

Job Vacancies, 2011



**MINISTRY OF
MANPOWER**

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Notations:

- : nil or negligible
s : suppressed
n.a. : not applicable

List of Abbreviations:

PMETs : Professionals, Managers, Executives & Technicians

Highlights

- As employers scale back on hiring amid the weaker economic outlook, job vacancies declined by 3.4% over the quarter to 54,000 in September 2011. Nevertheless, this remained higher than the 50,200 vacancies recorded a year ago.
- *Service & sales workers* (11,550 or 22% of total vacancies) such as waiters, security guards and shop sales assistants were most in demand, followed by *associate professionals & technicians* (9,200 or 17%) and *professionals* (7,760 or 15%).
- Vacancies were available for all educational levels. Specifically, those requiring at least primary or lower education (13,220 or 25%) chalked up the largest number of vacancies, followed by openings requiring minimally secondary (10,600 or 20%) and degree qualification (10,550 or 20%).
- *Services* generated the bulk (77% or 40,460) of the openings in 2011, led by *community, social & personal services* (11,450 or 22%), *wholesale & retail trade* (6,360 or 12%), *accommodation & food services* (5,010 or 9.5%) and *administrative & support services* (4,940 or 9.4%). *Manufacturing* and *construction* accounted for 15% (or 7,990) and 6.8% (or 3,590) of the vacancies respectively.
- Nearly two in three vacancies (65%) in 2011 required working experience. This comprised 24% requiring job-specific; 17%, industry-specific experience; and the remaining 24% requiring general work experience. Positions for *managers & administrators, professionals, associate professionals & technicians* and *craftsmen & related trades workers* were more likely to require job- or industry-specific working experience, compared with openings for *service & sales workers* and *cleaners, labourers & related workers*, which commonly did not require working experience.
- The majority or around two in three positions were vacant for less than six months in 2011. Nevertheless, amid the tight labour market, the proportion of vacancies unfilled for at least six months rose to 35% in 2011 from 33% a year ago, but remained below the high of 36% recorded in 2007. In absolute terms, there were 18,230 vacancies unfilled for at least six months in 2011. Generally, positions for professionals, managers, executives & technicians (PMETs) were less likely to be unfilled for extended periods, with only 14% of such openings vacant for at least six months compared with nearly half (49%) of non-PMET openings. Consequently, non-PMET positions accounted for 83% of the vacancies that were unfilled for at least six months.

Job Vacancies, 2011

1 Introduction

1.1 This annual report analyses the job vacancy situation in 2011, highlighting the occupations most in demand, the top-hiring industries as well as the qualifications and working experience required by employers. It also identifies openings that are vacant for extended periods.

1.2 Job vacancies are openings for which employers are actively recruiting employees from outside the establishments. These can be new positions that are created due to business expansion or existing positions that have become vacant arising from staff turnover, for instance, through resignation and retirement. Job vacancy statistics measures unmet demand for manpower and its changes over time can reflect occupational shifts in the economy. Information on job vacancies can also improve vocational guidance and help jobseekers and employers make informed decisions.

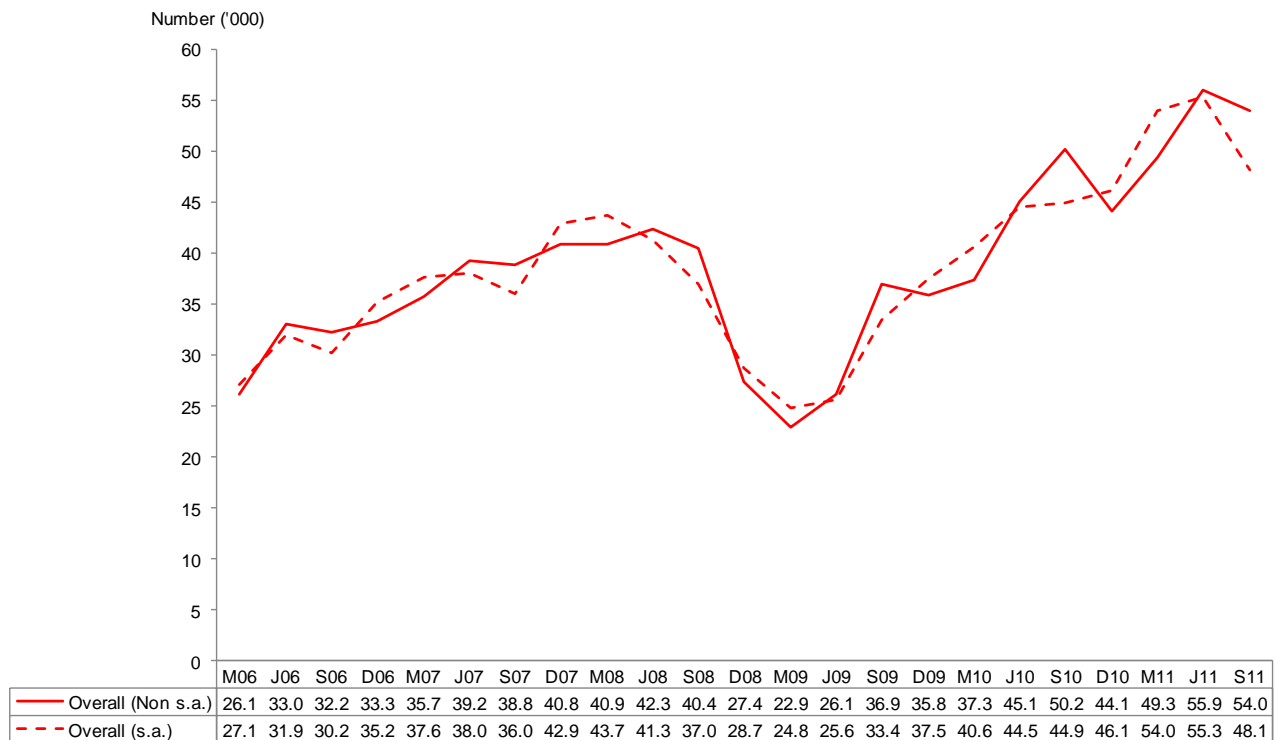
1.3 Data on job vacancies for broad occupational groups are collected from the quarterly Labour Market Surveys conducted by the Manpower Research and Statistics Department on private establishments (each with at least 25 employees) and the public sector. More comprehensive vacancy information on detailed occupations, qualifications and working experience required is collected annually through the Job Vacancy Survey on positions unfilled as at September. Details of the survey coverage and methodology are in [Appendix I](#).

2 Overview

Job vacancies slipped over the quarter, though they remained higher than a year ago

2.1 As employers scale back on hiring amid the weaker economic outlook, job vacancies declined by 3.4% over the quarter to 54,000 in September 2011. Nevertheless, this remained higher than the 50,200 vacancies recorded a year ago. After adjusting for seasonality, job vacancies registered its first quarterly decline (-13%) since March 2009, departing from the rising trend following the recovery from the last recession (Chart 1).

Chart 1: Job Vacancies



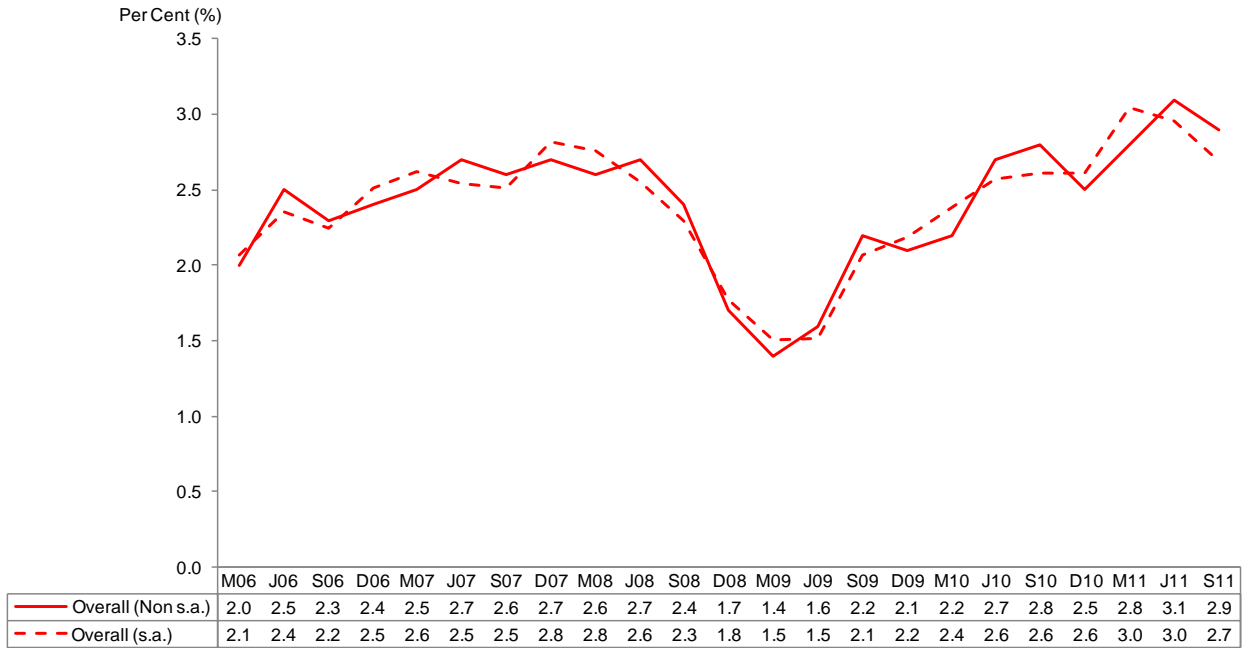
Source: Labour Market Survey, MOM

Notes:

- (1) Non s.a.: Non Seasonally adjusted; s.a.: Seasonally adjusted.
- (2) Data pertain to private sector establishments each with at least 25 employees and the public sector.
- (3) Data may not add up to the total due to rounding.

2.2 Overall, job vacancies formed 2.9% of total manpower demand in September 2011. The vacancy rate declined from 3.1% a quarter ago, though it was slightly higher than 2.8% in September 2010. A similar trend was observed, even after discounting for seasonality.

