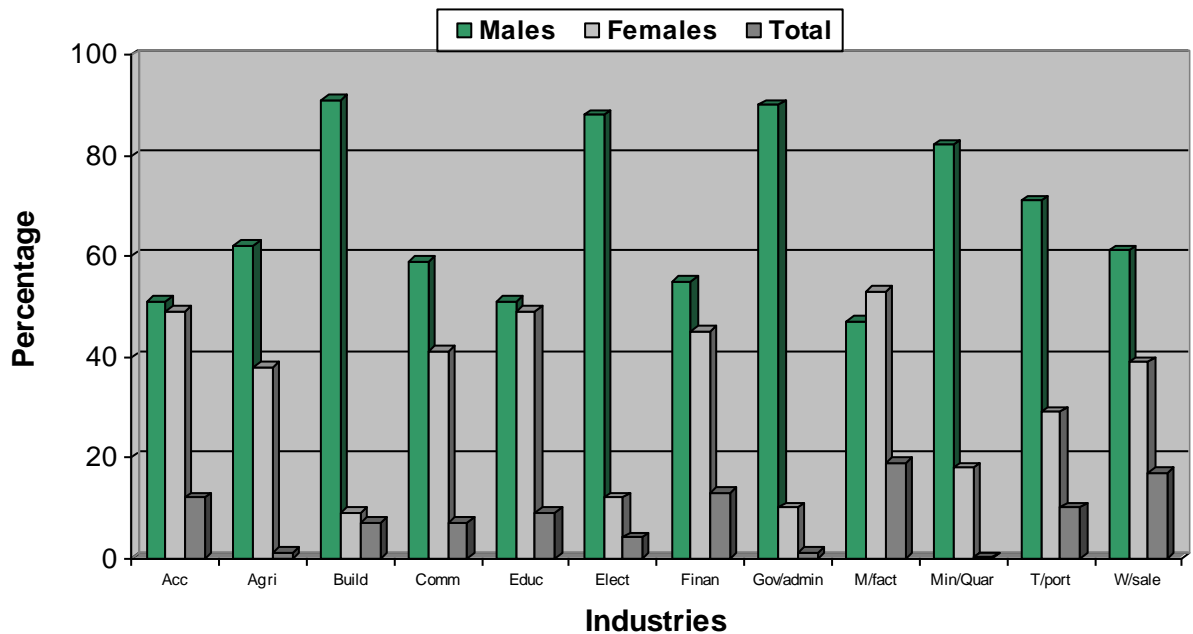
- ☛ 43% of the private sector workforce under 30 years of age were women, compared to 42% of working men in the same age group;
- ☛ 48% of the total private sector workforce were between 30-49 years of age, of which 48% were working men and 49% were working women;
- ☛ 10% of men working in the private sector were aged 50 years or older compared with only 8% of working women.
- ☛ As in the 2004 survey report the bulk of the private sector workforce were in the 20-49 age group as well as being ‘male’, this correlates with the 2006 census whereby the same age group in the general population also highlights the majority as being ‘males’.

**2.3 DETAILS OF THE WORKFORCE PROFILE BY INDUSTRY**

The Industrial Classification adopted in the survey was based on the International Labour Organisation’s coding as reflected in the Table and graph below. Each employer was classified according to the expressed “main business activity” especially when one employer is engaged in more than one business entity.

The graph and table below detail not only the proportion of males to females in each industry but also the proportion of the total number of workers in all industries.

**Graph 5: Distribution of Formal Private Sector Workforce by Sex and Industry**



**Table 2: Private Sector Workforce by Industry and Sex**

Industry	Male (%)	Female(%)	Total	% of Total workforce
Accommodation, Cafes, Restaurants	1025 (51%)	974 (49%)	1999	12%
Agriculture Forestry Fishing	76 (62%)	46 (38%)	122	1%
Building and Construction	1064 (91%)	111 (9%)	1175	7%
Community Social and Personal Services	683 (59%)	478 (41%)	1161	7%
Education, Welfare	780 (51%)	764 (49%)	1544	9%
Electricity, Gas and Water Supply	622 (88%)	82 (12%)	704	4%
Finance, Insurance, Real Estate and Business Services	1176 (55%)	977 (45%)	2153	13%
Government Administration	171 (90%)	19 (10%)	190	1%
Manufacturing	1502 (47%)	1728 (53%)	3230	19%
Mining and Quarrying	9 (82%)	2 (18%)	11	0.0%
Transport, Storage and Communication	1235 (71%)	499 (29%)	1734	10%
Wholesale and Retail Trade	1781 (61%)	1117 (39%)	2898	17%
	<b>10,124 (60%)</b>	<b>6,797 (40%)</b>	<b>16,921</b>	<b>100%</b>

### Main Features:

Distribution by Industries by Gender:

- ✚ 53% of females were employed in manufacturing as compared to 47% males;
- ✚ 49% females in Accommodation, Cafes and Restaurants compared to 51% males;
- ✚ 49% females in Education and welfare as compared to 51% of males;

- ☛ There were more women than men working in the Manufacturing Industry. (53% of the industry workforce were women)
- ☛ Men predominate in most other industries:
  - Building and Construction - 91% of workforce in this industry were male workers
  - Electricity Gas and Water - 88% were male workers
  - Transport Storage and Communication - 71% were male workers
  - Wholesale and Retail - 61% were male workers
  - Community, Social and Personal Services - 59% were male workers
  - Finance, Insurance, Real estate and Business Services - 55% were male workers.

