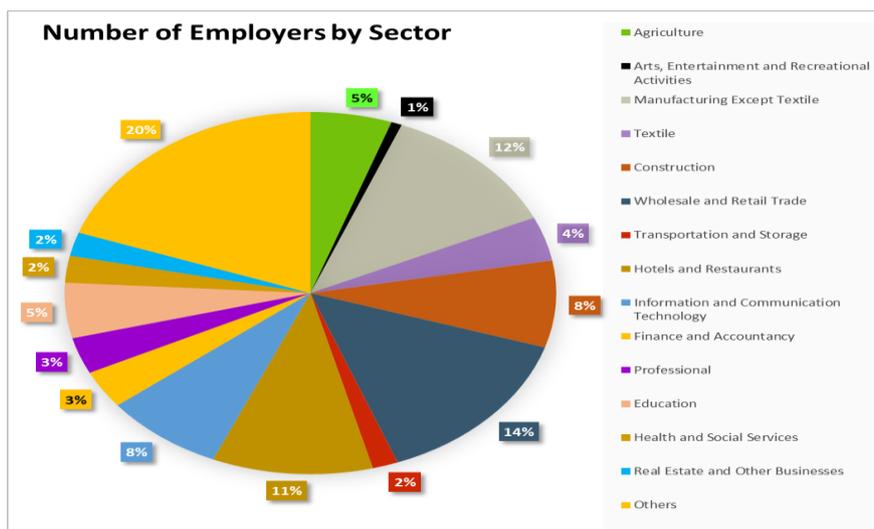




MINISTRY OF LABOUR, HUMAN RESOURCE DEVELOPMENT AND TRAINING  
*(Human Resource Division)*

## Labour Market Survey 2020



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<https://mauritiusjobs.govmu.org>

April 2020

## LABOUR MARKET SURVEY 2020

### CONTENTS

SN	Item	Page
I	Acknowledgements	3
II	Executive summary	4
1.0	Introduction	5
2.0	Vacancies obtained by size of enterprises	7
3.0	Vacancies obtained by regions	8
4.0	Vacancies that are difficult to be filled	9
5.0	Vacancies obtained by sector	12
6.0	Most demanded jobs	13
7.0	Full time, part time and casual jobs	14
8.0 – 22.0	Report by sectors	15 -36
23.0	Employers seeking assistance of Employment Information Centres	37
24.0	Methodology	38
25.0	Concluding remarks	39
Annex I	Questionnaire sample	40
Annex II	Sample of covering email	42
Annex III	Number of vacancies obtained by sector	43
Annex IV	Jobs difficult to be filled	44
Annex V	List of occupations	45

## LABOUR MARKET SURVEY 2020

### ACKNOWLEDGEMENTS

The Ministry of Labour, Human Resource Development and Training wishes to thank all employers who have participated in the Labour Market Survey 2020. They have provided valuable information which depicts a true picture of the evolution of the Mauritian Labour Market and opportunities for human resource development.

We would like to put into records the unflinching guidance provided by *Mr Pierre Brossier*, Pole Emploi Expert in Labour Market during his mission in April and October 2019, and his distant supervision of the Labour Market Survey 2020.

The collaboration with the Government Online Centre (GOC), Statistics Mauritius and Human Resource Development Council is hereby acknowledged.

The 13 Employment Information Centres (EICs) have collaborated fully in the survey.

Ministry of Labour, Human Resource Development and Training

**April 2020**

## LABOUR MARKET SURVEY 2020

### EXECUTIVE SUMMARY

The Labour Market Survey 2020 covers the period November 2019 to February 2020, where employers were requested to participate on the web survey through the e-platform <https://labourmarketsurvey.govmu.org>.

The rate of response of the survey is 20% and the employers have shown intention to fill 8,449 vacancies.

The Hotels and Restaurants sector has the largest share of vacancies (25%). Among the most demanded jobs for the sector are *Waiters, Bartenders and other Hospitality Workers* (794).

The enterprises that employ more than 500 employees have shown intention to recruit 2,195 employees.

Out of the centre region of Mauritius consisting of Plaine Wilhems district, 301 responded employers have shown intention of recruiting for 4,105 jobs (49%).