Chart 2: Job Vacancy Rate



Source: Labour Market Survey, MOM

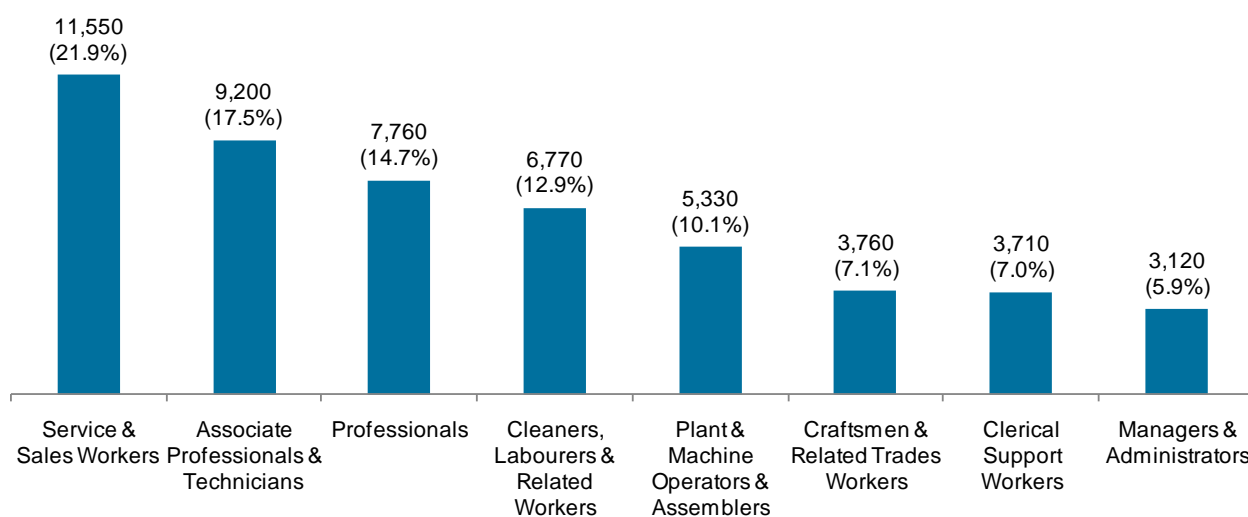
Note: Non s.a.: Non Seasonally adjusted; s.a.: Seasonally adjusted.

3 By Occupational Group

Service & sales workers, associate professionals & technicians and professionals most in demand

3.1 *Service & sales workers* (11,550 or 22% of total vacancies) were most in demand followed by *associate professionals & technicians* (9,200 or 17%) and *professionals* (7,760 or 15%). By broader occupational categories, *professionals, managers, executives & technicians* (PMETs) (21,490 or 41%) continued to form the largest share of vacancies. The remaining vacancies were almost evenly distributed between *production & transport operators, cleaners & labourers* (15,890 or 30%) and *clerical, service & sales workers* (15,260 or 29%).

Chart 3: Number and Share of Job Vacancies by Occupation, 2011 (As at September)



Source: Job Vacancy Survey, MOM

Notes:

- (1) Figures in parenthesis refer to the share of job vacancies for the respective occupation.
- (2) Data may not add up to total as job vacancies for Workers Not Classified by Occupation and Agricultural & Fishery Workers are not reflected here.

...specifically teaching professionals, waiters, security guards and shop sales assistants

3.2 *Teaching professionals* (2,030) topped the list of PMET vacancies. Other highly sought after PMETs include *management executives* (1,520), *electronics engineers* (580), *sales & marketing managers* (530), *civil engineers* (510), *software, web and multimedia developers* (470) and *mechanical engineering technicians* (440).

3.3 Within the *clerical, service & sales* category, employers were looking to fill positions for *waiters* (2,290), *security guards* (2,180), *shop sales assistants* (2,140), *general office clerks* (1,220), *receptionists and information clerks* (1,100) and *cooks* (630).

3.4 Vacancies for *production & transport operators, cleaners & labourers* spanned a wide range of jobs including *automated assembly line/industrial robot operators* (1,210), *cleaners (industrial establishment)* (1,180), *civil engineering/building construction labourers* (1,150), *bus drivers* (1,130), *kitchen assistants* (500) and *machine-tool setter-operators* (500).

Table 1: Top Ten Job Vacancies within Occupational Category, 2011 (As at September)

Professionals, Managers, Executives & Technicians (PMETs)

Managers & Administrators	3,120	Professionals	7,760	Associate Professionals & Technicians	9,200
Sales and Marketing Manager	530	Teaching Professional	2,030	Management Executive	1,520
Budgeting and Financial Accounting Manager (including Financial Controller)	250	Electronics Engineer	580	Mechanical Engineering Technician	440
Business Development Manager	250	Civil Engineer	510	Business Development Executive	400
Administration Manager	230	Software, Web & Multimedia Developer	470	After Sales Adviser / Client Account Service Executive	390
Customer Service Manager	160	Industrial and Production Engineer	380	Government Associate Professional (excluding Uniformed Officer)	370
Human Resource Manager	160	Mechanical Engineer	330	Marketing & Sales Representative (Technical)	360
Building & Construction Project Manager	160	Systems Analyst	330	Registered Nurse	340
Restaurant Manager	160	Management & Business Consultant	230	Operations Officer (except Transport Operations)	300
IT Service Manager	110	General Practitioner / Physician	200	Customer Service Executive	260
Financial / Insurance Services Manager (e.g. Financial Institution Branch Manager)	80	Electrical Engineer	200	Human Resource Associate Professional (e.g. Personnel / Human Resource Officer)	250

Clerical, Service & Sales Workers

Clerical Support Workers	3,710	Service & Sales Workers	11,550
General Office Clerk	1,220	Waiter	2,290
Receptionist & Information Clerk	1,100	Security Guard	2,180
Accounting & Bookkeeping Clerk	360	Shop Sales Assistant	2,140
Stock Clerk	260	Cook	630
Telephone Operator	120	Protective Service Worker (Fire Fighter, Policeman, Prison Guard)	590
Clerical Supervisor	90	Cashier & Ticket Clerk	570
Secretary	80	Captain Waiter / Waiter Supervisor	290
Finance & Insurance Clerk	70	Food Service Counter Attendant	260
Transport Clerk	70	Sales Demonstrator	230
Production Clerk	50	Beautician	210

Production & Transport Operators, Cleaners & Labourers

Craftsmen & Related Trades Workers	3,760	Plant & Machine Operators & Assemblers	5,330	Cleaners, Labourers & Related Workers	6,770
Welder & Flame Cutter	350	Automated Assembly Line / Industrial Robot Operator	1,210	Cleaner (Industrial Establishment)	1,180
Supervisor / General Foreman (Building & Related Trades)	290	Bus Driver	1,130	Civil Engineering / Building Construction Labourer	1,150
Carpenter & Joiner	290	Machine-Tool Setter-Operator	500	Kitchen Assistant	500
Electrician	280	Lorry Driver	400	Material & Freight Handling Worker	470
Structural Metal Preparer & Erector	230	Electrical & Electronic Equipment Assembler	320	Hand Packer	400
Machinery Mechanic (General)	210	Quality Checker & Tester	170	Dish Washer / Plate Collector	390
Pipe Fitter	140	Van Driver	130	Office Cleaner	330
Scaffolder	120	Pharmaceutical & Toiletry Products Machine Operator	130	Room Steward / Chambermaid	270
Baker, Pastry & Confectionery Maker	120	Plastic Products Machine Operator	120	Odd Job Person	220
Motor Vehicle Mechanic & Repairer	120	Trailer-Truck Driver	110	Park & Garden Maintenance Worker	130

Source: Job Vacancy Survey, MOM

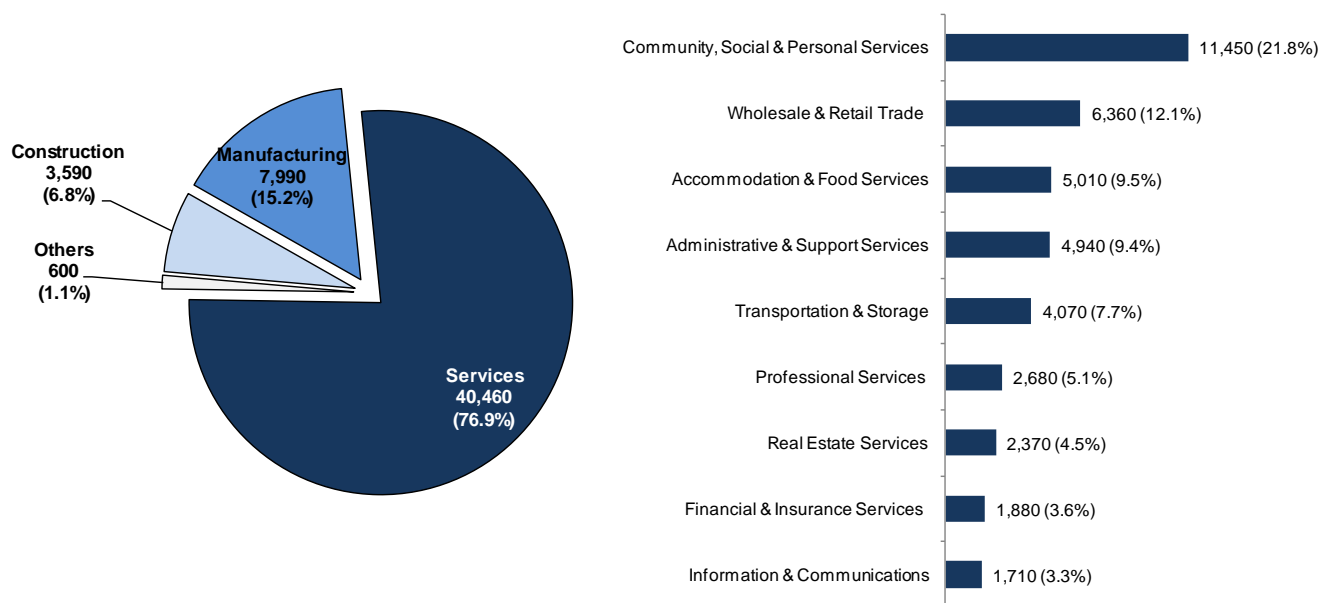
Note: Some detailed occupations within the top ten are not listed to maintain confidentiality of information provided by respondents.

4 By Industry

Job opportunities concentrated in services

4.1 Services generated the bulk (77% or 40,460) of the openings in 2011, led by *community, social & personal services* (11,450 or 22%), *wholesale & retail trade* (6,360 or 12%), *accommodation & food services* (5,010 or 9.5%) and *administrative & support services* (4,940 or 9.4%). *Manufacturing* and *construction* accounted for 15% (or 7,990) and 6.8% (or 3,590) of the vacancies respectively.

Chart 4: Number and Share of Job Vacancies by Industry, 2011 (As at September)



Source: Job Vacancy Survey, MOM

Note: Figure in parenthesis refer to the share of job vacancies for the respective industry.

4.2 While the goods-producing industries contributed the majority of openings for *craftsmen & related trades workers* and *plant & machine operators & assemblers*, vacancies for the other occupational groups were mainly concentrated in the *services* sector ([Table 2](#)).

4.3 *Community, social and personal services* was the top-hiring industry for a number of white-collar occupations. In particular, the industry contributed around four in ten of the vacancies for *associate professionals & technicians* (40%), and *professionals* (39%). Openings for *service & sales workers* were mainly distributed among *accommodation & food services* (30%), *wholesale & retail trade* (23%) and *administrative & support services* (20%). The top occupations in demand in each industry are listed in [Annex – Table A1](#).