Agriculture, Forestry and Fishing sector for the most part, operate in a subsistence nature hence its results from the survey are more understated. Also the fact that men outnumber women in the private sector workforce is attributed to the nature of the jobs such as Labourers, Builders and Drivers. The physicality required of these jobs mean that men are more suited for them. Another is that in the 2006 population census, the age bracket of 15 years to 39 years (majority of private sector workforce in this bracket) men outnumbered

women by 3414, meaning the chances of the next person who enters paid employment is more than likely to be a man rather than a woman.

**Table 3: Workforces by Year by Industry**

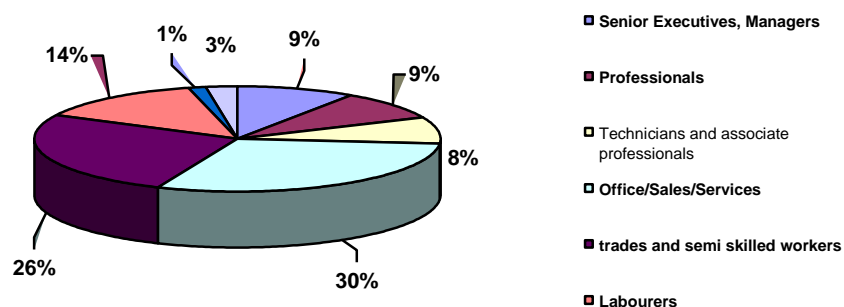
Industry	Yr 2000	Yr 2004	Yr 2007
	Total M & F	Total M & F	Total M & F
Accommodation, Cafes, Restaurants	694	1904	1999
Agriculture, Forestry, Fishing	172	159	122
Building and Construction	860	1139	1175
Community Social and Personal Services	515	1040	1161
Education, Welfare	393	1397	1544
Electricity, Gas and Water	481	681	704
Finance, Insurance, Real Estate and Business Services	692	1761	2153
Government Administration	0	204	190
Manufacturing	852	3505	3230
Mining and Quarrying	0	14	11
Transport, Storage and Communication	1280	1818	1734
Wholesale and Retail Trade	1193	2524	2898
<b>Total</b>	<b>12,168</b>	<b>16,146</b>	<b>16,921</b>

- The number of workers in the Accommodation, Cafes and Restaurants increased three times more in the 2004 survey than the 2000, which indicated an increase in the tourism industry. There was only a small increase in 2007.
- 4.7% increase from 2004 compared to 2007
- Increase in workforce can be due to a variety of factors such as the general population according to the 2006 population census indicated that over 50% were youths and people within the working age. The privatization of some public sector entities such as that of the Public Works department increased the number of Private Sector businesses.

## 2.4 DETAILS OF WORKFORCE PROFILE BY SKILL AND OCCUPATION

The classification of occupations used in the survey followed the International Labour Organisation's Internal Standard Classification of Occupations, ISCO. The graph and table below detail the breakdown of the private sector workforce in formal employment both by occupation in all industries and in each industry. It must be noted however that the table was derived from detailed survey information provided on individual worker characteristics. The total number of employees for whom detailed information was not available is 443 or 3% of all workers and categorized as "Others" in the table below.

**Graph 6: Total Number of Persons Employed by Industry and Occupation**



**Table 4: Workforce by Industry and Occupation**

Industry division:	Senior executives and managers	Professionals	Technicians and Associate Professionals	Office clerks	Service workers and shop and market sales workers	Skilled agricultural and Fisheries workers	Skilled Crafts and related Trades workers	Semi skilled workers/machine operators and Assemblers	Labourers
Accommodation, Cafes, Restaurants	166	21	63	197	1014	23	70	42	317
Agriculture Forestry Fishing	14	3	1	12	6	41	4	0	40
Building and Construction	87	16	69	57	46	29	430	144	301
Community Social and Personal Services	182	114	136	170	160	43	109	24	165
Education, Welfare	142	807	124	175	35	5	49	13	145
Electricity, Gas and Water Supply	28	43	131	68	31	0	254	79	59
Finance, Insurance, Real Estate and Business Services	349	245	239	640	242	0	45	63	258
Government Administration	8	55	37	53	1	0	31	0	5
Manufacturing	92	49	30	222	138	20	390	1955	334
Mining and Quarrying	2	0	0	0	0	0	8	0	1
Transport, Storage and Communication	200	105	465	252	224	24	65	153	218
Wholesale and Retail Trade	305	59	90	311	995	12	396	101	485
	<b>1575(10%)</b>	<b>1517(9%)</b>	<b>1385(8%)</b>	<b>2157(13%)</b>	<b>2892(18%)</b>	<b>197(1%)</b>	<b>1851(11%)</b>	<b>2574(16%)</b>	<b>2328(14%)</b>

**Main Features:**

- ☛ 31% of workers were employed in office, sales and service occupations;
- ☛ 27% of all private sector workers were employed in trades and semi skilled occupations;
- ☛ 14% of workers were employed as labourers, cleaners and unskilled workers;
- ☛ 10% of workers were employed as senior executives, and administration managers;
- ☛ 9% were employed in professional occupations;
- ☛ 8% worked as technicians or associate profession;
- ☛ 1% of workers worked as agricultural or fisheries worker;

Although the survey results show a decline from the 2004 results of Senior Managers, Professionals and Technicians. Caution should be exercised when making conclusions from such raw data as on average, the number of such high skilled employees within the private sector workforce remains the same.