The employers who have participated in the survey claimed that 73% of the jobs are difficult to be filled. Such jobs are found in all the 15 sectors grouped for the survey.

Among the jobs obtained, 71% are permanent, 11% are casual, whereas 18% are part time jobs.

425 employers are willing to seek assistance of Employment Information Centres (EICs) for the recruitment process.

#### **Disclaimer**

*It is to be noted that the field work of the survey was conducted **BEFORE** the outbreak of the **COVID-19** virus and the National confinement. Due to the pandemic, many enterprises may face economic difficulties and there may be changes in the intention of employers to recruit. Thus the number of vacancies reported in the survey may be subject to amendments and should be treated carefully.*

# LABOUR MARKET SURVEY 2020

## 1.0 INTRODUCTION

### Fact Sheet

710 Employers

62% employers have

Recruitment projects

8,449 Vacancies

25% vacancies in the Hotels and Restaurants sector

### 15 Sectors:

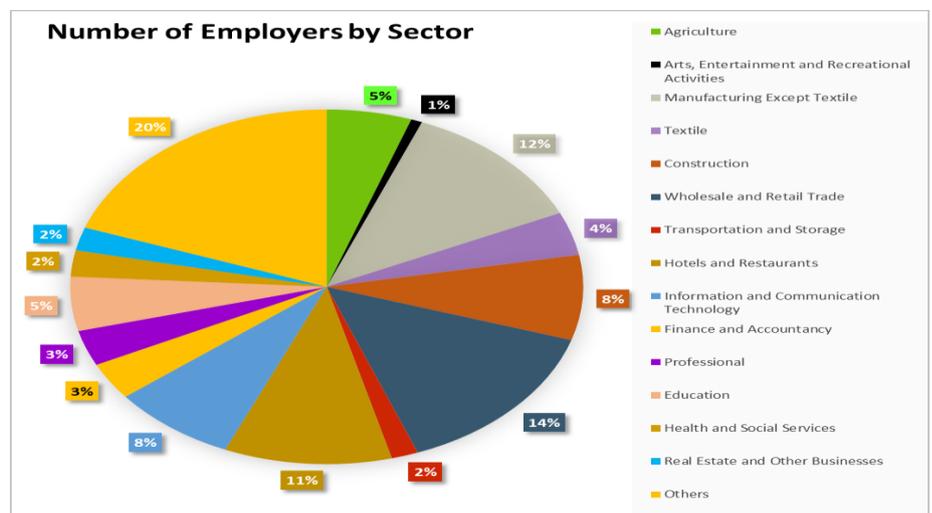
- Agriculture
- Manufacturing except textile
- Textile
- Construction
- Wholesale and retail trade
- Transportation and storage
- Hotels and restaurants
- ICT
- Finance and Accountancy
- Professional
- Education
- Health and social services
- Real Estate and other Businesses
- Arts, Entertainment and Recreational Activities
- Other Sectors

The Labour Market Survey (LMS) measures the intentions of employers to recruit employees for the year 2020, whether it is creation of new posts or replacements. It allows to identify the jobs for which employers think that will have difficulties to fill, be it permanent, part time or casual jobs. The objectives of the LMS is to:

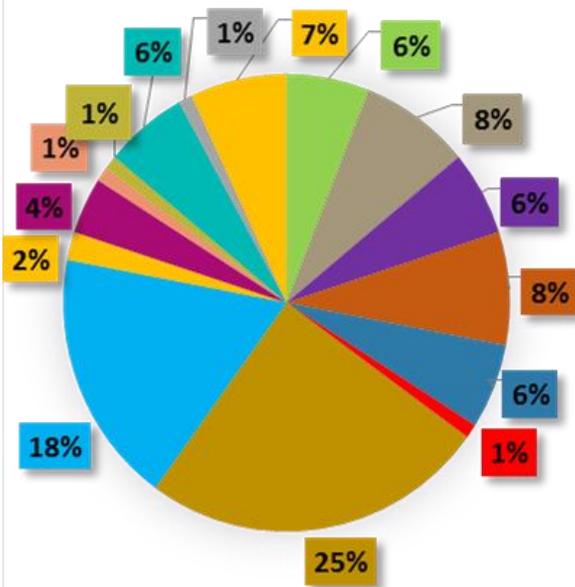
- (a) Determine the future labour needs for 2020 and expectations of employers;
- (b) Assist employers who are having difficulties to fill vacancies; and
- (c) Publish a report for manpower planning.