Table 2: Distribution of Job Vacancies by Industry and Occupation, 2011 (As at September)

	Per Cent							
	Managers & Administrators	Professionals	Associate Professionals & Technicians	Clerical Support Workers	Service & Sales Workers	Craftsmen & Related Trades Workers	Plant & Machine Operators & Assemblers	Cleaners, Labourers & Related Workers
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Manufacturing	7.7	13.4	10.8	8.6	2.5	44.7	56.3	6.3
Construction	5.0	5.3	3.4	3.7	0.4	32.6	3.0	16.9
Services	86.9	79.8	82.8	87.3	97.1	22.5	39.8	75.2
Wholesale & Retail Trade	21.4	6.6	12.8	15.6	22.8	5.6	4.3	5.2
Transportation & Storage	3.3	1.1	6.2	14.5	6.6	2.2	29.6	5.1
Accommodation & Food Services	6.5	-	0.6	4.2	29.8	1.5	0.9	15.4
Information & Communications	7.7	11.6	3.8	1.9	1.1	0.1	0.3	0.2
Financial & Insurance Services	16.0	5.4	6.3	6.3	0.8	0.8	-	0.3
Real Estate Services	3.4	1.3	4.2	4.0	1.1	2.2	0.4	20.7
Professional Services	10.6	13.4	6.1	7.6	2.6	1.5	0.3	1.1
Administrative & Support Services	2.1	1.3	3.2	7.5	20.2	5.3	2.6	22.6
Community, Social & Personal Services	15.8	39.0	39.6	25.6	12.2	3.2	1.4	4.7

Source: Job Vacancy Survey, MOM

Notes:

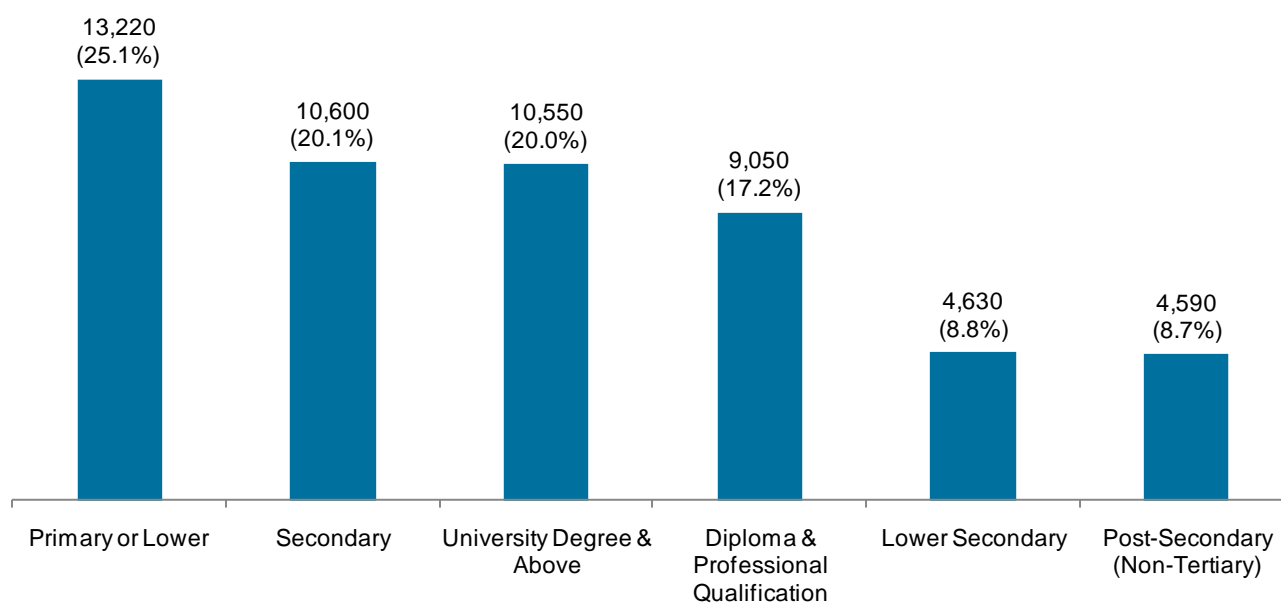
- (1) Data may not add up to 100% as the share of job vacancies for the residual "others" category is not reflected here.
- (2) Shaded cells indicate the top three industries with the highest vacancies within each major occupational group.
- (3) '-': Nil or negligible

5 By Qualification and Working Experience Required

Vacancies available for all educational levels, with more for both ends of educational spectrum

5.1 Vacancies were available for all educational levels in 2011. Specifically, those requiring at least primary or lower education (13,220 or 25%) chalked up the largest number of vacancies, followed by openings requiring minimally secondary (10,600 or 20%) and degree qualification (10,550 or 20%).

**Chart 5: Number and Share of Job Vacancies by Minimum Qualifications Required, 2011
(As at September)**



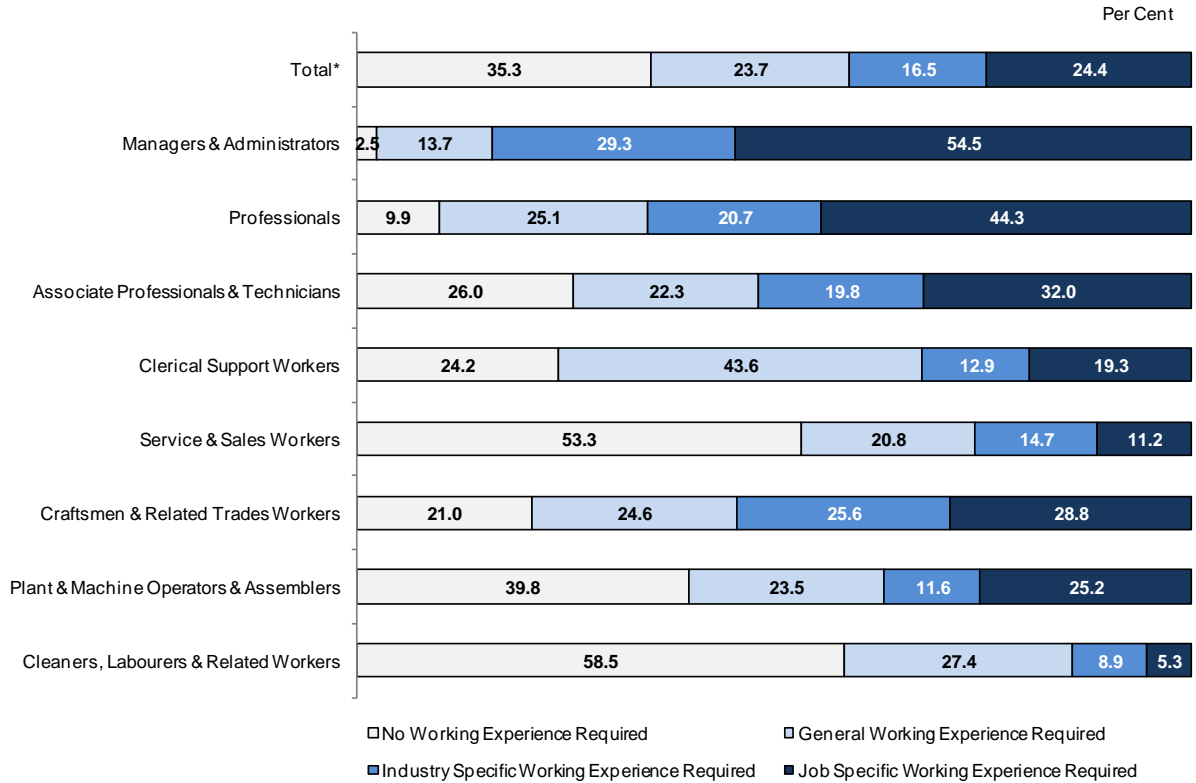
Source: Job Vacancy Survey, MOM

Note: Figures in parenthesis refer to the share of job vacancies for the respective educational category.

Vacancies for managers and professionals commonly require job- or industry-specific working experience

5.2 Nearly two in three vacancies (65%) in 2011 required working experience. This comprised 24% requiring job-specific; 17%, industry-specific experience; and the remaining 24% requiring general work experience. The type of working experience required differed across occupations. Positions for *managers & administrators*, *professionals*, *associate professionals & technicians* and *craftsmen & related trades workers* were more likely to require job- or industry-specific working experience, compared with openings for *service & sales workers* and *cleaners, labourers & related workers*, which commonly did not require working experience (Chart 6).

**Chart 6: Distribution of Job Vacancies by Occupation and Working Experience Required, 2011
(As at September)**



Source: Job Vacancy Survey, MOM

Notes:

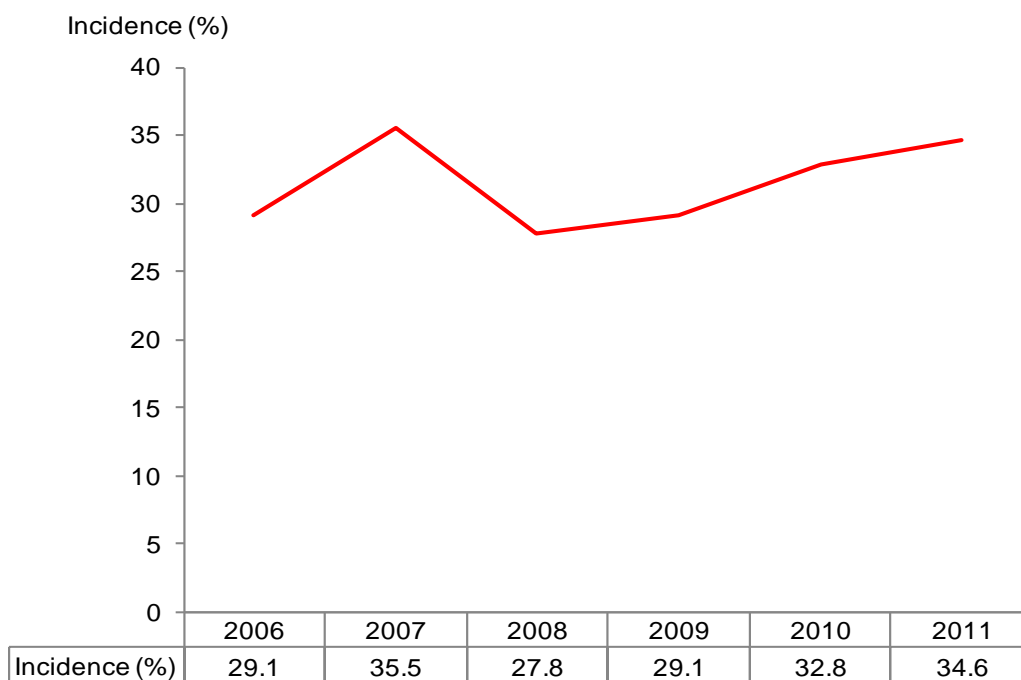
- (1) Data may not add up to 100% due to rounding.
- (2) * Total includes job vacancies for Workers Not Classified by Occupation and Agricultural & Fishery Workers which are not reflected here.

