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Agenzia Nazionale Politiche Attive del Lavoro

UNIONCAMERE

# EXCELSIOR INFORMA
## COMPANY EMPLOYMENT SCHEMES OBTAINED FROM
## THE CHAMBER OF COMMERCE SYSTEM

PROGETTO EXCELSIOR
SISTEMA INFORMATIVO
PER L'OCCUPAZIONE
E LA FORMAZIONE

## Umbria                                                    Year 2021

*Introduction*

*In line with the climate of economic recovery characterising the current year, an increase in employment needs by the Italian business system is expected. In fact, 61% of the total number of companies with employees in industry and services plan to hire workers in 2021, a percentage that is returning to the pre-pandemic level, after a significant decline in 2020. The inflow expected in 2021 - with any contractual form - is approximately 4.6 million units, thereby fully returning to the 2019 levels. This rapid recovery is also accompanied by an increase in the difficulty companies experience in recruiting the professional profiles they are seeking, which involves almost a third of the expected inflow and which can also be attributed to a growing level of experience requested from candidates. The major problems in recruitment will mainly concern specialised profiles: managers and specialists with in-depth knowledge, also of a scientific nature (about 40% will be difficult to recruit) and above all skilled labourers (46%).*
*This publication focuses on the main characteristics of the inflow planned in the region for the year 2021.*

|          | EXPECTED INFLOW | COMPANIES HIRING | YOUNG PEOPLE | DIFFICULT TO RECRUIT |
|----------|-----------------|------------------|--------------|----------------------|
| **2021** | **51,620**      | **58%**          | **30%**      | **39%**              |
| 2020     | 36,220          | 42%              | 30%          | 35%                  |
| 2019     | 53,920          | 57%              | 29%          | 31%                  |

| SUMMARY | |
|---------|---|
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### Work opportunities in 2021 in the region

| | Expected inflow (a.v.) | *% difficult to recruit* |
|---|---|---|
| Specialised labourers | 9,520 | *53.9* |
| Technical professions | 5,350 | *50.2* |
| Managers and Intellectual, scientific and highly-spec. prof. | 2,370 | *42.9* |
| Plant operators and stationary and mobile machinery operators | 8,800 | *41.8* |
| Skilled professions in commercial activities and services | 16,520 | *34.6* |
| Unskilled professions | 5,910 | *23.0* |
| Office workers | 3,140 | *19.8* |

*N.B. Due to the rounding off, the sum of the single percentage values may differ by 100. This note is valid for all the graphs in this bulletin that show percentage compositions.*

*Unless otherwise specified, the source is: Unioncamere - ANPAL, Excelsior Information System, 2021*

## COMPANY AREAS OF INCLUSION AND MAIN PROFESSIONS

*This page shows the main company areas of inclusion, with several characteristics regarding inflow, and the professions most requested by companies for 2021 in the region. It should be noted that, unless otherwise specified, the professions indicated in the bulletin refer to the classification of professions of ISTAT CP2011 (3 digit).*

### Characteristics of expected inflow by business area in the region in 2021

| COMPANY AREA | INFLOW (a.v.) | % of total | % up to 29 years | % difficult to recruit |
|---|---|---|---|---|
| **Total** | **51,620** | **100.0** | **30.1** | **39.1** |
| Direction and General services areas | **1,420** | 2.8 | 29.4 | 42.0 |
| Administrative areas | **1,990** | 3.9 | 21.2 | 21.0 |
| Technical and planning areas | **7,080** | 13.7 | 31.1 | 51.9 |
| Area of production of goods and provision of the service | **25,260** | 48.9 | 28.4 | 41.4 |
| Commercial and sales areas | **10,190** | 19.7 | 43.2 | 31.3 |
| Logistics areas | **5,680** | 11.0 | 16.1 | 32.9 |

### The sectors that expect more inflow in the region in 2021 (a.v.)

| Sector | Inflow |
|---|---|
| Accommodation and catering services; tourist services | 9,250 |
| Retail trade, wholesale trade and repair of motor vehicles and motorcycles | 7,900 |
| Construction | 5,130 |
| Other services for businesses and individuals | 4,330 |
| Operational support services for businesses and individuals | 3,750 |