## 2.5 DETAILS OF WORKFORCE PROFILE BY CATEGORY OF WORKER

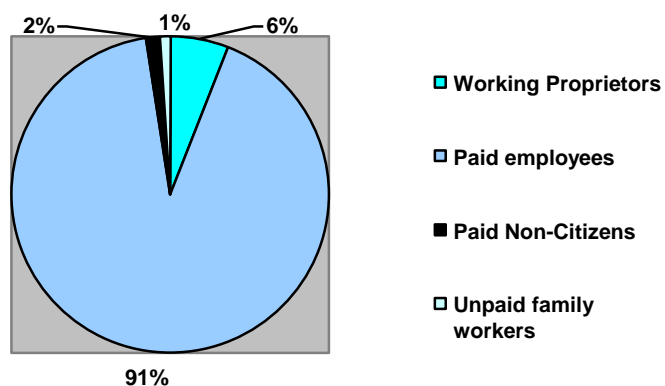
The survey attempted to collect information on the different categories namely working proprietors, paid employees, paid non-citizens, and unpaid family workers. This information is important not only in the overall assessment of wage levels but also in identifying and understanding the prevailing working conditions and practices given the continuing transition from subsistence and informal employment into the formal labour market.

The Formal Employment of the Private Sector is protected by the Labour and Employment Act 1973 and the Informal and Semi-Formal Sectors are outside the jurisdiction of this Act.

Table 5 and the accompanying Graph 7 below detail not only the proportion of the different categories by sex within each category but also the composition of the workforce by sex in the different categories.

The information collected however revealed the bulk of the workforce being paid employees with slightly more men than women in consistent with the proportion of males to females in the total population.

**Graph 7: Composition of the Formal Private Sector Workforce by Category of Workers**



**Table 5: Total Employment by Category of Worker**

Status	Males (%)	Females (%)	Total (%)
Working Proprietors	548 (5%)	453 (7%)	1001 (6%)
Paid Employees (Full & part time workers)	9307 (92%)	6169(91%)	15476 (91%)
Paid Non-Citizens	170 (2%)	100 (1%)	270 (2%)
Unpaid Family Workers	99 (1%)	75 (1%)	174 (1%)
<b>Total Workers</b>	<b>10,124 (60%)</b>	<b>6,797 (40%)</b>	<b>16,921 (100%)</b>

**Main Features:**

- ☛ Working proprietors comprised 6% of the private sector workforce;
- ☛ 91% of workers were employed on a full & part time basis;
- ☛ 1% unpaid family workers
- ☛ 2% paid non-citizens

**2.6 VACANCIES**

Employers were asked to report on their current vacancies as at the time of completing the survey mainly as an indicator of the current state of the labour market and the availability of jobs. The following table shows the number of vacancies by industry at that time to be 643 which is 4% of the total formal private sector workforce.

**Table 6: Vacancies by Industry**

Vacancies	2004		2007		Vacancies as % of Total employment
	Vacancies	Total	Vacancies	Total	
Accommodation	49	1904	21	1999	1%
Agriculture	8	159	1	122	1%
Building	40	1139	69	1175	5.80%
Community	60	1040	76	1161	6.50%
Education	20	1397	117	1544	7.50%
Electricity	7	681	12	704	1.70%
Finance	32	1761	92	2153	4.20%
Government	4	204	0	190	0
Manufacturing	32	3505	127	3230	3.90%
Mining & Quarrying	0	14	0	11	0
Transport	21	1818	34	1734	1.90%
Wholesale	68	2524	94	2898	3.20%
<b>Total</b>	<b>341</b>	<b>16146</b>	<b>643</b>	<b>16921</b>	

**Main Features:**

- ☛ The 127 vacancies in manufacturing industry were mainly for production operators for one large manufacturer in this industry;
- ☛ The 2007 figures provided a highlight of a general increase in vacancies through particular industries;
- ☛ Highest vacancy rates were in:
  - Manufacturing – 127 vacancies, or 3.9% of all positions in that industry;
  - Education and Welfare - 117 vacancies, or 7.5% of all positions in that industry;
  - Wholesale & Retail trade – 94 vacancies, or 3.2% of all positions in that industry;
  - Finance, Insurance – 92 vacancies, or 4.2% of all positions in that industry

## 2.7 STAFF TURNOVER

High staff turnover is sometimes given by private sector employers as a problem affecting production and economic stability. Although the reasons behind high staff turnover was not a primary objective of the survey it was nonetheless noted by most employers that factors such as termination of service, NZ quota system and finding alternative employment were the primary factors for employees leaving their place of work. However for a more detailed analysis, it was felt that in the very least the issue of staff turnover needs to be properly identified and confirmed first as the factors stated were views primarily from the employer and do not include those of the employees.