6 Positions Unfilled For At Least Six Months

Majority of positions were vacant for less than six months, though the proportion unfilled for longer periods rose amid the tight labour market

6.1 Around two in three positions were vacant for less than six months in 2011. Nevertheless, amid the tight labour market¹, the proportion of vacancies unfilled for at least six months rose to 35% in 2011 from 33% a year ago, but remained below the high of 36% recorded in 2007. In absolute terms, there were 18,230 vacancies unfilled for at least six months in 2011.

**Chart 7: Incidence of Vacancies Unfilled for at Least Six Months, 2006 – 2011
(As at September)**

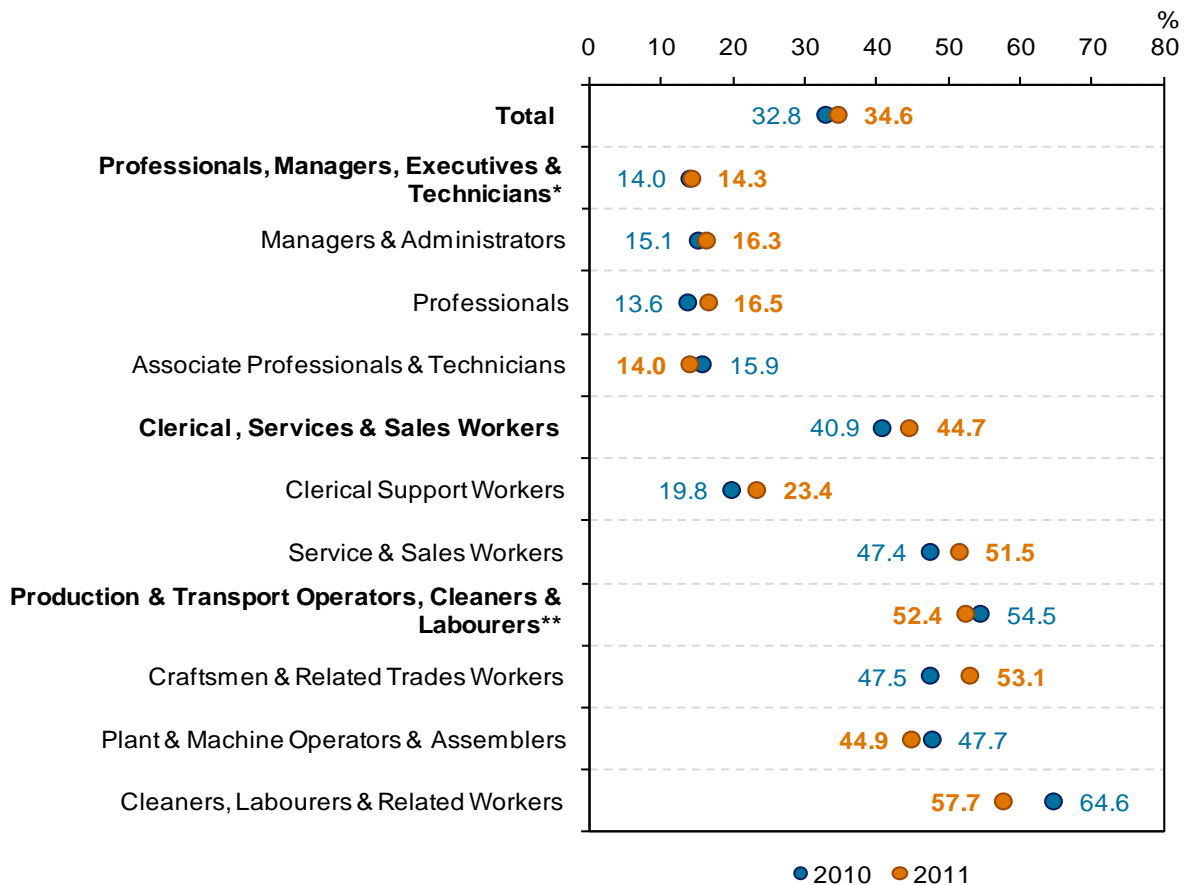


Source: Job Vacancy Survey, MOM

6.2 Generally, positions for PMETs were less likely to be unfilled for extended periods, with only 14% of such openings vacant for at least six months compared with nearly half (49%) of non-PMET openings. Consequently, non-PMET positions accounted for the large majority (83% or 15,150) of vacancies unfilled for at least six months. These were led by *service and sales workers* (5,950), followed by *cleaners, labourers & related workers* (3,910) and *plant & machine operators & assemblers* (2,390). Specifically, *security guards* (1,410), *waiters* (1,160), *bus drivers* (1,030) and *cleaners (industrial establishment)* (900) topped the list of vacancies unfilled for at least 6 months. A listing of top ten occupations with positions unfilled for at least six months within PMET and non-PMET categories is at [Annex - Table A4](#).

¹ The seasonally adjusted resident unemployment rate was 2.9% in September 2011, compared with 3.1% in September 2010.

**Chart 8: Incidence of Vacancies Unfilled for at Least Six Months by Occupation, 2010 and 2011
(As at September)**



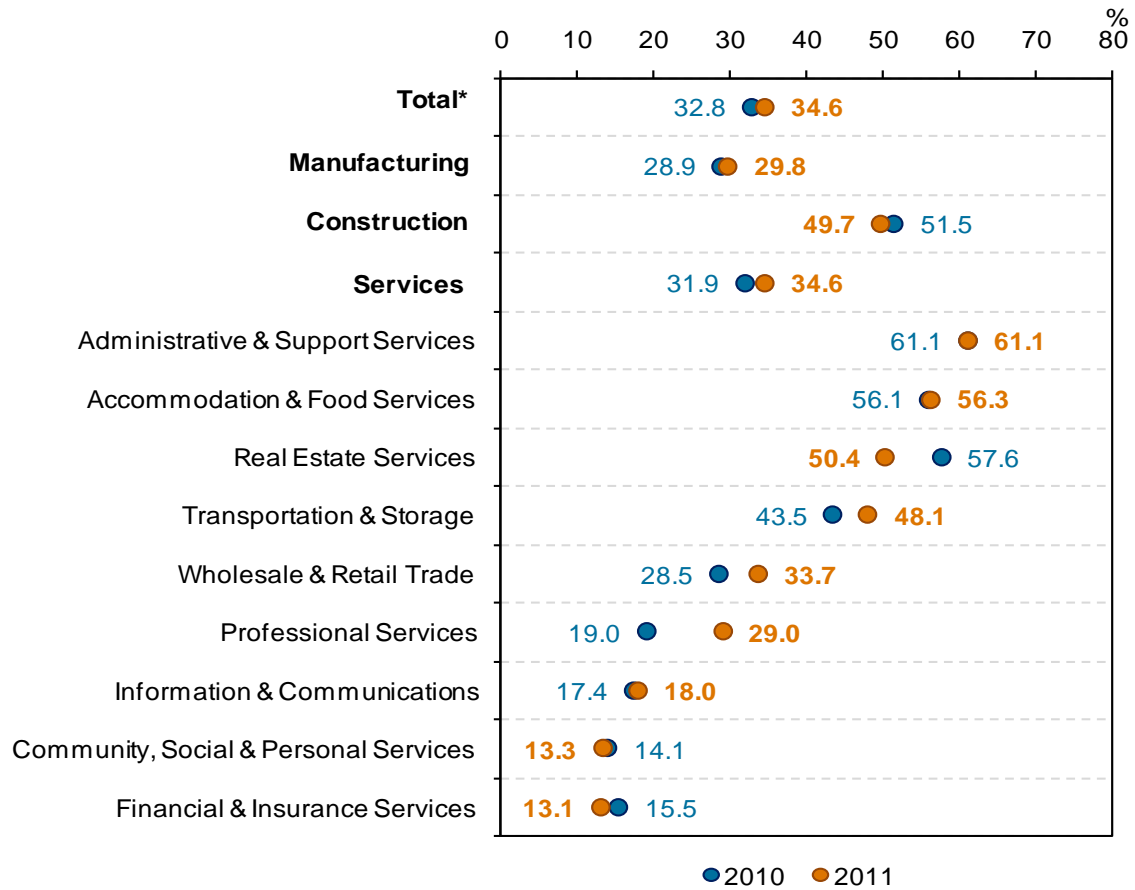
Source: Job Vacancy Survey, MOM

Notes:

- (1) * includes Workers Not Classified by Occupation.
- (2) ** includes Agricultural & Fishery Workers.

6.3 Reflecting their higher reliance on non-PMETs, industries such as *administrative & support services* (61%), *accommodation & food services* (56%), *real estate services* (50%) and *transportation & storage* (48%) had above-average proportion of vacancies unfilled for at least six months. This contrasted with *community, social & personal services* and *financial & insurance services* which had the lowest incidence at 13%.

**Chart 9: Incidence of Vacancies Unfilled for at Least Six Months by Industry, 2010 and 2011
(As at September)**



Source: Job Vacancy Survey, MOM

Note: * Total includes job vacancies from Agriculture, Fishing, Quarrying & Utilities which are not reflected here.

7 Occupational Matrix

7.1 This section presents an occupational matrix listing the top ten occupations with the highest number of vacancies within each occupational category, their common minimum qualifications and working experience required as well as the incidence of openings vacant for at least six months. Also included were the wages of locals employed full-time in these occupations, with data from the Occupational Wage Survey, 2010².

Managers & Administrators

7.2 Leading the list of top managerial openings were *sales & marketing managers* (530), *budgeting & financial accounting managers* (250), *business development managers* (250). Nearly all the top ten positions for *managers & administrators* required at least a degree qualification and job-specific working experience. Generally, the top managerial openings had below-average incidences of vacancies unfilled for at least six months. The exceptions were *building & construction project managers* (41%) and *restaurant managers* (37%).

Professionals

7.3 Within this group, *teaching professionals* (2,030) were the most sought after, followed by *electronics engineers* (580) and *civil engineers* (510). Nearly all of the top ten *professional* positions required at least a degree qualification and commonly required either job- or industry-specific working experience.

Associate Professionals & Technicians

7.4 Openings for *management executives* (1,520) took the lead in positions for *associate professionals & technicians*; they constituted some one in six vacancies in this occupational group. Generally, vacancies within this occupational category required at least a diploma & professional qualification as well as job-specific experience.

² The wage data pertained to full-time employees who contributed to CPF in private establishments with at least 25 workers.