### The professions most requested in the region in 2021          *of which* **difficult to recruit** *(%)*

| Profession | Inflow | Difficult to recruit (%) |
|---|---|---|
| 522-Catering business operators | 8,340 | 38 |
| 512-Sales staff | 5,240 | 26 |
| 814-Unskilled cleaning services staff | 3,450 | 27 |
| 742-Motor vehicle drivers | 2,640 | 48 |
| 612-Artisans and specialised labourers in construction and building maintenance | 2,060 | 46 |
| 623-Artisan mechanics, fitters, repairers and maintenance technicians for stationary and mobile machines | 1,610 | 66 |

## MAIN CHARACTERISTICS OF WORKERS REQUESTED BY COMPANIES

*The main characteristics of the incoming figures are summarised below, organised by sector. The data concerns the difficulties in recruiting, experience required, gender and type of contract requested; the figure for the region is compared with that of the geographical distribution and the national figure.*
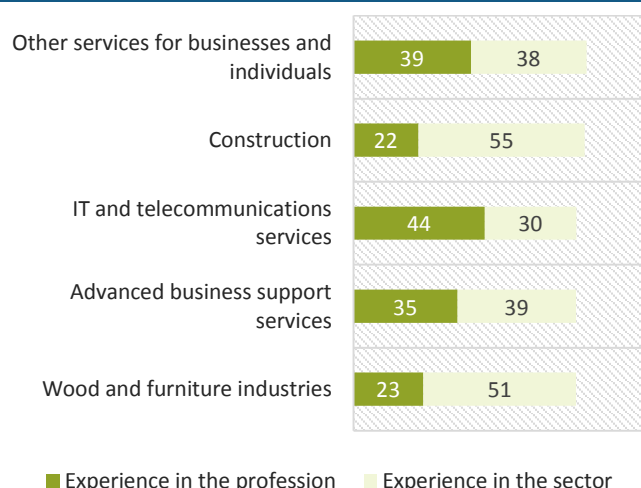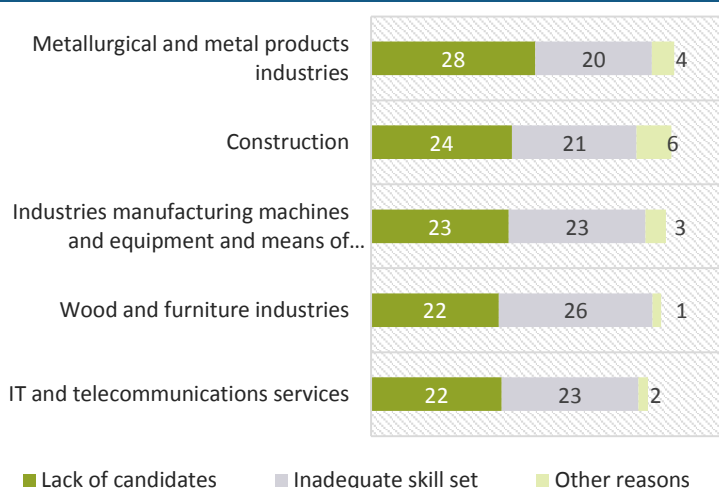
| Difficulty in recruiting *(%)* | Reg. | Central | Italy |
|---|---|---|---|
| **Total,** *of which:* | *39.1* | *30.1* | *32.2* |
| *for lack of candidates* | *18.9* | *14.3* | *16.2* |
| *due to inadequate skill set* | *15.5* | *12.8* | *12.8* |
| *for other reasons* | *4.8* | *3.0* | *3.2* |

| Experience requested *(%)* | Reg. | Central | Italy |
|---|---|---|---|
| **Total,** *of which:* | *66.3* | *69.9* | *68.7* |
| *in the profession* | *20.8* | *21.9* | *21.9* |
| *in the sector* | *45.5* | *48.0* | *46.8* |
| *non requested* | *33.7* | *30.1* | *31.3* |

### The regional sectors...

**...with greatest DIFFICULTIES IN RECRUITING and the reasons *(%)***



- Metallurgical and metal products industries: 28 | 20 | 4
- Construction: 24 | 21 | 6
- Industries manufacturing machines and equipment and means of...: 23 | 23 | 3
- Wood and furniture industries: 22 | 26 | 1
- IT and telecommunications services: 22 | 23 | 2