Employers were thus asked to provide information on the number of workers who had commenced working with the company in the six months preceding the survey and the number of workers who had ceased working over the same six-month period.

**Table 7: Total New Recruitments and Cessation by Industry and Sex (6 months period)**

Industry	Commencement			% of total industry	Cessation			% of total industry
	M	F	T		M	F	T	
Accommodation	221	263	484	24%	173	183	356	18%
Agriculture	11	1	12	9%	9	1	10	8%
Building	175	11	186	16%	149	32	181	16%
Community	104	96	200	17%	60	82	142	12%
Education	38	58	96	6%	27	34	61	4%
Electricity	73	7	80	11%	35	3	38	5%
Finance	224	155	379	18%	132	88	220	10%
Govt Administration	30	3	33	17%	2	1	3	2%
Manufacturing	145	603	748	23%	114	270	384	12%
Mining & Quarrying	0	0	0		1	0	1	9%
Transport	222	73	295	17%	90	179	269	15%
Wholesale	321	195	516	18%	172	109	281	10%
<b>Total</b>	<b>1,564</b>	<b>1465</b>	<b>3,029</b>		<b>964</b>	<b>982</b>	<b>1,946</b>	

### Main Features:

- ☛ Commencement outnumbered cessation by 1083 jobs over the 6 months prior to the survey with all industries.
- ☛ Using the difference between the number of commencements and the number of cessations as an indicator, employment increased in number of industries over the six-month period:
  - An increase of 7% in the Finance industry;
  - An increase of 8% in Wholesale/Retail industry;
  - An increase of 6% in Accommodation industry;
  - An increase of 6% in Electricity industry;
  - An increase of 5% in the Community Services industry;

## 2.8 LOWEST WAGE PAYABLE

An analysis of lowest wage rate for selected employers was undertaken based on the minimum wage rate paid by these companies.

**Table 8: Lowest Wage Payable by gender and by number of employers**

Wage paid per hour (Tala)	No of employers	No. of employees			% of total workforce
		M	F	T	
5.61 and above	32	10	26	36	0.2%
4.61 – 5.60	28	42	43	85	0.5%
3.61 – 4.60	68	107	82	189	1%
2.61 – 3.60	179	279	168	447	3%
2.01 – 2.60	274	503	291	794	5%
2.00 (Minimum wage)	159	974	664	1638	10%
Below minimum wage	18	12	17	29	0.1%
Not stated	6				
<b>Total</b>	<b>764</b>	<b>1,927</b>	<b>1,291</b>	<b>3,218</b>	

### Main Features:

- ☛ 10% of total workforce for private sector was paid with the current minimum wage of \$2.00 an hour.
- ☛ 5% of total workforce were paid from ranges \$2.61 - \$5.60 an hour.
- ☛ 0.1% of private sector workforce were paid below current prescribed minimum wage;
- ☛ The highest 'low wage' paid per hour is \$28.70
- ☛ Since the last survey in 2004, the minimum wage has since been raised to \$2.00 from \$1.60 in 2005.

## 2.9 EDUCATIONAL ATTAINMENT

**Table 9: Private Sector Workforce by Educational Attainment and Sex**

Education Level	Male %	Female %	Total %
Primary	931 (10%)	571 (9%)	1502 (9%)
Secondary	5710 (59%)	3434 (53%)	9144 (57%)
Post Secondary	3005 (31%)	2462 (38%)	5467 (34%)
<b>Total</b>	<b>9,646</b>	<b>6,467</b>	<b>16,113</b>

### Main Features:

- ☛ 91% of the private sector workforce had secondary level education or higher;
- ☛ 10% of men working in the private sector had only primary level education compared with 9% of Women working in the private sector;
- ☛ 59% of men working in the private sector had secondary level education compared with 53% of Working women;

- ☛ 38% of women working in the private sector had post secondary qualifications compared with 31% of Working men.
- ☛ 4% of total workforce did not disclose information.

### 3. PUBLIC SECTOR WORKFORCE

The survey questionnaire did not cover Public Service Ministries but some statistics on Public Service employment were obtained for purposes of comparison. The following table shows the number of permanent public servants by age and sex.

**Table 10: Public Sector workforce by Age and Sex (Permanent Staff only)**

Age group	Males	%	Females	%	Total	%
15 – 19 years	5	<1	1	1	6	<1
20 – 29 years	383	19	434	22	817	20
30 – 49 years	1,385	69	1,199	62	2,584	66
50 years & over	223	11	294	15	517	13
<b>Total</b>	<b>1,996</b>	<b>100%</b>	<b>1,928</b>	<b>100%</b>	<b>3,924</b>	<b>100%</b>

Source: Ministry of Finance

#### Main Features:

- ☛ 43% of the Public Service workers were under 30 years of age compared with 46% of workers in the Private Sector workforce;
- ☛ Less than 5% of the Public Sector workforce was under 20 years of age compared with 2% in the private sector;
- ☛ 58% of the Public Service workforce was aged 30 years or older compared with 54% of the workforce in the private sector;
- ☛ 58% of males working in the Public Service sector were aged 30 or older compared with 56% of males working in the private sector;
- ☛ 49% of the permanently employed public sector workforce was female compared with 40% in the formal private sector;
- ☛ 51% of permanently employed public sector workforce were males compared with 60% in the formal private sector.

