

## HIRING OUTLOOKS IMPROVE, TALENT SHORTAGES ESCALATE

### IN ITALY EMPLOYERS EXPECT POSITIVE HIRING PLANS FOR IIIQ2021 (+7%) AND THE HIGHEST TALENT SHORTAGE IN OVER A DECADE (+85%, ALMOST DOUBLED IN JUST 3 YEARS)

#### KEY FINDINGS IN ITALY:

- Net Employment Outlook stands at +7%, the strongest hiring pace in two years for the coming quarter. The strongest hiring pace is expected in the Wholesale & Retail Trade (+14%) and Construction sector (+12%)
- The highest talent shortage in over a decade (+85%), almost doubled in just 3 years
- Logistics, manufacturing, IT, sales & marketing sectors are among the most difficult to attract professional categories

#### KEY FINDINGS WORLDWIDE:

- Employment outlooks improve in 42 of 43 markets quarter-over-quarter
- Strongest hiring prospects are reported in the U.S. (+25%), Taiwan (+24%) and Australia (+17%), with the weakest in Argentina (+1%), Panama (+1%) and South Africa (+1%)
- Global Talent Shortages at highest level in 15 years
- European employers report the highest talent shortage globally (74%), with the biggest impacts being felt in France (88%), Romania (86%) and Italy (85%)\*
- To overcome talent shortages employers are offering more flexibility and skills development

**Milan, June 8<sup>th</sup>, 2021** - According to the latest ManpowerGroup Employment Outlook Survey of over 45,000 employers in 43 countries, a post-pandemic hiring boom is on the horizon; with intentions at the most optimistic level since the beginning of the pandemic, with outlooks improving in 31 out of 43 countries when compared with the previous quarter. As hiring intentions globally improve, ManpowerGroup's Talent Shortage data\* finds global talent shortages are at 15-year high with XXX skills most difficult to find.

**Stefano Scabbio, President Southern Europe ManpowerGroup says:** *"In a world where companies' business models are transforming very quickly and where unemployment rates are increasing due to the pandemic, Talent Shortage is becoming more and more prevalent, a phenomenon that once again confirms the difficulty for employers to find people with the right skills. In Italy this year it reached 85%, the highest figure ever, among the highest in the world and almost doubled in the last 3 years. Logistics, manufacturing, IT, sales & marketing sectors are among the most difficult to attract professional categories. Technological innovation and human capital qualification are two fundamental dimensions to fill the gap of unemployed jobs due to lack of skills. In this context, however, we see a change of course in hiring intentions of Italian employers, as revealed by ManpowerGroup MEOS Report: a year and a half after the start of the pandemic, with the progress of the vaccination campaign and the drop in contagion risk, a market recovery is emerging. In many sectors, including manufacturing, construction and services, there is a positive trend in the hiring intentions of employers, which reaches 7% at national level. Human capital will be at the center of this recovery, together with the creation of a new future for the industry through the acceleration in digital transformation and sustainable development."*

## **MEOS OUTLOOK: POST-PANDEMIC HIRING BOOM IS ON THE HORIZON**

The **ManpowerGroup Employment Outlook Survey (MEOS)** released today reports positive and encouraging hiring plans **in Italy** for the third quarter of 2021. With 15% of employers anticipating an increase in payrolls, 6% forecasting a decrease and 75% expecting no change, the resulting Net Employment Outlook is +9%. Once the data is adjusted to allow for seasonal variation, the Outlook stands at 7%. Hiring prospects improve by 8 percentage points when compared with the previous quarter, and 11 percentage points stronger in comparison with this time one year ago.



### **Regional comparisons**

Employers at national level expect to increase payrolls during the third quarter of 2021, most notably in the North East, where the Net Employment Outlook stands at +10%. In both Middle Italy and the North West, employers report optimistic Outlooks of +9%. Meanwhile, flat hiring prospects are reported for the South/Islands, where Outlooks stand at 4%.

### **Sector comparisons**

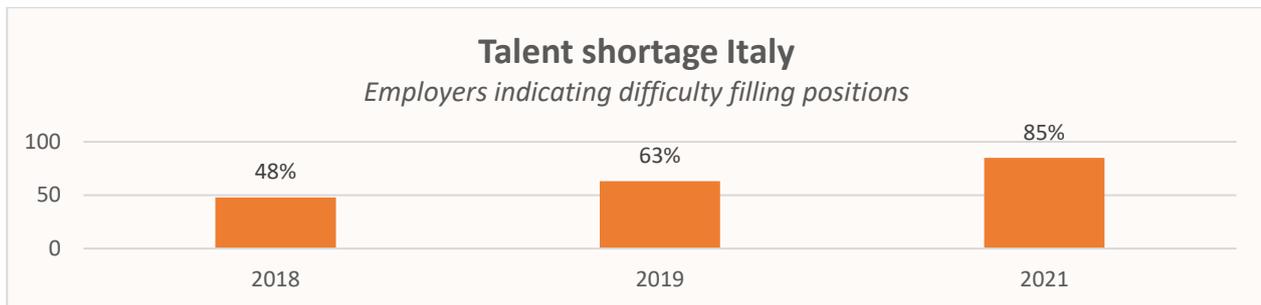
The strongest hiring prospects are reported by Wholesale & Retail Trade employers with a Net Employment Outlook of +14%. Elsewhere, Outlooks stand at +12% in the Construction sector, while the Other Services and the Manufacturing sectors are expected hiring intentions (+9% and +7%). Outlooks of -5% reported for the Restaurants & Hotels sector.