Table 3(a): Top Ten PMET Vacancies by Occupational Groups, 2011 (As at September)

Occupation	Overall Job Vacancies	Top Three Industries	Common Minimum Qualification Required	Common Working Experience Required	Gross Wage (\$), 2010			Incidence of Vacancies Unfilled for at Least Six Months (%)
					25th percentile	Median (50th)	75th percentile	
Managers & Administrators	3,120	1. Wholesale & Retail Trade (21.4%) 2. Financial & Insurance Services (16.0%) 3. Community, Social & Personal Services (15.8%)	Degree & Above	Job Specific	4,399	6,300	9,745	16.3
Sales & Marketing Manager	530	1. Wholesale & Retail Trade (38.4%) 2. Information & Communications (13.9%) 3. Financial & Insurance Services (11.0%)	Degree & Above	Job Specific	4,200	5,500	7,696	9.3
Budgeting & Financial Accounting Manager (including Financial Controller)	250	1. Wholesale & Retail Trade (24.7%) 2. Professional Services (18.7%) 3. Financial & Insurance Services (15.5%)	Degree & Above	Job Specific	5,000	6,473	8,675	18.7
Business Development Manager	250	1. Financial & Insurance Services (21.2%) 2. Wholesale & Retail Trade (20.0%) 3. Professional Services (14.4%)	Degree & Above	Job Specific	4,728	6,350	9,190	18.8
Administration Manager	230	1. Community, Social & Personal Services (53.4%) 2. Financial & Insurance Services (12.9%) 3. Professional Services (11.6%)	Degree & Above	General Working Experience	3,843	5,069	6,869	8.2
Customer Service Manager	160	1. Financial & Insurance Services (48.4%) 2. Wholesale & Retail Trade (26.1%) 3. Manufacturing (6.8%)	Degree & Above	Job Specific	4,224	5,885	9,723	20.5
Human Resource Manager	160	1. Community, Social & Personal Services (25.9%) 2. Wholesale & Retail Trade (19.6%) 3. Financial & Insurance Services (16.5%)	Degree & Above	Job Specific	4,504	6,000	8,360	9.5
Building & Construction Project Manager	160	1. Construction (77.7%) 2. Manufacturing (7.0%) 3. Professional Services (5.7%)	Degree & Above	Job Specific	3,800	5,000	6,500	40.8
Restaurant Manager	160	1. Accommodation & Food Services (81.4%)	Diploma & Professional Qualification	Job Specific	1,986	2,400	3,087	37.2
IT Service Manager	110	1. Information & Communications (29.2%) 2. Wholesale & Retail Trade (23.9%) 3. Financial & Insurance Services (21.2%)	Degree & Above	Job Specific	5,530	6,872	8,960	20.4
Financial/Insurance Services Manager (e.g. Financial Institution Branch Manager)	80	1. Financial & Insurance Services (96.2%)	Degree & Above	Job Specific	5,417	7,792	11,793	8.9

Table 3(a) (Continued): Top Ten PMET Vacancies by Occupational Groups, 2011 (As at September)

Occupation	Overall Job Vacancies	Top Three Industries	Common Minimum Qualification Required	Common Working Experience Required	Gross Wage (\$), 2010			Incidence of Vacancies Unfilled for at Least Six Months (%)
					25th percentile	Median (50th)	75th percentile	
Professionals	7,760	1. Community, Social & Personal Services (39.0%) 2. Manufacturing (13.4%) 3. Professional Services (13.4%)	Degree & Above	Job Specific	3,339	4,300	5,845	16.5
Teaching Professional	2,030	1. Community, Social & Personal Services (99.9%)	Diploma & Professional Qualification	General Working Experience	2,600	3,765	6,142	5.6
Electronics Engineer	580	1. Manufacturing (48.2%) 2. Professional Services (15.3%) 3. Wholesale & Retail Trade (14.9%)	Degree & Above	Job Specific	3,331	4,034	5,200	17.3
Civil Engineer	510	1. Construction (34.1%) 2. Professional Services (14.0%) 3. Real Estate Services (5.1%)	Degree & Above	Job Specific	3,200	4,150	5,295	23.9
Software, Web & Multimedia Developer	470	1. Information & Communications (58.1%) 2. Professional Services (11.5%) 3. Community, Social & Personal Services (11.1%)	Degree & Above	Job Specific	3,160	3,709	4,870	16.0
Industrial & Production Engineer	380	1. Manufacturing (69.0%) 2. Professional Services (18.6%) 3. Wholesale & Retail Trade (4.5%)	Degree & Above	Industry Specific	3,300	4,145	5,565	21.0
Mechanical Engineer	330	1. Manufacturing (44.7%) 2. Professional Services (20.5%) 3. Construction (14.5%)	Degree & Above	Job/ Industry Specific	3,371	4,142	5,486	28.1
Systems Analyst	330	1. Information & Communications (40.4%) 2. Professional Services (17.7%) 3. Community, Social & Personal Services (13.5%)	Degree & Above	Job Specific	3,594	4,560	5,795	20.5
Management & Business Consultant	230	1. Information & Communications (35.5%) 2. Professional Services (19.3%) 3. Wholesale & Retail Trade (14.9%)	Degree & Above	Industry Specific	3,900	5,231	7,167	15.8
General Practitioner / Physician	200	1. Community, Social & Personal Services (90.0%)	Degree & Above	Job Specific	8,641	10,786	12,201	52.5
Electrical Engineer	200	1. Professional Services (42.9%) 2. Manufacturing (20.9%) 3. Construction (15.8%)	Degree & Above	Job Specific	3,410	4,220	5,286	18.4

Table 3(a) (Continued): Top Ten PMET Vacancies by Occupational Groups, 2011 (As at September)

Occupation	Overall Job Vacancies	Top Three Industries	Common Minimum Qualification Required	Common Working Experience Required	Gross Wage (\$), 2010			Incidence of Vacancies Unfilled for at Least Six Months (%)
					25th percentile	Median (50th)	75th percentile	
Associate Professionals & Technicians	9,200	1. Community, Social & Personal Services (39.6%) 2. Wholesale & Retail Trade (12.8%) 3. Manufacturing (10.8%)	Diploma & Professional Qualification	Job Specific	2,332	2,987	3,825	14.0
Management Executive	1,520	1. Community, Social & Personal Services (55.8%) 2. Financial & Insurance Services (10.1%) 3. Transportation & Storage (7.5%)	Degree & Above	General Working Experience	2,495	3,075	3,914	10.2
Mechanical Engineering Technician	440	1. Manufacturing (34.8%) 2. Community, Social & Personal Service (33.6%) 3. Professional Services (10.0%)	Diploma & Professional Qualification	Job Specific	2,386	3,046	3,814	13.0
Business Development Executive	400	1. Wholesale & Retail Trade (29.9%) 2. Real Estate Services (18.2%) 3. Manufacturing (10.7%)	Diploma & Professional Qualification	Job Specific	2,400	3,000	3,780	17.2
After Sales Adviser / Client Account Service Executive	390	1. Wholesale & Retail Trade (70.1%) 2. Professional Services (7.2%) 3. Manufacturing (5.1%)	Diploma & Professional Qualification	No Working Experience	2,500	3,100	4,000	6.6
Government Associate Professional (excluding Uniformed Officer)	370	1. Community, Social & Personal Services (98.4%)	Diploma & Professional Qualification	General Working Experience	n.a.	n.a.	n.a.	1.4
Marketing & Sales Representative (Technical)	360	1. Wholesale & Retail Trade (45.5%) 2. Manufacturing (22.6%) 3. Professional Services (14.2%)	Diploma & Professional Qualification	Job Specific	2,460	3,200	4,214	22.3
Registered Nurse	340	1. Community, Social & Personal Services (91.5%)	Diploma & Professional Qualification	No Working Experience	1,902	3,003	4,362	21.4
Operations Officer (except Transport Operations)	300	1. Financial & Insurance Services (34.0%) 2. Community, Social & Personal Services (14.5%) 3. Manufacturing (9.1%)	Diploma & Professional Qualification	Job Specific	2,637	3,297	4,250	8.4
Customer Service Executive	260	1. Financial & Insurance Services (33.7%) 2. Wholesale & Retail Trade (14.5%) 3. Community, Social & Personal Services (13.3%)	Diploma & Professional Qualification	General Working Experience	2,380	2,806	3,400	10.2
Human Resource Associate Professional (e.g. Personnel/Human Resource Officer)	250	1. Community, Social & Personal Services (50.8%) 2. Wholesale & Retail Trade (12.6%) 3. Manufacturing (7.5%)	Degree & Above	Job Specific	2,534	3,120	3,827	9.8

Notes:

- (1) 'n.a.': Not available.
- (2) Gross wage refers to the sum of basic wage, overtime payments, commissions, allowances, service points and other regular cash payments. It excludes employers' CPF contributions, bonuses, stock options, other lump sum payments and payments-in-kind.
- (3) Figures in parenthesis for top three hiring industries for the occupations indicate the share of vacancies from the respective industries.
- (4) Shaded cells indicate occupations with above-average incidence of positions vacant for at least six months.
- (5) Some detailed occupations within the top ten are not listed to maintain confidentiality of information provided by respondents.

Clerical Support Workers

7.5 *General office clerks* (1,220) and *receptionists & information clerks* (1,100) accounted for the majority (63%) of all clerical openings in 2011. Establishments mainly in *wholesale & retail trade, manufacturing* and *transportation & storage* were also looking to hire *accounting & bookkeeping clerks* (360) and *stock clerks* (260).

Service & Sales Workers

7.6 Employers sought *waiters* (2,290), *security guards* (2,180), and *shop sales assistants* (2,140) in large numbers. These openings typically did not require prior work experience. Nevertheless, the vacancies were persistent with all the top ten service & sales occupations being unfilled for extended periods.

Table 3(b): Top Ten Clerical, Service & Sales Vacancies by Occupational Groups, 2011 (As at September)

Occupation	Overall Job Vacancies	Top Three Industries	Common Minimum Qualification Required	Common Working Experience Required	Gross Wage (\$), 2010			Incidence of Vacancies Unfilled for at Least Six Months (%)
					25th percentile	Median (50th)	75th percentile	
Clerical Support Workers	3,710	1. Community, Social & Personal Services (25.6%) 2. Wholesale & Retail Trade (15.6%) 3. Transportation & Storage (14.5%)	Secondary	General Working Experience	1,600	2,001	2,529	23.4
General Office Clerk	1,220	1. Community, Social & Personal Services (35.7%) 2. Transportation & Storage (14.5%) 3. Manufacturing (8.1%)	Secondary	General Working Experience	1,420	1,800	2,214	16.4
Receptionist & Information Clerk	1,100	1. Community, Social & Personal Services (27.1%) 2. Wholesale & Retail Trade (22.3%) 3. Transportation & Storage (13.7%)	Secondary	General Working Experience	1,560	1,848	2,220	31.7
Accounting & Bookkeeping Clerk	360	1. Wholesale & Retail Trade (27.1%) 2. Manufacturing (24.6%) 3. Community, Social & Personal Services (10.2%)	Secondary	Job Specific	1,650	2,000	2,409	17.7
Stock Clerk	260	1. Wholesale & Retail Trade (39.1%) 2. Transportation & Storage (29.3%) 3. Manufacturing (20.7%)	Secondary	General Working Experience	1,560	1,950	2,380	27.3
Telephone Operator	120	1. Accommodation & Food Services (8.1%)	Secondary	General Working Experience	1,227	1,455	1,809	45.5
Clerical Supervisor	90	1. Transportation & Storage (43.0%) 2. Community, Social & Personal Services (15.1%) 3. Wholesale & Retail Trade (7.5%)	Secondary	General Working Experience	2,200	2,685	3,288	50.5
Secretary	80	1. Professional Services (48.8%) 2. Community, Social & Personal Services (17.9%) 3. Financial & insurance Services (9.5%)	Secondary	Job Specific	2,500	3,132	3,820	4.8
Finance & Insurance Clerk	70	1. Financial & Insurance Services (80.6%)	Post-Secondary (Non-Tertiary)	Industry Specific	1,910	2,200	2,576	3.0
Transport Clerk	70	1. Transportation & Storage (77.3%) 2. Wholesale & Retail Trade (15.2%) 3. Manufacturing (7.6%)	Secondary	Industry Specific	1,749	2,085	2,500	18.2
Production Clerk	50	1. Professional Services (33.3%) 2. Manufacturing (25.5%) 3. Transportation & Storage (17.6%)	Post-Secondary (Non-Tertiary)	No Working Experience	1,687	2,070	2,550	35.3