### 4. TOTAL FORMAL SECTOR EMPLOYMENT

**Table 11: Total Formal Sector Employment**

Sector	Total Formal Sector Employment		
	Male	Female	Total
Private Sector employees	10,124	6,797	16,921
Public Service employees (permanent)	1,926	1,928	3,924
Public Service employees (casual)	731	96	827
<b>Total</b>	<b>12,781</b>	<b>8,821</b>	<b>21,672</b>

Source: Ministry of Finance

**Main Features:**

- ☛ 56% of workers in the formal sector were males, exclusive of the number of male casual workers;
- ☛ 17% of workers in the Public Service were temporary or casual workers;
- ☛ 56% of workers in the Public Sector were males compared with 60% of workers in the Private Sector.

**5. SKILL SHORTAGES AND TRAINING NEEDS**

**5.1 Skill Shortages**

Employers were asked whether they were having difficulties recruiting workers with the right skills and to identify which jobs were affected.

Table 12 gives a summary of the numbers of employers and the percentage of employers from each industry who experienced skill shortages. Full details of individual skill shortages by occupation are listed by employer and industry in Table 13.

**Table 12: Skill Shortages by Industry**

Industry	Number of employers With skill shortages	Total number in industry	% of industry
Accommodation	39	108	36
Agriculture	1	12	8
Building	17	51	33
Community	30	100	30
Education	14	40	35
Electricity	4	5	80
Finance	29	119	24
Manufacturing	20	58	34
Transport	23	74	31
Wholesale	55	194	28
Others	0	3	0
<b>Total</b>	<b>232</b>	<b>764</b>	<b>30%</b>

**Main Features:**

- ☛ Number of employers with skill shortages declined from the 252 employers in the 2004 survey to the current 232 employers in this report.
- ☛ With the exception of Agriculture and Electricity sectors all other industries continue to post skill shortages with its respective employers.
- ☛ Agriculture for the most part is under-represented in the survey due to subsistence nature of the industry hence skill shortage of employers and/or farmers in the sector is not properly recorded.

**Table 13: Summary by Industry of Skill Shortages**

<b>Industry</b>	<b>Skill Shortages identified (Number of positions where skill shortages exist)</b>	<b>Work attitudes</b>	<b>No. of employers</b>	<b>Total No. of employers in industry</b>
<b>Transport Storage and Communi- cation</b>	<p><b>Generic Skills</b></p> <ul style="list-style-type: none"> <li>➤ Public relation (5)</li> <li>➤ Writing &amp; reading skills</li> <li>➤ Computing &amp; IT skills (2)</li> </ul> <p><b>Job specific skills</b></p> <ul style="list-style-type: none"> <li>✧ Mechanical skills (7)</li> <li>✧ Travel consultancy skills(3)</li> <li>✧ Sales skills (2)</li> </ul>	<p><b>Attitudes</b></p> <ul style="list-style-type: none"> <li>➤ Honesty</li> </ul>	<b>23</b>	<b>74</b>
<b>Wholesale and Retail Trade</b>	<p><b>Generic Skills</b></p> <ul style="list-style-type: none"> <li>➤ Public relation &amp; communication skills (2)</li> <li>➤ Computing skills</li> </ul> <p><b>Job specific skills</b></p> <ul style="list-style-type: none"> <li>✧ Sales skills (17)</li> <li>✧ Accounting skills (2)</li> </ul>	<p><b>Attitudes</b></p> <ul style="list-style-type: none"> <li>➤ Honesty</li> <li>➤ Laziness</li> <li>➤ Theft</li> <li>➤ Reliability</li> </ul>	<b>55</b>	<b>194</b>
<b>Finance Insurance Real Estate Business Services</b>	<p><b>Generic Skills</b></p> <ul style="list-style-type: none"> <li>➤ Customers service (2)</li> </ul> <p><b>Job specific skills</b></p> <ul style="list-style-type: none"> <li>✧ Legal services skills (3)</li> <li>✧ Administrative (3)</li> <li>✧ Surveying skills</li> <li>✧ Accounting &amp; architectural skills (3)</li> </ul>	<p><b>Attitudes</b></p> <ul style="list-style-type: none"> <li>➤ Lateness</li> <li>➤ Motivation</li> <li>➤ Laziness</li> <li>➤ Initiative</li> </ul>	<b>29</b>	<b>119</b>