For the LMS of 2020, the Employment Service has devised a web based platform, namely: <https://labourmarketsurvey.govmu.org> and email were sent to 3,463 employers of the private sector grouped into 15 sectors. The rate of responses obtained is 20%. This report provides for vacancies available in the 15 sectors and difficulties of employers to fill the vacancies.

710 employers responded to the survey. 8,449 vacancies were obtained through the survey and about 25% of the vacancies were from the Hotels and Restaurants sector.



# Number of Employers who have reported by sectors and vacancies obtained



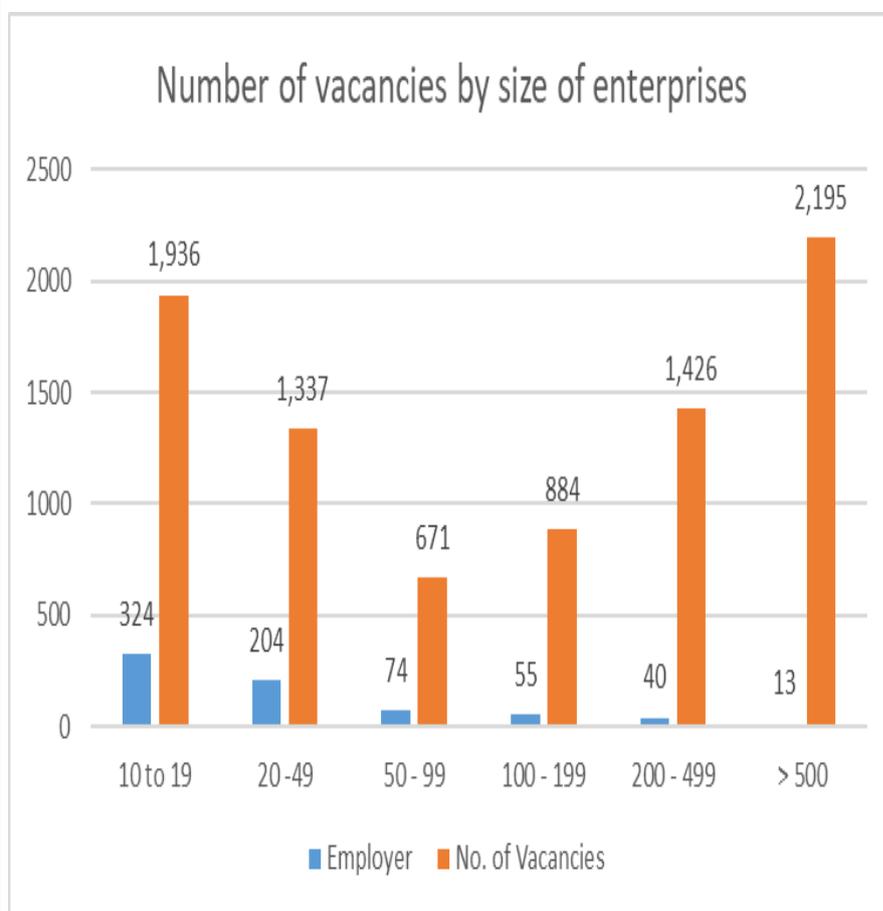
\*Please refer to the % labelling details according to the same colour match

	<b>Agriculture</b>	38	487
	<b>Manufacturing Except Textile</b>	86	718
	<b>Textile</b>	28	486
	<b>Construction</b>	55	712
	<b>Wholesale and Retail Trade</b>	102	533
	<b>Transportation and Storage</b>	12	49
	<b>Hotels and Restaurants</b>	75	2141
	<b>Information and Communication Technology</b>	57	1555
	<b>Finance and Accountancy</b>	24	131
	<b>Professional</b>	22	239
	<b>Education</b>	35	102
	<b>Health and Social Services</b>	17	113
	<b>Real Estate and other Businesses</b>	15	536
	<b>Arts, Entertainment and Recreational Activities</b>	5	23
	<b>Others</b>	139	624

## 2.0 VACANCIES OBTAINED BY SIZE OF ENTERPRISES

During the year 2020, the enterprises that employ more than 500 employees have shown the intention to recruit 26% of the vacancies obtained through the survey.