### **Organization-Size comparisons**

Large employers forecast positive payroll gains in the coming quarter, reporting a Net Employment Outlook of +22%, and auspicious workforce gains are also expected by both Medium and Small employers with Outlooks of +6% and +7%. However, Micro employers expect to trim payrolls, reporting Outlooks of -2%.

## **TALENT SHORTAGE**

**Talent Shortages at 15-year-high as Hard & Soft Skills Are More Difficult to Find Than Ever Before. In Italy the percentage stands at 85%, the highest percentage registered in the last 3 years.**



- Nearly 7 in 10 (69%) employers globally report difficulty hiring, the highest than at any point since ManpowerGroup first asked about talent shortage in 2006.
- European employers are experiencing the most difficulty with the most prominent skill gaps in France (88%), Romania (86%), Italy (85%), Switzerland (83%), Belgium (83%) and Turkey (83%).
- Lowest reported in China (28%), U.S. (32%), India (43%) and South Africa (46%). Globally, talent shortages are felt most keenly in larger firms.

## **How COVID-19 is Creating the Great Skills Shift**

The biggest workforce shift and reallocation of skills since World War II began in 2020 – even those skills most in demand in the early phase of the crisis are different to demand emerging now and expected in future.

### **Most Difficult Roles**

1. Operations / Logistics (29%)
2. Manufacturing / Production (22%)
3. IT / Data (14%)
4. Sales / Marketing (13%)
5. Administration / Office Support (10%)
6. Front Office / Customer Facing (9%)
7. HR (7%)
8. Other (4%)

### **Accelerating Importance for Soft Skills**

And there is rising demand too for relevant soft skills - in times of rapid transformation and uncertainty, these are more important than ever in workers and in leaders:

1. Accountability, reliability and discipline (33%)
2. Resilience, stress tolerance and adaptability (30%)
3. Initiative taking (26%)
4. Reasoning, problem-solving (25%)
5. Leadership and social influence (25%)
6. Critical thinking & analysis (24%)
7. Collaboration & teamwork (22%)
8. Creativity, originality (20%)
9. Active learning & curiosity (17%)

To view complete results for the ManpowerGroup Employment Outlook Survey, visit:

[www.manpowergroup.com/meos](http://www.manpowergroup.com/meos). The next survey will be released September 07 2021 and will



## Media Release

report hiring expectations for Q4 2021. To receive the latest survey results each quarter, sign up [here](#).

The Employment Outlook Survey – conducted April 2021 – is the most comprehensive, forward-looking employment survey of its kind, used globally as a key economic indicator. The Net Employment Outlook is derived by taking the percentage of employers anticipating an increase in hiring activity and subtracting from this the percentage of employers expecting a decrease in hiring activity.

\*Talent Shortage – undertaken in January 2021 – is a survey of 42,000 global employers. It identifies the proportion of employers who report difficulty filling positions in their organization. It reports on which jobs employers say are most difficult to fill, and identifies candidate shortcomings that are preventing employers from filling positions. Employers are also asked to gauge the degree of impact talent shortages have on their organizations and which strategies they are using to overcome the skills gap.

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### **About ManpowerGroup**

ManpowerGroup® (NYSE: MAN), the leading global workforce solutions company, helps organizations transform in a fast-changing world of work by sourcing, assessing, developing and managing the talent that enables them to win. We develop innovative solutions for hundreds of thousands of organizations every year, providing them with skilled talent while finding meaningful, sustainable employment for millions of people across a wide range of industries and skills. Our expert family of brands – Manpower, Experis and Talent Solutions – creates substantial value for candidates and clients across more than 75 countries and territories and has done so for over 70 years. We are recognized consistently for our diversity - as a best place to work for Women, Inclusion, Equality and Disability and in 2020 ManpowerGroup was named one of the World's Most Ethical Companies for the eleventh year, all confirming our position as the brand of choice for in, demand talent. See how ManpowerGroup is powering the future of work: [www.manpowergroup.com](http://www.manpowergroup.com).