Industry	Skill Shortages identified (number of positions where skill shortages exist)	Work attitudes	No. of employers	Total No. of employers in industry
<b>Accommodation Cafes Restaurants</b>	<b>Generic Skills</b>	<b>Attitudes</b>	<b>39</b>	<b>108</b>
	<ul style="list-style-type: none"> <li>➤ Public relation &amp; customer service skills (18)</li> <li>➤ Computing skills (3)</li> </ul>	<ul style="list-style-type: none"> <li>➤ Honesty</li> <li>➤ Laziness</li> <li>➤ Reliability</li> <li>➤ Initiative</li> </ul>		
	<b>Job specific skills</b>			
	<ul style="list-style-type: none"> <li>✧ Baking and food Handling skills (10)</li> <li>✧ Finance &amp; accounting Skills (1)</li> <li>✧ Driving skills (3)</li> </ul>			
<b>Manufacturing</b>	<b>Generic Skills</b>	<b>Attitudes</b>	<b>20</b>	<b>58</b>
	<ul style="list-style-type: none"> <li>➤ Customer service Skills (4)</li> </ul>	<ul style="list-style-type: none"> <li>➤ Punctuality</li> <li>➤ Honesty</li> </ul>		
	<b>Job specific skills</b>			
	<ul style="list-style-type: none"> <li>✧ Baking skills (3)</li> <li>✧ Sales skills (1)</li> <li>✧ Sewing skills (3)</li> <li>✧ Administrative skills (3)</li> <li>✧ Finance &amp; accounting Skills (2)</li> </ul>			
<b>Building and Construction</b>	<b>Generic Skills</b>	<b>Attitudes</b>	<b>17</b>	<b>51</b>
	<ul style="list-style-type: none"> <li>➤ Reading drawing skills</li> <li>➤ Computing skills</li> </ul>	<ul style="list-style-type: none"> <li>➤ Reliability</li> <li>➤ Ability to write</li> <li>➤ Honesty</li> </ul>		
	<b>Job specific skills</b>			
	<ul style="list-style-type: none"> <li>✧ Carpentry &amp; joinery (6)</li> <li>✧ Plumbing skills(2)</li> <li>✧ Fitting &amp; welding skills (1)</li> <li>✧ Electrical skills (5)</li> </ul>			

Industry	Skill Shortages identified (number of positions where skill shortages exist)	Work attitudes	No. of employers	Total No. of employers in industry
<b>Community Social and Personal Services</b>	<b>Generic skills</b> ➤ Computing & IT (2) ➤ Customer service (1)	<b>Attitudes</b> ➤ Ability to learn ➤ Honesty ➤ Laziness	<b>30</b>	<b>100</b>
	<b>Job Specific Skills</b> ✧ Accounting skills (1) ✧ Record keeping skills ✧ Job inexperience			
<b>Education Welfare</b>	<b>Generic skills</b> ➤ Communication skills ➤ Computing & IT	<b>Attitudes</b> ➤ Self Esteem	<b>14</b>	<b>40</b>
	<b>Job Specific Skills</b> ✧ Teaching skills (15)			
<b>Electricity Supply and Agriculture</b>	<b>Generic skills</b> ➤ Communication & Customer service skills (3) ➤ Engine maintenance (1)	<b>Attitudes</b> ➤ Honesty ➤ Theft ➤ Initiative	<b>5</b>	<b>17</b>
	<b>Job Specific Skills</b> ✧ Job inexperience			
<b>Total</b>			<b>232</b>	<b>761</b>

## 5.2 TRAINING NEEDS

The survey sought information from employers on their existing 'workers' training requirements. Employers were to identify which jobs their workers needed more training for, what kinds of skills were below standard and how many workers needed further training. A summary of these findings is contained in Table 14.

**Table 14: Training Needs Identification**

Industry/ Skills to be upgraded	Workers to be trained	Total workers in Industry	Employers with needs
<b>Agric/Forestry/Fishing</b>	3	122	2
fish handling and storing-2			
Veterinary Training-1			
<b>Mining &amp; Quarrying</b>	0	11	0
<b>Manufacturing</b>	92	3230	19
Accounting-5, Sales marketing/PR/Customer Service-12			
Food safety/Quality Control-22, Management/Supervisory skills-30			
Trade skills/Apprentice-23			
<b>Electricity, Gas/Water Supply</b>	198	704	2
Engineering(electrical,powerlines,testing,inspecting,install,repair etc)-148			
Customer Service-50			
<b>Building/Construction</b>	135	1175	17
Upgrade Trade Skills-82, Trade skills (basic)-18			
Management skills/Accounting Skills-35			
<b>Wholesale/Retail</b>	363	2898	81
Customer Service/Sales Skills-150, Computer skills-35,			
Management/Account training-31, Trade/Industry skills-147			
<b>Accommodation/Cafes/Restaurants</b>	234	1999	43
Customer Service-108, Bartending(cocktail mixing)-11			
Chef/Cooking skills Upgrade-44			
Cleaners/Waiters/kitchen Hand skill upgrade-71			
<b>Transport/Storage/Communication</b>	161	1734	34
IT Specialists-51, Audio Visual skills-27, Computer skills(basic)-14			
Accounting Skills-6, Trade skills-43			
Customer Service/Marketing/Promotion-20			
<b>Education/Welfare</b>	116	1544	20
Upgrade and Basic Teaching Skills-60			
Computer Skills-34, Management skills-8, Industry skills-14			
<b>Government Admin (Government Corporations)</b>	55	190	1
Refresh courses on Maritime skills-25			
Apprenticeship Trainings-10, Vigilant skills-20			
<b>Finance/Insurance</b>	478	2153	59
IT Specialist(Engineer, Programming etc) upgrade skills-51			
Customer service-178, Accounting skills-53, Management skills-120			
Industry Skills/Trade skills-76			
<b>Community Social/Personal</b>	191	1161	43
Management-22, Computer skills-19, Accounting skills-8			
Trade Skills-27, Industry skills-69, Beautician skills-21,			
Customer service-25			
<b>Total</b>	<b>2,026</b>	<b>16,921</b>	<b>321</b>
<b>Employers with needs unspecified:</b>			<b>7</b>
<b>Total Employers with needs</b>			<b>328</b>