The enterprises that have employees within the range of 10 to 19 have shown intention to fill 1,936 vacancies. As the size of employees increase from 50 to 99, the number of vacancies tend to increase accordingly.



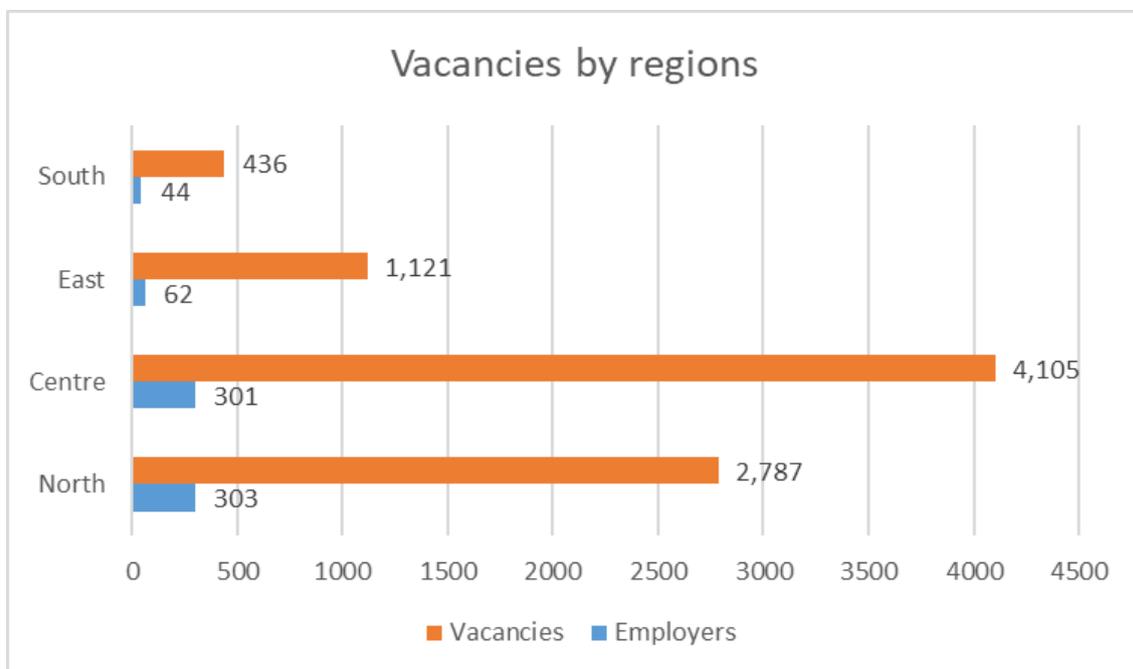
The vacancies for enterprises having more than 500 employees varies from different sectors such as: Agriculture, Professional, ICT, Hotels and Restaurants, Textile, Manufacturing Except Textile.

Enterprises that employ 10 to 19 employees have the following vacancies among others: Machinery Mechanics and Repairers, Metal Workers, Welders, and Related Workers, Assemblers, Finance and Administration Professionals, Agricultural, Forestry and Fishery Labourers and Mining, Construction and Manufacturing Labourers.

### 3.0 VACANCIES OBTAINED BY REGIONS

The employers serviced accordingly by Employment Information Centres (EICs) have been divided in four regions, namely the North, East, Centre and South

The Centre consisting of Plaine Wilhems district has 301 responded employers who have shown intention of recruiting for 4,105 jobs (49%). 303 employers of the Northern region form part of the 33% vacancies obtained through the survey. The employers of Eastern and Southern regions have shown intention of recruiting 1,121 and 436 employees respectively. The figure below provides for the number of vacancies obtained by regions



The vacancies found in the Centre varies from almost all sectors and employers shown intention of recruitment among others on the following jobs: Salespersons and Cashiers, Machinery Mechanics and Repairers, Metal Workers, Welders and Related Workers, Assemblers, Application Developers and Analysts, Information Workers and Accounts Clerks, Protective Service Workers.