■ Lack of candidates ■ Inadequate skill set ■ Other reasons

**...that request specific work EXPERIENCE the most *(%)***



- Other services for businesses and individuals: 39 | 38
- Construction: 22 | 55
- IT and telecommunications services: 44 | 30
- Advanced business support services: 35 | 39
- Wood and furniture industries: 23 | 51

■ Experience in the profession ■ Experience in the sector

| Gender requested *(%)* | Reg. | Central | Italy |
|---|---|---|---|
| *Female* | *21.8* | *19.3* | *18.6* |
| *Male* | *35.9* | *31.2* | *34.0* |
| *equally suitable* | *42.3* | *49.5* | *47.3* |

| Contracts proposed (% values) | Reg. | Central | Italy |
|---|---|---|---|
| **Workers employed by the company** | **79.9** | **82.9** | **81.4** |
| *with a permanent contract* | *15.8* | *18.0* | *17.0* |
| *with a fixed-term contract* | *50.8* | *56.0* | *55.9* |
| *with other contracts* | *13.3* | *9.0* | *8.6* |
| | **20.1** | **17.1** | **18.6** |
| **Company non-salaried workers** | | | |
| *agency workers* | *10.9* | *7.4* | *9.8* |
| *coll. and other non-salaried empl.* | *9.1* | *9.7* | *8.8* |

### The main sectors that expect inflow of female personnel *(%)*



- Textile, clothing and footwear industries: 58 | 20 | 22
- Other services for businesses and individuals: 33 | 9 | 58
- Accommodation and catering services; tourist services: 32 | 15 | 54
- Food, beverage and tobacco industries: 31 | 27 | 42
- Operational support services for businesses and individuals: 27 | 21 | 51

■ Female ■ Male ■ equally suitable
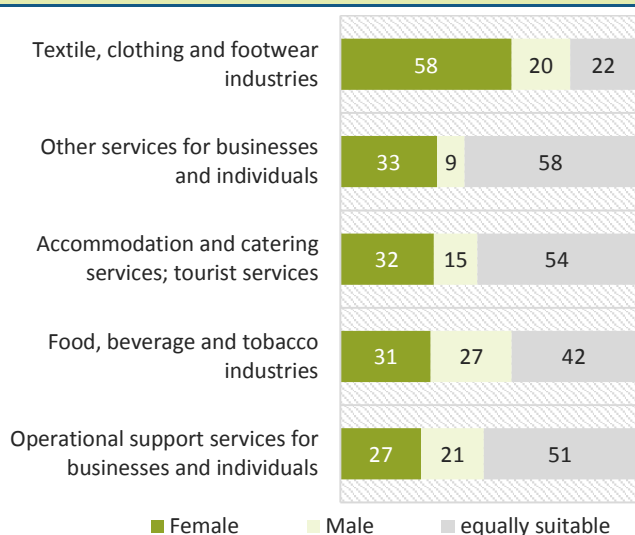
### Other characteristics of the inflow in the region *(%)*



- As a replacement for outgoing personnel: 33
- Regarding new figures not already present in the company: 35
- Immigrant personnel: 14
- The figure will have to coordinate other people: 14
- Will have to apply innovative/creative solutions: 22

Umbria
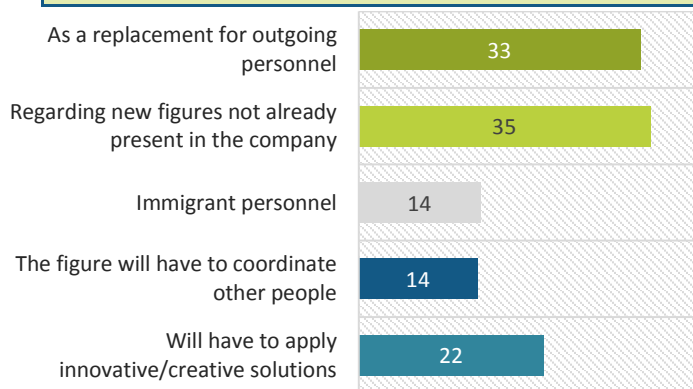
## CHARACTERISTICS OF INFLOW BY AGE GROUP