Table 3(b) (Continued): Top Ten Clerical, Service & Sales Vacancies by Occupational Groups, 2011 (As at September)

Occupation	Overall Job Vacancies	Top Three Industries	Common Minimum Qualification Required	Common Working Experience Required	Gross Wage (\$), 2010			Incidence of Vacancies Unfilled for at Least Six Months (%)
					25th percentile	Median (50th)	75th percentile	
Service & Sales Workers	11,550	1. Accommodation & Food Services (29.8%) 2. Wholesale & Retail Trade (22.8%) 3. Administrative & Support Services (20.2%)	Primary or Lower	No Working Experience	1,320	1,788	2,617	51.5
Waiter	2,290	1. Accommodation & Food Services (79.4%) 2. Community, Social & Personal Services (9.0%) 3. Manufacturing (6.1%)	Primary or Lower	No Working Experience	800	1,164	1,496	50.6
Security Guard	2,180	1. Administrative & Support Services (79.7%) 2. Transportation & Storage (7.7%) 3. Real Estate Services (2.9%)	Lower Secondary	No Working Experience	1,100	1,367	1,600	64.6
Shop Sales Assistant	2,140	1. Wholesale & Retail Trade (89.1%) 2. Manufacturing (4.3%) 3. Professional Services (3.5%)	Primary or Lower	No Working Experience	1,200	1,530	2,000	40.7
Cook	630	1. Accommodation & Food Services (82.1%) 2. Community, Social & Personal Services (8.8%) 3. Wholesale & Retail Trade (2.4%)	Primary or Lower	General Working Experience	1,280	1,615	2,100	59.0
Protective Services Worker (Fire Fighter, Policeman, Prison Guard)	590	1. Community, Social & Personal Services (25.9%)	Secondary	No Working Experience	1,717	2,013	2,368	59.9
Cashier & Ticket Clerk	570	1. Accommodation & Food Services (39.6%) 2. Wholesale & Retail Trade (28.3%) 3. Information & Communications (15.5%)	Primary or Lower	No Working Experience	1,100	1,279	1,634	68.7
Captain Waiter / Waiter Supervisor	290	1. Accommodation & Food Services (75.0%) 2. Community, Social & Personal Services (15.4%)	Secondary	Industry Specific	1,582	1,800	2,109	60.6
Food Service Counter Attendant	260	1. Accommodation & Food Services (95.7%)	Primary or Lower	No Working Experience	996	1,107	1,303	43.5
Sales Demonstrator	230	1. Wholesale & Retail Trade (84.5%) 2. Community, Social & Personal Services (8.0%)	Secondary	General Working Experience	1,309	1,683	2,144	47.8
Beautician	210	1. Community, Social & Personal Services (53.6%) 2. Wholesale & Retail Trade (37.7%)	Secondary	Industry Specific	1,597	2,360	2,924	69.6

Notes:

- (1) Gross wage refers to the sum of basic wage, overtime payments, commissions, allowances, service points and other regular cash payments. It excludes employers' CPF contributions, bonuses, stock options, other lump sum payments and payments-in-kind.
- (2) Figures in parenthesis for top three hiring industries for the occupations indicate the share of vacancies from the respective industries.
- (3) Shaded cells indicate occupations with above-average incidence of positions vacant for at least six months.
- (4) Some detailed occupations within the top ten are not listed to maintain confidentiality of information provided by respondents.

Craftsmen & Related Trades Workers

7.7 The occupations in demand within this category spanned a wide range of *craftsmen & trade workers* such as *welders & flame cutters* (350), *supervisors/general foreman (building & related trades)* (290), *carpenters & joiners* (290) and *electricians* (280). While *craftsmen & related trades workers* commonly earned more than other blue-collar workers, they still had above-average incidence of positions left unfilled for extended periods.

Plant & Machine Operators & Related Workers

7.8 There were sizeable number of openings for *automated assembly line/ industrial robot operators* (1,210), *bus drivers* (1,130) and *machine-tool setter-operators* (500). Compared to other common vacancies within the occupational category, openings for *drivers*, including *bus drivers, lorry drivers, trailer-truck drivers* and *van drivers* were more likely to be vacant for extended periods.

Cleaners, Labourers & Related Workers

7.9 Within this group, there was strong demand for *cleaners (industrial establishment)* (1,180), *civil engineering/building construction labourers* (1,150), *kitchen assistants* (500) and *material & freight handling workers* (470). Nearly all the top ten job vacancies within this category had above-average incidence of openings unfilled for long periods.

Table 3(c): Top Ten Production & Transport Operators, Cleaners & Labourers Vacancies by Occupational Groups, 2011 (As at September)

Occupation	Overall Job Vacancies	Top Three Industries	Common Minimum Qualification Required	Common Working Experience Required	Gross Wage (\$), 2010			Incidence of Vacancies Unfilled for at Least Six Months (%)
					25th percentile	Median (50th)	75th percentile	
Craftsmen & Related Trades Workers	3,760	1. Manufacturing (44.7%) 2. Construction (32.6%) 3. Wholesale & Retail Trade (5.6%)	Secondary	Job Specific	1,621	2,250	2,984	53.1
Welder & Flame Cutter	350	1. Manufacturing (82.4%) 2. Construction (13.0%)	Primary or Lower	Job Specific	1,726	2,348	2,836	65.0
Supervisor / General Foreman (Building and Related Trades)	290	1. Construction (80.1%) 2. Manufacturing (4.8%) 3. Professional Services (4.8%)	Secondary	Industry Specific	2,001	2,600	3,295	49.8
Carpenter & Joiner	290	1. Construction (79.2%) 2. Manufacturing (15.3%) 3. Wholesale & Retail Trade (3.5%)	Primary or Lower	Job Specific	1,000	1,614	2,022	66.0
Electrician	280	1. Construction (41.3%) 2. Manufacturing (33.8%) 3. Community, Social & Personal Services (4.3%)	Secondary	Job Specific	1,576	1,920	2,396	51.6
Structural Metal Preparer & Erector	230	1. Manufacturing (60.5%) 2. Construction (38.6%)	Lower Secondary	General Working Experience	1,076	1,908	2,538	41.2
Machinery Mechanic (General)	210	1. Manufacturing (54.3%) 2. Wholesale & Retail Trade (11.4%) 3. Construction (7.6%)	Post-Secondary (Non-Tertiary)	Industry Specific	1,600	1,935	2,568	44.3
Pipe Fitter	140	1. Manufacturing (84.0%)	Secondary	General Working Experience	1,537	2,222	2,924	54.2
Scaffolder	120	1. Construction (63.0%)	Primary or Lower	Job Specific	700	700	1,100	58.0
Baker, Pastry & Confectionery Maker	120	1. Manufacturing (78.8%) 2. Wholesale & Retail Trade (5.9%)	Primary or Lower	No Working Experience	1,537	1,986	2,415	46.6
Motor Vehicle Mechanic & Repairer	120	1. Wholesale & Retail Trade (28.2%) 2. Community, Social & Personal Services (12.0%) 3. Manufacturing (7.7%)	Secondary	Industry Specific	1,700	2,000	2,500	53.0

Table 3(c) (Continued): Top Ten Production & Transport Operators, Cleaners & Labourers Vacancies by Occupational Groups, 2011 (As at September)

Occupation	Overall Job Vacancies	Top Three Industries	Common Minimum Qualification Required	Common Working Experience Required	Gross Wage (\$), 2010			Incidence of Vacancies Unfilled for at Least Six Months (%)
					25th percentile	Median (50th)	75th percentile	
Plant & Machine Operators & Related Workers	5,330	1. Manufacturing (56.3%) 2. Transportation & Storage (29.6%) 3. Wholesale & Retail Trade (4.3%)	Primary or Lower	No Working Experience	1,353	1,896	2,620	44.9
Automated Assembly Line / Industrial Robot Operator	1,210	1. Manufacturing (99.5%)	Primary or Lower	No Working Experience	s	s	s	0.3
Bus Driver	1,130	1. Transportation & Storage (97.0%) 2. Administrative & Support Services (2.5%)	Secondary	Job Specific	1,250	1,705	2,195	91.7
Machine-Tool Setter-Operator	500	1. Manufacturing (98.0%)	Secondary	Job Specific	1,520	2,151	2,817	53.1
Lorry Driver	400	1. Transportation & Storage (30.8%) 2. Wholesale & Retail Trade (21.2%) 3. Construction (16.4%)	Primary or Lower	General Working Experience	1,510	1,914	2,429	52.3
Electrical & Electronic Equipment Assembler	320	1. Manufacturing (86.6%) 2. Wholesale & Retail Trade (9.4%)	Primary or Lower	No Working Experience	1,120	1,384	1,849	22.8
Quality Checker & Tester	170	1. Manufacturing (89.2%) 2. Wholesale & Retail Trade (2.4%)	Secondary	Job Specific	1,171	1,517	1,989	28.7
Van Driver	130	1. Wholesale & Retail Trade (31.8%) 2. Manufacturing (19.7%) 3. Accommodation & Food Services (13.6%)	Primary or Lower	General Working Experience	1,380	1,700	2,173	39.4
Pharmaceutical & Toiletry Products Machine Operator	130	1. Manufacturing (98.5%)	Lower Secondary	No Working Experience	1,300	1,527	1,851	19.2
Plastic Products Machine Operator	120	1. Manufacturing (100.0%)	Primary or Lower	General Working Experience	887	1,172	1,584	46.3
Trailer-Truck Driver	110	1. Transportation & Storage (81.5%) 2. Construction (6.5%)	Primary or Lower	General Working Experience	1,808	2,026	2,270	48.1

Table 3(c) (Continued): Top Ten Production & Transport Operators, Cleaners & Labourers Vacancies by Occupational Groups, 2011 (As at September)