\* *Items of note:* Trade skills refer to trades such as carpentry, electrician, plumbing, automotive etc, while industry skills refers to various skills and know-how relevant to a particular industry such as being able to assist in surveying of land for survey firms to customer service to knowing details of the product being sold to customers.

**Main Features:**

- ☛ 43% of all employers stated that some of their workers had further training needs;
- ☛ The most common training needs offered by employers as required of their workers is that of Customer Service, Accounting skills and Computer skills;
- ☛ Note also that certain companies in the private sector have schemes and benefits which assist their respective employees by partially or fully funding further studies or training courses for the betterment of their respective companies, smaller companies on the other hand do not offer such benefits hence workers more often leave work to pursue further studies or are unwilling or unable to pay for further studies.
- ☛ Industries with higher percentages of employer stating that their staff had training needs were as follows:
  - 42% of employers in Wholesale and Retail.
  - 50% of employers in Finance, Insurance, Real Estate and Business Services;
  - 40% of employers in Accommodation/ Café/ Restaurants,
  - 43% of employers in the Community, Social and Personal Services;
- ☛ The survey results indicated that approximately 12% of all workers in the private sector had further training needs. Industries with higher percentages of training needs were:
  - 22% of workers in Finance, Insurance Real Estate and Business Services;
  - 28% of workers in Electricity;
  - 12% of workers in Wholesale and Retail.
  - 11% of workers in the Accommodation, Cafes, Restaurant;

**Table 15: Training Needs by year & employers**

Year of survey	Employees with training needs	Employers with workers needed further training
2000	1448	251
2004	1028	305
2007	2026	328

- 29% decrease from 2000 compare to 2004
- 97% increase from previous survey compared to 2007
- 40% increase from 2000 to 2007

**5.3 EXPATRIATE WORKERS**

The numbers and occupations of expatriate workers employed under work permit provisions were reviewed as a possible indicator of skill shortages in particular areas.

## 2007 Labour Market Survey of Private Sector Employers in Samoa

A total of 201 expatriate workers were identified in the survey. The following tables provide an analysis of these characteristics.

**Table 16: Number of Work Permits by Occupation and Sex**

ISCO	2004			2007		
	Male	Female	Total	Male	Female	Total
Senior Executives	100	23	123	54	24	78
Professionals	44	18	62	23	18	41
Technicians	17	5	22	23	7	30
Office workers	5	1	6	7	13	20
Service workers	5	2	7	4	8	12
Skilled Agriculture	1	1	2	0	0	0
Skilled Crafts	6	4	10	7	3	10
Semi skilled workers	1	2	3	1	0	1
Labourers	1	1	2	4	5	9
<b>Total</b>	<b>180</b>	<b>57</b>	<b>237</b>	<b>123</b>	<b>78</b>	<b>201</b>

Note: Table based on Q12, hence above information based only on employers who submitted details of expatriate workers

### Main Features:

- Expatriate workers comprised 1.2% of the total private sector workforce;
- 74% of all work permits were for workers in management, professional or technical occupations, a decrease of 13% from 2004;
- 5% of workers were employed in craft and related trades occupations;
- 16% of workers were in office and services occupation;
- Overall private sector employers tend to rely on foreign workers to fill positions on senior levels or of higher skills which is a trend that continues from the 2004 survey results.
- Although the figures above show a decline between 2004 and 2007 in terms of the senior level or higher skilled positions, it nonetheless must be viewed with caution. First of, it must be noted that the total number of non-citizens working in the private sector, that were covered in the survey is 270 workers, another point, is that work permits approved by the Ministry of Commerce, Industry and Labour for 2005/2006 period exceeded 300 work permits, the majority of which were those relating to senior management and higher skilled jobs in the private sector.

**Table 17: Expatriate Workers by Age Group**

Age group	Males	%	Females	%	Total	%
20 – 29 years	30	24	21	27	51	25
30 – 49 years	61	50	48	61	109	54
50+	32	26	9	11	41	21
<b>Total</b>	<b>123</b>	<b>100%</b>	<b>78</b>	<b>100%</b>	<b>201</b>	<b>100%</b>

**Main Features:**

- ☛ 25% of foreign workers were in the 20-29 years old age group and 54% were in the 30-49 years age group;
- ☛ The main countries of origin of foreign workers were New Zealand (52), Fiji (42), Australia (32), Philippines (25) and Japan (14).