### Expected inflow by age group in the region *(%)*

indifferent
27%

up to 29 years
30%

over 44 years
8%

30-44 years
35%
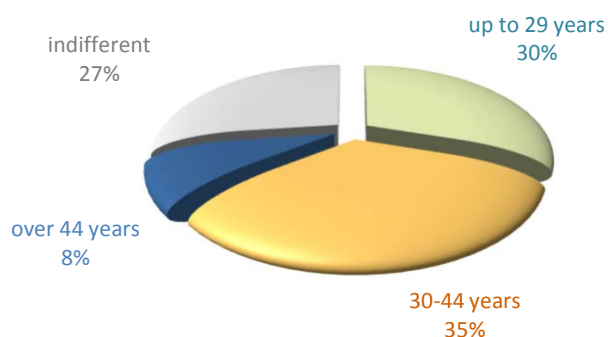
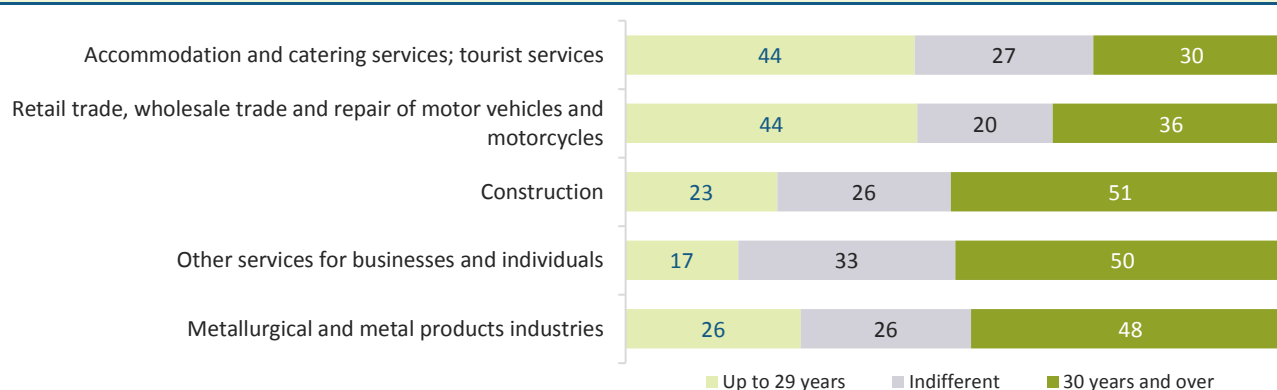**% of young people up to 29 years against the total inflow:** **30.1%**

*A specific detailed study concerns the age groups of the professional figures requested by companies in the region in 2021, with a detailed breakdown of the professions most requested and of the main business sectors that plan inflow from the younger segment, i.e. the figures with an age explicitly indicated by companies as "up to 29 years". The report that includes "difficulties in recruiting" offers key ideas for analysis with regard to the relationship between training and companies.*

### The professions with the greatest difficulty in recruiting young people
*(expected inflow of young people - % share and a.v.)*

| | Average difficulty in recruiting young people Umbria region 39% | difficult to recruit young people | Inflow of young people |
|---|---|---|---|
| Specialists in computer, physical and chemical sciences | 66% | 120 | 190 |
| Customer reception, information and assistance staff | 66% | 150 | 230 |
| Designers, engineers and similar professions | 60% | 90 | 140 |
| Cooks, waiters and other tourist services professions | 57% | 1,240 | 2,180 |
| Warehouse management, logistics and purchasing staff | 51% | 490 | 960 |
| Pharmacists, biologists and other life sciences specialists | 47% | 130 | 280 |
| Administrative, financial and production management experts | 47% | 280 | 590 |
| Sales assistants and other skilled staff in shops and wholesale stores | 46% | 70 | 150 |
| Social welfare workers in institutions or at home | 45% | 250 | 540 |
| IT, engineering or production technicians | 44% | 1,650 | 3,700 |