Occupation	Overall Job Vacancies	Top Three Industries	Common Minimum Qualification Required	Common Working Experience Required	Gross Wage (\$), 2010			Incidence of Vacancies Unfilled for at Least Six Months (%)
					25th per-centile	Median (50th)	75th per-centile	
Cleaners, Labourers & Related Workers	6,770	1. Administrative & Support Services (22.6%) 2. Real Estate Services (20.7%) 3. Construction (16.9%)	Primary or Lower	No Working Experience	700	960	1,407	57.7
Cleaner (Industrial Establishment)	1,180	1. Real Estate Services (73.3%) 2. Administrative & Support Services (24.1%) 3. Accommodation & Food Services (0.9%)	Primary or Lower	No Working Experience	522	572	750	76.5
Civil Engineering / Building Construction Labourer	1,150	1. Construction (88.1%) 2. Professional Services (3.6%)	Primary or Lower	No Working Experience	800	880	1,200	46.4
Kitchen Assistant	500	1. Accommodation & Food Services (81.0%) 2. Wholesale & Retail Trade (4.8%) 3. Manufacturing (2.2%)	Primary or Lower	No Working Experience	800	995	1,268	69.4
Material & Freight Handling Worker	470	1. Transportation & Storage (46.6%) 2. Wholesale & Retail Trade (18.6%) 3. Administrative & Support Services (14.8%)	Primary or Lower	No Working Experience	1,315	1,679	2,059	32.4
Hand Packer	400	1. Wholesale & Retail Trade (34.2%) 2. Manufacturing (29.7%) 3. Administrative & Support Services (19.3%)	Primary or Lower	General Working Experience	941	1,207	1,412	43.6
Dish Washer / Plate Collector	390	1. Accommodation & Food Services (37.2%) 2. Real Estate Services (31.5%) 3. Administrative & Support Services (26.6%)	Primary or Lower	No Working Experience	725	800	1,100	73.4
Office Cleaner	330	1. Real Estate Services (52.4%) 2. Administrative & Support Services (38.6%) 3. Community, Social & Personal Services (2.7%)	Primary or Lower	No Working Experience	750	800	1,000	47.0
Room Steward / Chambermaid	270	1. Accommodation & Food Services (72.3%) 2. Community, Social & Personal Services (7.5%) 3. Real Estate Services (5.2%)	Primary or Lower	No Working Experience	1,152	1,392	1,591	61.4
Odd Job Person	220	1. Manufacturing (33.3%) 2. Construction (8.6%) 3. Wholesale & Retail Trade (6.3%)	Primary or Lower	No Working Experience	750	760	1,000	64.9
Park & Garden Maintenance Worker	130	1. Administrative & Support Services (70.2%)	Primary or Lower	No Working Experience	800	1,000	1,251	73.3

Notes:

- (1) 's': Data are suppressed to maintain confidentiality of information provided by respondents.
- (2) Gross wage refers to the sum of basic wage, overtime payments, commissions, allowances, service points and other regular cash payments. It excludes employers' CPF contributions, bonuses, stock options, other lump sum payments and payments-in-kind.
- (3) Figures in parenthesis for top three hiring industries for the occupations indicate the share of vacancies from the respective industries.
- (4) Shaded cells indicate occupations with above-average incidence of positions vacant for at least six months.
- (5) Some detailed occupations within the top ten are not listed to maintain confidentiality of information provided by respondents.

8 Concluding Remarks

8.1 Amid the weaker economic outlook, job vacancies fell over the quarter in September 2011, though they remained higher than a year ago. There were many job opportunities available, especially for *service & sales workers, associate professionals & technicians* and *professionals*.

8.2 The majority of the openings were vacant for less than six months. Nevertheless, amid the tight labour market, more vacancies were unfilled for longer periods, mostly at the lower end of the skills spectrum.

Table A1: Top Ten Job Vacancies by Industry, 2011 (As at September)

Manufacturing	7,990	Construction	3,590	Wholesale & Retail Trade	6,360	Transportation & Storage	4,070	Accommodation & Food Services	5,010
Automated Assembly Line/ Industrial Robot Operator	1,200	Civil Engineering / Building Construction Labourer	1,020	Shop Sales Assistant	1,910	Bus Driver	1,090	Waiter	1,820
Machine-Tool Setter-Operator	490	Supervisor / General Foreman (Building & Related Trades)	230	After Sales Adviser/ Client Account Service Executive	270	Material & Freight Handling Worker	220	Cook	520
Welder & Flame cutter	290	Carpenter and Joiner	230	Receptionist & Information Clerk	250	General Office Clerk	180	Kitchen Assistant	400
Electronics Engineer	280	Civil Engineer	170	Sales & Marketing Manager	200	Aircraft Pilot & Related Associate Professional [^]	170	Food Service Counter Attendant	240
Electrical & Electronic Equipment Assembler	280	Building & Construction Project Manager	120	Sales Demonstrator	190	Security Guard	170	Cashier & Ticket Clerk	220
Industrial & Production Engineer	260	Electrician	120	Marketing & Sales Representative (Technical)	160	Receptionist & Information Clerk	150	Captain Waiter / Waiter Supervisor	220
Mechanical Engineering Technician	150	Quantity Surveyor	100	Cashier & Ticket Clerk	160	Lorry Driver	120	Room Steward / Chambermaid	190
Quality Checker & Tester	150	Structural Metal Preparer & Erector	90	Sales Supervisor	150	Management Executive	110	Dish Washer / Plate Collector	140
Mechanical Engineer	150	Plasterer	90	Hand Packer	140	Trailer-Truck Driver	90	Restaurant Manager	130
Structural Metal Preparer & Erector	140	General Office Clerk	80	Business Development Executive	120	Stock Clerk	80	Chef	110

Table A1 (Continued): Top Ten Job Vacancies by Industry, 2011 (As at September)

Information & Communications	1,710	Financial & Insurance Services	1,880	Real Estate Services	2,370	Professional Services	2,680	Administrative & Support Services	4,940	Community, Social & Personal Services	11,450
Software, Web & Multimedia Developer	270	Management Executive	150	Cleaner (Industrial Establishment)	860	Electronics Engineer	90	Security Guard	1,740	Teaching Professional	2,020
Systems Analyst	130	Operations Officer	100	Office Cleaner	170	Electrical Engineer	80	Cleaner (Industrial Establishment)	280	Management Executive	850
Cashier & Ticket Clerk	90	General Office Clerk	90	Dish Washer/ Plate Collector	120	General Office Clerk	80	Office Cleaner	130	General Office Clerk	440
Management & Business Consultant	80	Customer Service Executive	90	Premises & Facilities Maintenance Officer	110	Shop Sales Assistant	80	Dish Washer/ Plate Collector	100	Government Associate Professional (excluding Uniformed Officer)	360
Sales & Marketing Manager	70	Customer Service Manager	80	General Office Clerk	80	Industrial & Production Engineer	70	Park & Garden Maintenance Worker	90	Registered Nurse	310
Management Executive	70	Financial / Insurance Services Manager (e.g. Financial Institution Branch Manager)	80	Business Development Executive	70	Civil Engineer	70	Hand Packer	80	Receptionist & Information Clerk	300
Electronics Engineer	60	Sales & Marketing Manager	60	Security Guard	60	Mechanical Engineer	70	Fumigator/ Pest & Weed Controller	80	Waiter	210
Computer Technician (including IT User Helpdesk Technician)	50	Receptionist & Information Clerk	60	Civil Engineering Technician	50	Auditor (Accounting)	70	Material & Freight Handling Worker	70	General Practitioner/ Physician	180
Receptionist & Information Clerk	50	Financial & Insurance Clerk	50	Management Executive	50	Systems Analyst	60	Cleaning Supervisor	70	Hair Stylist/ Hairdresser	170
Network / Infrastructure Architect & Engineer	50	Business Development Manager	50	Premises & Facilities Maintenance Manager	50	Software, Web & Multimedia Developer	50	Receptionist & Information Clerk	70	Protective Service Worker (Fire Fighter, Policeman, Prison Guard)	150

Notes:

- (1) Figures refer to the number of job vacancies for the respective industry.
- (2) Some detailed occupations within the top ten are not listed to maintain confidentiality of information provided by respondents.
- (3) ^ includes commercial airline pilots, aircraft pilots, flight navigators, flight engineers, flying instructors, excluding those from the air force.

Table A2: Number of Job Vacancies by Industry and Occupational Groups, 2011 (As at September)

	Managers & Administrators	Professionals	Associate Professionals & Technicians	Clerical Support Workers	Service & Sales Workers	Craftsmen & Related Trades Workers	Plant & Machine Operators & Assemblers	Cleaners, Labourers & Related Workers
Total*	3,120	7,760	9,200	3,710	11,550	3,760	5,330	6,770
Manufacturing	240	1,040	990	320	290	1,680	3,000	420
Construction	160	410	310	140	50	1,230	160	1,140
Services	2,710	6,190	7,620	3,240	11,210	840	2,120	5,090
Wholesale & Retail Trade	670	510	1,170	580	2,630	210	230	350
Transportation & Storage	100	80	570	540	770	80	1,580	350
Accommodation & Food Services	200	-	50	160	3,440	60	50	1,040
Information & Communications	240	900	350	70	120	10	20	10
Financial & Insurance Services	500	420	580	230	90	30	-	20
Real Estate Services	110	100	390	150	130	80	20	1,400
Professional Services	330	1,040	570	280	300	60	20	80
Administrative & Support Services	70	100	290	280	2,330	200	140	1,530
Community, Social & Personal Services	490	3,020	3,640	950	1,410	120	80	320

Notes:

(1) *Total includes job vacancies from Agriculture, Fishing, Quarrying & Utilities which are not reflected here.

(2) -: Nil or negligible.

Table A3: Top Ten Job Vacancies by Minimum Qualifications Required, 2011 (As at September)

Degree & Above	10,550	Diploma & Professional Qualifications	9,050	Post-Secondary (Non-Tertiary)	4,590	Secondary	10,600	Lower Secondary	4,630	Primary or Lower	13,220
Management Executive	950	Teaching Professional	1,490	Security Guard	720	Receptionist & Information Clerk	850	Security Guard	750	Waiter	1,360
Teaching Professional	530	Management Executive	560	General Office Clerk	210	Shop Sales Assistant	780	Waiter	420	Cleaner (Industrial Establishment)	1,160
Electronics Engineer	450	After Sales Adviser / Client Account Service Executive	350	Protective Service Worker (Fire Fighter, Policeman, Prison Guard)	120	Bus Driver	720	Bus Driver	330	Automated Assembly Line / Industrial Robot Operator	1,140
Civil Engineer	430	Government Associate Professional (excluding Uniformed Officer)	340	Shop Sales Assistant	100	General Office Clerk	640	Shop Sales Assistant	280	Shop Sales Assistant	970
Sales & Marketing Manager	410	Mechanical Engineering Technician	320	Carpenter & Joiner	100	Waiter	490	Civil Engineering / Building Construction Labourer	230	Civil Engineering / Building Construction Labourer	720
Software, Web & Multimedia Developer	400	Registered Nurse	320	Civil Engineering Technician	90	Protective Service Worker (Fire Fighter, Policeman, Prison Guard)	430	Cook	160	Kitchen Assistant	410
Systems Analyst	290	General Office Clerk	270	Machine-Tool Setter-Operator	90	Security Guard	300	Cashier & Ticket Clerk	160	Security Guard	410
Industrial & Production Engineer	260	Marketing & Sales Representative (Technical)	240	Receptionist & Information Clerk	90	Machine-Tool Setter-Operator	230	Material & Freight Handling Worker	120	Dish Washer / Plate Collector	380
Business Development Manager	230	Business Development Executive	210	Machinery Mechanic (General)	90	Accounting & Bookkeeping Clerk	210	Electrical & Electronic Equipment Assembler	100	Cook	340
Budgeting & Financial Accounting Manager (including Financial Controller)	220	Operations Officer (except Transport Operations)	190	Mechanical Engineering Technician	70	Civil Engineering / Building Construction Labourer	200	Receptionist & Information Clerk	100	Office Cleaner	330

Notes:
 (1) Figures refer to the number of job vacancies for the respective educational category.
 (2) Some detailed occupations within the top ten are not listed to maintain confidentiality of information provided by respondents.