**6. ANALYSIS OF AVERAGE HOURS OF WORK BY OCCUPATION**

**6.1 WEEKLY EARNINGS BY OCCUPATIONAL GROUP**

Based on the survey information relating to individual worker characteristics which included details of wages paid and hours worked, an analysis of average normal hourly and weekly basis has been carried out. Table 18 contains details of normal hours worked by occupational group.

**Table 18: Average Normal Hours Occupational Group**

Occupational Category	Average Normal hours per week	
	Yr 2007	Yr 2004
Senior Executives	40.0	41.0
Professionals	37.0	39.0
Technicians	39.2	37.9
Office workers	38.2	40.0
Service workers	40.2	43.2
Skilled agricultural	39.1	39.8
Skilled Crafts	39.8	40.1
Semi skilled workers	39.8	43.8
Labourers	39.8	40.4

**Main Features:**

- ☛ Average normal hours worked ranged from 38.2 hours in the Office workers occupation up to 40.2 hours per week for Service workers if compared to figures for the year 2004 survey.
- ☛ The highest and second highest average hours worked per week were by Service workers and Senior Executives groups.
- ☛ The lowest average hours worked was by Office workers.
- ☛ Average weekly hours worked was less than normal for skilled crafts, Semi skilled workers, Labourers, Technicians and skilled agricultural workers.
- ☛ Overall the average hours worked by an employee in the private sector in 2007 is similar to the hours worked in 2004.

## 7. ANALYSIS OF INDUSTRY AVERAGE EARNINGS AND HOURS OF WORK

### 7.1 AVERAGE WEEKLY EARNINGS BY INDUSTRY

An analysis of average normal wages paid on an hourly basis was carried out for each industry. Table 19 contain details of normal weekly earnings by industry.

**Table 19: Average Normal Weekly Earnings by Industry and Sex**

Industry Division	Average weekly wages		Average Wages (Tala)
	Males	Females	Total
Accommodation	170.6	165.5	168.1
Agriculture	243.0	190.6	229.1
Building	247.7	402.8	260.5
Community	225.4	278.5	245.5
Education	452.1	413.4	432.3
Electricity	284.5	451.4	303.7
Finance	366.3	370.6	368.2
Government Administration	496.5	380.2	485.1
Manufacturing	177.7	157.2	166.7
Mining and Quarrying	145.5	173.3	153.0
Transport	360.0	348.7	361.6
Wholesale	145.5	211.3	206.6

#### Main Features:

- ☞ The 2007 average weekly wages while showing a general increase, compared to the 2004 average weekly wages, percentage-wise, the difference is minimal.
- ☞ The highest being Education sector whose average weekly wage rose by 3%, while other industries varied from 0.5% increase to as much as 1% increase.
- ☞ The 2007 figures also include figures from Statutory Corporations on the Mining and Quarrying sectors. These sectors were not included in the 2004 figures hence a comparison could not be carried out.

Caution should be exercised when using or drawing conclusions from these figures as they are based on averages across broad occupational groupings which could include a range of workers receiving different rates of pay, some at the higher end of the scale. More detailed analysis of the survey result would be needed in order to identify rates for specific occupations.

## 8. CONCLUSION AND POLICY IMPLICATIONS

The responses from the employers who participated in this survey form the basis of the assessments herein.

As this is the third survey of the Formal Private Sector, one is able to make a sound comparison of the figures from all previous surveys.

First and foremost, there are no significant changes within the industries although there has been an increase in number of workers; there is an increase of the total workforce as compared to the figures in the last four years. Nonetheless one is still able to view trends which for the most part have emerged following the completion of this report and which would need more attention from relevant stakeholders, these trends include:

The findings of this survey that can form the basis of specific policy developments and recommendation to the training providers as both survey reports of 2000 and 2004 and this report could be used as a basis of analysis.

### KEY FINDINGS:

- The continued increase of expatriates working within the private sector workforce in high skilled and senior management jobs.
- The hours in which lower skilled workers put in, in relation to pay.
- Skills listed by employers as being in short supply from the workforce in 2004 were still listed by employers in this report. Skills such as Customer Service, Accounting Skills, Computer Skills, Sales etc. This highlighted the need for both employers and employees to work together in addressing the above named skill shortages, as well as input from training institutions.
- Another feature of skill shortage that continues from the 2004 report is that of work ethics or lack thereof from employees, with theft, dishonesty, lack of initiative shown and laziness among other traits that are commonly listed by employers as lacking.
- Skills shortages and training needs identified could be used by training providers in areas of trades training, in all sectors and industries.
- As indicated by the three surveys, there is a need for short training courses in all sectors.
- The survey provides a valuable database on which makes the basis for comparison on the following:
  - Minimum wage rates
  - Different wage rates within industries and occupations
  - Staff turnover
  - Training needs in all levels of employment including areas where expatriates are employed.
  - Different hours worked by both male and females