### The main business sectors seeking young people in the region *(%)*

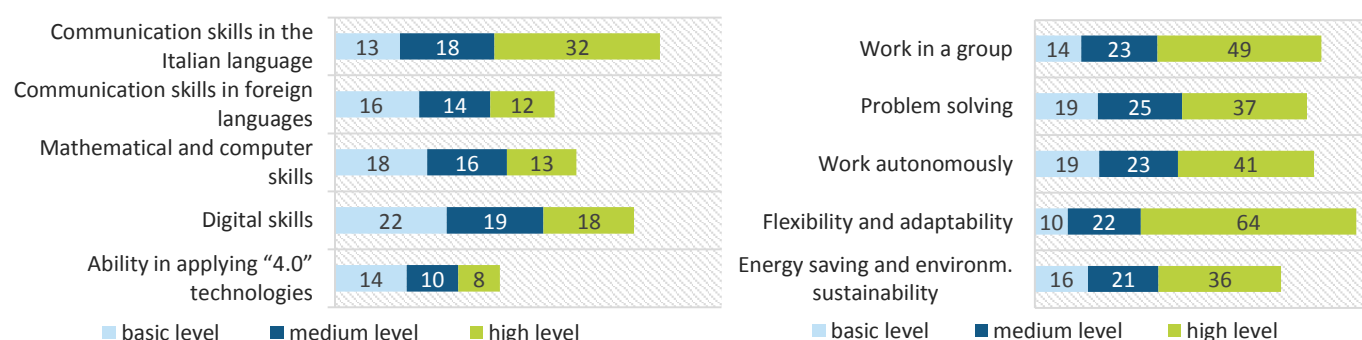| | Up to 29 years | Indifferent | 30 years and over |
|---|---|---|---|
| Accommodation and catering services; tourist services | 44 | 27 | 30 |
| Retail trade, wholesale trade and repair of motor vehicles and motorcycles | 44 | 20 | 36 |
| Construction | 23 | 26 | 51 |
| Other services for businesses and individuals | 17 | 33 | 50 |
| Metallurgical and metal products industries | 26 | 26 | 48 |

*The top sectors for inflow of young people up to 29 years have been selected, as an absolute value*

## SKILLS REQUESTED

*A skill is the "proven ability to use, in work situations or in professional and personal development, a structured set of knowledge and skills acquired in formal, non-formal or informal learning contexts". This section analyses some of the main skills required by companies for incoming profiles, as well as an in-depth analysis of the main fields of study in the territory and the skills required for each of them.*

### The importance of skills for the professional figures required in the region *(% of total inflow)*



| | basic level | medium level | high level |
|---|---|---|---|
| Communication skills in the Italian language | 13 | 18 | 32 |
| Communication skills in foreign languages | 16 | 14 | 12 |
| Mathematical and computer skills | 18 | 16 | 13 |
| Digital skills | 22 | 19 | 18 |
| Ability in applying "4.0" technologies | 14 | 10 | 8 |

| | basic level | medium level | high level |
|---|---|---|---|
| Work in a group | 14 | 23 | 49 |
| Problem solving | 19 | 25 | 37 |
| Work autonomously | 19 | 23 | 41 |
| Flexibility and adaptability | 10 | 22 | 64 |
| Energy saving and environm. sustainability | 16 | 21 | 36 |

*The companies assign each skill a score from 0 (non-requested skill) to 4: the basic level corresponds to the percentage of companies that assign a score of 1 to that skill, the medium level a score of 2 and the high level a score of 3 or 4.*

### Skills considered of "high" importance according to the main fields of study in the region*

Key:

from 1% to 33%

from 34% to 66%

from 67% to 100%

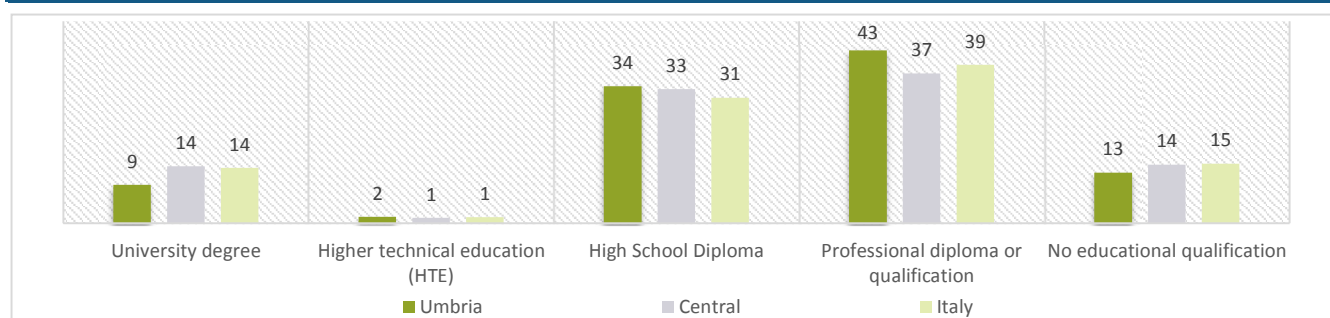| | Soft | | | | Green | Technological | | | Communicative | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Work in a group | Problem solving | Work autonomously | Flexibility and adaptability | Energy saving and environmental sustainability | Use mathematical and computer methods and languages | Use digital skills | Use "4.0" technologies to innovate processes | Communicate company information in Italian | Communicate company information in foreign languages |
| **UNIVERSITY** | **80%** | **77%** | **68%** | **84%** | **36%** | **39%** | **67%** | **22%** | **58%** | **39%** |
| Economics specialisation | 79% | 75% | 70% | 82% | 25% | 40% | 73% | 21% | 64% | 37% |
| Teaching and education specialisation | 87% | 84% | 63% | 94% | 40% | 16% | 56% | 5% | 39% | 15% |
| Industrial engineering specialisation | 71% | 74% | 68% | 77% | 43% | 54% | 83% | 30% | 67% | 44% |
| **HIGHER TECHNICAL EDUCATION (HTE)** | **71%** | **79%** | **72%** | **75%** | **49%** | **50%** | **64%** | **41%** | **50%** | **16%** |
| **SECONDARY** *(5-year diploma)* | **50%** | **42%** | **40%** | **64%** | **35%** | **15%** | **24%** | **8%** | **38%** | **15%** |
| Administration, finance and marketing specialisation | 59% | 48% | 50% | 71% | 33% | 25% | 44% | 7% | 52% | 26% |
| Mechanics, mechatronics and energy specialisation | 46% | 39% | 39% | 63% | 38% | 14% | 17% | 14% | 22% | 5% |
| Tourism, food and wine and hospitality specialisation | 48% | 29% | 22% | 47% | 32% | 6% | 7% | 4% | 51% | 32% |
| **Professional QUALIFICATION** *(3-year)* **or professional DIPLOMA** *(4-year)*** | **46%** | **29%** | **39%** | **64%** | **39%** | **8%** | **5%** | **6%** | **26%** | **8%** |
| Catering specialisation | 57% | 33% | 44% | 66% | 54% | 8% | 3% | 3% | 31% | 20% |
| Mechanical specialisation | 32% | 23% | 24% | 57% | 27% | 9% | 3% | 10% | 13% | 0% |
| Sales services specialisation | 54% | 17% | 47% | 75% | 42% | 7% | 11% | 3% | 40% | 15% |

*\* The skills with "high" importance are those to which the companies assign a score of 3 or 4.*
*\*\* The data refers to the potential inflow with a professional diploma or qualification. Please refer to the introductory text on page 6 "The fields of study that offer greatest job opportunities" for the definition of potential inflow.*

## FIELDS OF STUDY THAT OFFER THE GREATEST JOB OPPORTUNITIES

*Below, there is some data related to the levels of education and qualifications most requested of the inflow of professional figures in 2021. Data on the demand for workers with professional diplomas or qualifications is presented based on two different approaches. In fact, in addition to workers with professional diplomas and qualifications expressly indicated ("explicit inflow"), companies are looking for workers who generically went through "compulsory education". With a specific in-depth study, there have been cases in which the request for workers who have generically gone through "compulsory education" was associated with professions for which there are three-year professional training courses formally included among the 26 in the State Regional Agreement of 1 August 2019. A further potential demand for professional qualifications was thus identified and, when added to the demand explicitly expressed by the companies as part of the survey, provides an overall estimate of the "potential inflow" expected by the companies for which a professional qualification is required.*

**Inflow expected by level of education in 2021 (%)***



| | University degree | Higher technical education (HTE) | High School Diploma | Professional diploma or qualification | No educational qualification |
|---|---|---|---|---|---|
| Umbria | 9 | 2 | 34 | 43 | 13 |
| Central | 14 | 1 | 33 | 37 | 14 |
| Italy | 14 | 1 | 31 | 39 | 15 |