**Table A4: Top Ten Occupations with the Highest Number of Vacancies Unfilled for at Least Six Months, 2011
(As at September)**

Occupation	Position Vacant for at Least Six Months		Occupation	Position Vacant for at Least Six Months	
	Number	Incidence (%)		Number	Incidence (%)
PMETs	3,070	14.3	Non-PMETs	15,150	48.7
Management Executive	150	10.2	Security Guard	1,410	64.6
Civil Engineer	120	23.9	Waiter	1,160	50.6
Teaching Professional	110	5.6	Bus Driver	1,030	91.7
General Practitioner / Physician	110	52.5	Cleaner (Industrial Establishment)	900	76.5
Electronics Engineer	100	17.3	Shop Sales Assistant	870	40.7
Mechanical Engineer	90	28.1	Civil Engineering / Building Construction Labourer	530	46.4
Industrial & Production Engineer	80	21.0	Cashier & Ticket Clerk	390	68.7
Marketing & Sales Representative (Technical)	80	22.3	Cook	370	59.0
Pre-Primary Education Teacher	80	55.5	Protective Service Worker (Fire Fighter, Policeman, Prison Guard)	350	59.9
Software, Web & Multimedia Developer	80	16.0	Receptionist & Information Clerk	350	31.7

Note: Some detailed occupations within the top ten are not listed to maintain confidentiality of information provided by respondents.

SURVEY COVERAGE AND METHODOLOGY

Introduction

The *Job Vacancy Survey, 2011* was conducted by the Manpower Research and Statistics Department of the Ministry of Manpower from 28 September 2011 to 16 November 2011. The survey was conducted under the Statistics Act (Chapter 317).

Objective

The survey was carried out to collect comprehensive information on job vacancies in the various industries by detailed occupations and minimum educational qualifications required. The survey also asked employers on whether the vacancies were unfilled for at least six months.

Coverage

The survey was conducted on private establishments (each with at least 25 employees) and the public sector, comprising government ministries, statutory boards and organs of state. A total of 12,600 establishments responded to the survey, yielding a response rate of 89%.

Methodology

The survey was conducted using mail questionnaires with clarifications made over the phone. Survey forms were returned either through mail, fax, e-mail or internet submission.

Reference Period

The reference date for the survey was 30 September 2011.

Data Collected

Establishments were asked to provide the following information pertaining to the job vacancies available in their organisations as at 30 September 2011:

- Job title;
- Number of vacancies;
- Minimum educational qualification required;
- Whether working experience was required; and
- Whether the vacancies were vacant for at least six months.

Classification

The industries of the establishments surveyed were classified according to the Singapore Standard Industrial Classification (SSIC) 2010. Descriptions of job vacancies were classified according to the Singapore Standard Occupational Classification (SSOC) 2010.

CONCEPTS AND DEFINITIONS

Job Vacancy

This refers to the number of unfilled job openings for which establishments are actively recruiting employees from outside the establishment. It excludes:

- Positions for which the employees have been appointed, but have not yet commenced duty;
- Positions open only to internal transfers, promotions, etc.

Recruitment action to fill a post includes advertising in newspapers, posting notices on the internet (e.g. on online job banks), making word-of-mouth announcements, soliciting employees through employment agencies or job fairs, contacting or interviewing registered job applicants.

Job Vacancy Rate

Job vacancy rate is defined as the number of job vacancies divided by the total demand for manpower as at 30 September 2011. The total demand for manpower is the sum of the number of existing employees and job vacancies.

Minimum Educational Qualification Required

The classification of the minimum educational qualification required is based on the Singapore Standard Educational Classification (SSEC) 2010. The levels of minimum qualification required are categorised into nine broad groups:

- No Formal Qualification or Lower Primary Education
 - Never attended school;
 - Attended primary school but did not obtain the Primary School Leaving Examination (PSLE) or Primary School Proficiency Certificate (PSPE);
 - Certificate in Basic Education for Skills Training (BEST) 1-3.

- Primary Education
 - Obtained the Primary School Leaving Examination (PSLE) or Primary School Proficiency Certificate (PSPE) or other certificates of equivalent standard;
 - Certificate in Basic Education for Skills Training (BEST) 4;
 - Obtained at least 3 Employability Skills System (ESS) Workplace Literacy and Numeracy (WPLN) Statements of Attainment at Level 1 or 2.

- Lower Secondary Education
 - Did not obtain General Certificate of Education (GCE) at 'Normal' or 'Ordinary' Level or their equivalent;
 - Certificate in Worker Improvement through Secondary Education (WISE) 1 – 3;
 - Basic Vocational Certificates including ITE Basic Vocational Training;
 - Obtained at least 3 Employability Skills System (ESS) Workplace Literacy and Numeracy (WPLN) Statements of Attainment at Level 3 or 4.

- Secondary Education
 - Obtained at least one pass at General Certificate of Education (GCE) 'Normal' Level;
 - Obtained at least one pass at GCE 'Ordinary' Level;
 - NITEC (Intermediate) or equivalent (e.g. National Technical Certificate Grade 3, Certificate of Vocational Training, BCA Builder Certificate);
 - ITE Skills Certificate (ISC) or equivalent (e.g. Certificate of Competency, Certificate in Service Skills);
 - Obtained at least 3 Employability Skills System (ESS) Workplace Literacy and Numeracy (WPLN) Statements of Attainment at Level 5 and above;
 - Other certificates or qualifications of equivalent standard.

- Post-Secondary (Non-Tertiary) Education: General and Vocational Qualification
 - Obtained at least one 'A' or 'H2' Level pass at General Certificate of Education (GCE) 'Advanced' Level or equivalent;
 - National ITE Certificate (NITEC) (e.g. Post NITEC Certificate, Certificate in Office Skills, National Technical Certificate Grade 2, National Certificate in Nursing, Advance Builder Certificate);
 - Higher NITEC, including Certificate in Business Skills, Industrial Technician Certificate and other polytechnic certificates;
 - Master NITEC or equivalent (e.g. National Technical Certificate Grade 1);
 - Workforce Skills Qualifications (WSQ) Certificate or equivalent;
 - WSQ Higher Certificate or equivalent;
 - WSQ Advanced Certificate or equivalent;
 - Other post-secondary (non-tertiary, General) qualifications, including International Baccalaureate or High School Diploma;
 - Other post-secondary (non-tertiary, vocational certificates, e.g. Singapore Institute of Management (SIM) certificates) qualifications.

- Polytechnic Diploma
 - Polytechnic diploma;
 - Polytechnic advanced diploma, including polytechnic advanced/post/specialist/management/graduate diploma;
 - Polytechnic post-diploma certificate.

- Professional Qualification and other Diploma
 - ITE diploma;
 - Diploma qualifications (e.g. National Institute of Education (NIE) diploma, Singapore Institute of Management (SIM) diploma, LASELLE-SIA diploma, Nanyang Academy of Fine Arts (NAFA) diploma);
 - Qualifications awarded by professional bodies;
 - Workforce Skills Qualifications (WSQ) Diploma;
 - WSQ Specialist Diploma;
 - Other advanced diploma, post-diploma qualifications or equivalent.

- Bachelor Degree

- University Postgraduate Qualification
 - Postgraduate diploma including NIE postgraduate diploma;
 - Workforce Skills Qualifications (WSQ) Graduate Certificate;
 - WSQ Graduate Diploma;
 - Master;
 - Doctorate.

FEEDBACK FORM

Report Title: Job Vacancies, 2011

1. How would you rate this report in terms of :

	Excellent	Good	Average	Poor
a) Relevance to your work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Providing useful insights on prevailing labour market trends/development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Ease of understanding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Which area(s) of the report do you find most useful? Please provide reasons.

3. How do you find the length of the report?

Too detailed Just right Too brief

4. Overall, how would you rate this report?

	Excellent	Good	Average	Poor
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. What additional information (if any) would you like us to include in our future issues?

6. Any other comments or suggestions you wish to bring to our attention?

Thank you for your valuable feedback

Name of Officer : _____ Designation : _____

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Please return the above to: Director

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Just Released

Job Vacancies, 2011

Date of Release: 27 Jan 2012

This annual report analyses the job vacancy situation in 2011, highlighting the occupations most in demand, the top-hiring industries as well as the qualifications and working experience required by employers. It also identifies vacancies that are unfilled for at least six months.



Labour Market, Third Quarter 2011

Date of Release: 15 Dec 2011

This quarterly release analyses the labour market situation. Topics covered include employment, unemployment, redundancy, re-entry into employment, job vacancy, labour turnover, hours worked, earnings and productivity, and employment outlook.



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Other Resources

Title	Date of Release
• Singapore Workforce, 2011	30/11/2011
• Employment Situation, Third Quarter 2011	30/10/2011
• Singaporeans in the Workforce*	11/10/2011
• Employer Supported Training, 2010	02/09/2011
• Retirement and Re-employment Practices, 2010	22/07/2011
• Singapore Yearbook of Manpower Statistics, 2011	30/06/2011
• Report on Wages in Singapore, 2010	30/06/2011
• Manpower Statistics in Brief, 2011	03/06/2011
• Redundancy and Re-employment, 2010	26/04/2011
• Labour Turnover Time Series, 2004 to 2010	01/04/2011
• Report on Labour Force in Singapore, 2010	31/01/2011
• Conditions of Employment, 2010	30/12/2010
• Labour Mobility	31/05/2010
• Focus on Older People In and Out of Employment	29/07/2008
• Quality of Employment Creation for Singapore Citizens	29/02/2008
• Employment of Singapore Citizens, Permanent Residents and Foreigners, 1997 to 2006	29/02/2008
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** This paper is a collaborative effort between Manpower Research and Statistics Department and Singapore Department of Statistics*

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