*\* The data regarding Professional diplomas or qualifications refers to potential inflow*
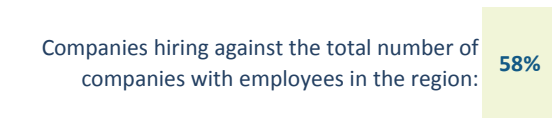
**The fields of study most highly requested in the region**

| | | Expected inflow (a.v.) | % of the total | % difficult to recruit | % with experience |
|---|---|---|---|---|---|
| **University** | | **4,880** | **9%** | **47%** | **87%** |
| *of whom with post-graduate education* | | *779* | *16%* | *60%* | *92%* |
| Economics specialisation | 1,260 | | | 46% | 83% |
| Teaching and education specialisation | 680 | | | 42% | 93% |
| Industrial engineering specialisation | 390 | | | 61% | 95% |
| **Higher technical education (HTE)** | | **790** | **2%** | **57%** | **82%** |
| **SECONDARY** *(5-year diploma)* | | **17,460** | **34%** | **39%** | **68%** |
| Administration, finance and marketing specialisation | 4,590 | | | 28% | 62% |
| Mechanics, mechatronics and energy specialisation | 2,460 | | | 56% | 71% |
| Tourism, food and wine and hospitality specialisation | 2,180 | | | 35% | 80% |
| **Professional qualification (3-year) or** | **explicit inflow** | **13,180** | **26%** | **44%** | **66%** |
| **professional diploma** *(4-year)* | **potential inflow** | **22,040** | **43%** | **39%** | **62%** |
| Catering specialisation | 2,890 / 5,270 | | | 36% | 70% |
| Mechanical specialisation | 2,600 / 4,100 | | | 48% | 62% |
| Sales services specialisation | 1,000 / 2,670 | explicit inflow / potential inflow | | 22% | 38% |

*The percentages of difficult to recruit inflow and inflow with experience refer to potential inflow*

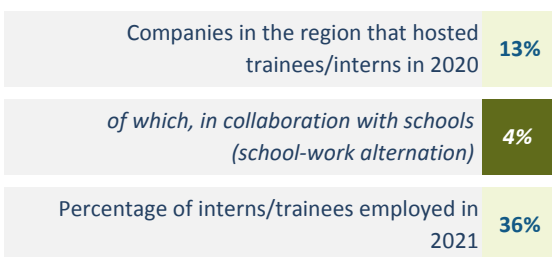| | | | | | |
|---|---|---|---|---|---|
| **No educational qualification** | **explicit inflow** | **15,320** | **30%** | **32%** | **57%** |
| | **potential inflow** | **6,460** | **13%** | **31%** | **58%** |

## SEVERAL CHARACTERISTICS OF THE COMPANIES

*This page presents several characteristics of the companies that are hiring, highlighting the relative share of the total number of companies with employees present in the region, and detailed breakdown by size class. The training carried out by companies for their employees in 2020 and 2021 and the share of companies that hosted trainees/interns in 2020 is also analysed. The page also presents some data on the investments made by companies in the various areas of digital transformation in 2021 and on the channels for selecting incoming personnel.*
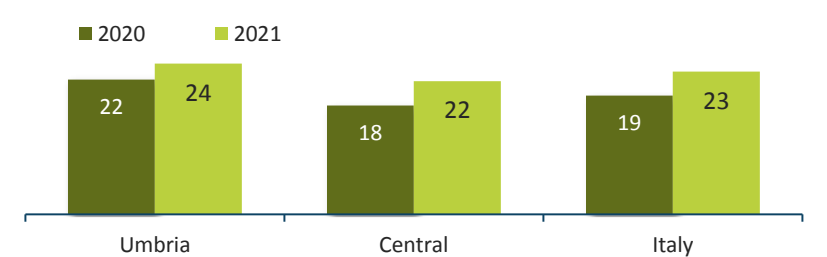
### Companies hiring in 2021

Companies hiring against the total number of companies with employees in the region: **58%**

### Inflow by company size class in 2021 (%)

| 70 | 17 | 13 |

■ 1-49 employees   ■ 50-249 empl.   ■ 250 empl. and over

### Training and internship activities

| Companies in the region that hosted trainees/interns in 2020 | **13%** |
| *of which, in collaboration with schools (school-work alternation)* | **4%** |
| Percentage of interns/trainees employed in 2021 | **36%** |

### Companies that held training courses for its employees (% of total companies)

■ 2020   ■ 2021

| | Umbria | Central | Italy |
|---|---|---|---|
| 2020 | 22 | 18 | 19 |
| 2021 | 24 | 22 | 23 |

### Selection channels used by the companies*
*(% of the total number of companies that indicate at least one selection channel)*

| Channel | Umbria | Central | Italy |
|---|---|---|---|
| CPI | 8 | 8 | 7 |
| Employment agencies/Staffing agencies | 12 | 9 | 11 |
| CVs sent to the company | 32 | 33 | 34 |
| Agreements with schools, universities or educ. instit. | 7 | 7 | 8 |
| Personally-known candidates | 48 | 45 | 44 |
| Internet classified ads/announcements (social media websites) | 7 | 8 | 9 |
| Recomm. by other companies (suppliers, competitors, etc.) | 6 | 6 | 6 |
| Acquaintances, friends and relatives | 28 | 31 | 30 |
| Other channels** | 13 | 14 | 13 |

■ Umbria   ■ Central   ■ Italy

*\* This is a multiple choice question*

*\*\*Trade associations/trade unions, classified ads/announcements in newspapers, labour consultants, other channel*

### Areas of digital transformation*
*(% of companies that made investments)*

■ 2016-2020   ■ 2021

**Technological**

| Area | 2016-2020 | 2021 |
|---|---|---|
| High speed internet, cloud, mobile, big data analytics | 33 | 43 |
| Software tools for data acquisition and management | 32 | 43 |
| IT security | 32 | 42 |
| Advanced robotics (3D printing, interconnected and programmable robots) | 21 | 26 |
| IoT (Internet of Things), machine-to-machine communication technologies | 21 | 26 |
| Augmented and virtual reality to support production processes | 17 | 24 |

**Organisational**

| Area | 2016-2020 | 2021 |
|---|---|---|
| Adoption of new rules for health security for workers, use of new aids, risk management | 39 | 50 |
| Adoption of smart working systems | 25 | 39 |
| Adoption of advanced management systems to promote integration and collaboration between corporate functions | 26 | 38 |
| Adoption of continuous detection systems and analysis, in real time, of the "performance" of all areas of the company | 22 | 33 |
| Strengthening of the administrative/management and legal/regulatory area following the digital transformation (security, work legislation,... | 20 | 31 |
| Adoption of an integrated digital network or one that can be integrated with external networks of suppliers of products/services | 19 | 28 |
| Adoption of an integrated digital network or one that can be integrated with ext. networks of business customers (B2B) | 17 | 24 |

**Business models**

| Area | 2016-2020 | 2021 |
|---|---|---|
| Analysis of behaviour and needs of customers to guarantee the personalisation of the product/service offered | 27 | 41 |
| Digital marketing (use of channels/digital tools for the promotion and sale of products/services) | 20 | 36 |
| Use of Big data for market analysis | 19 | 26 |

*\* Companies that declared they made investments of high importance for corporate strategies in the 2016-2020 period and in 2021 in relation to each aspect of digital transformation*

**Note on methodology:**

*The data presented comes from the Excelsior survey carried out by Unioncamere in agreement with the National Agency for Active Labour Policies (ANPAL). The survey, which is included in the National Statistical Programme (UCC-00007) among those that imply an obligatory response, has been carried out on a monthly basis since 2017.*

*The information contained in this bulletin was acquired by processing all the information obtained through the monthly surveys carried out up until August 2021, mainly by using the compilation technique in CAWI mode, carrying out approximately 282,500 interviews at companies, a representative sample of companies with employees in 2020 in the various industrial and service sectors. The main innovation introduced, starting from the 2017 survey , concerns the adoption of specific modelling of the historical series of data, obtained from administrative sources on businesses and employment and appropriately integrated with the sample data relative to each monthly survey, in order to assess the forecasted inflow. The concept of inflow (i.e. the number of work contracts that companies intend to enter into within a given period) and their relative characteristics has also been extended to the flow of collaborators, agency workers, and other non-salaried workers, in addition to the employment of salaried workers. The data regarding the forecast for the entire year therefore no longer come from a specific annual survey, but from the integrated processing of the available monthly surveys.*

*The projection of the data from the monthly surveys and the strengthening of the integration between these and the administrative data, through a forecast model, as previously mentioned, allow comparisons with the forecasts made in the years prior to 2017 only in trend and qualitative terms. In this bulletin, the analysis focuses mainly on the characteristics of the planned inflow in 2021, according to the professional profiles and levels of education requested. The results of the survey are available at provincial and regional level according to a variable number of economic sectors, obtained as a grouping of economic activity codes of the ATECO2007 classification. The distribution of inflow envisaged by "professional group" refers to the codes of the ISTAT CP2011 classification.*