Employers in the North have recruitment projects in the following jobs for different sectors: ICT Operations and User Support Technicians, Administrative and Specialised Secretaries, Waiters, Bartender, and other Hospitality Workers, Architects, Planners, Surveyors and Designers, Agricultural Workers.

Vacancies in the Eastern regions varies from Cooks, Waiters, Bartender, and other Hospitality Workers, Salespersons and Cashiers, Machinery Mechanics and Repairers, Metal Workers, Welders and Related Workers,

Employers from the Southern regions have vacancies among others: Salespersons and Cashiers, Administrative and Specialised Secretaries, Metal Workers, Welders, and Related Workers, General Office Clerks and Car, Van and Motor Cycle Drivers.

#### **4.0 VACANCIES THAT ARE DIFFICULT TO BE FILLED**

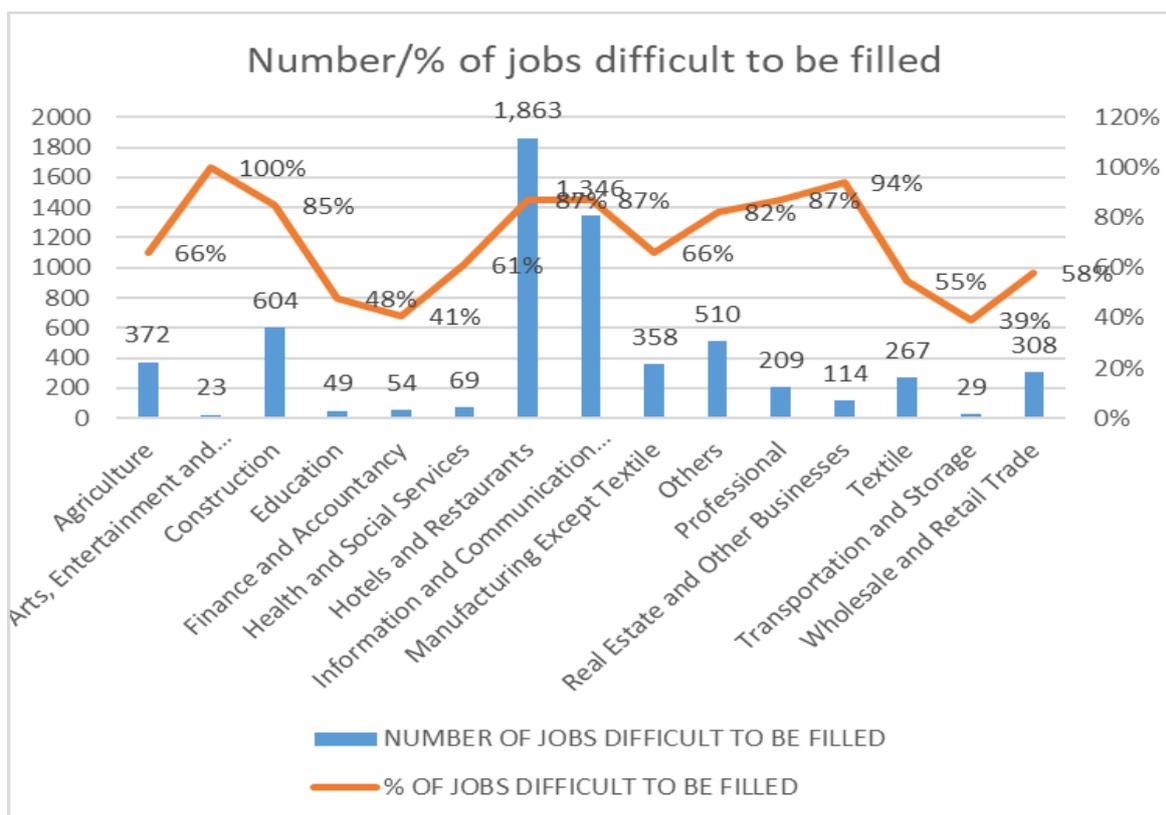
The employers who have participated in the survey claimed that 73% of the jobs are difficult to be filled. The jobs are found in all the 15 sectors grouped for the survey.

The Hotels and Restaurants sector has most number of jobs (1,863) that are difficult to be filled. The jobs that are difficult to be filled are *Cooks, Waiters, Bartenders and Other Hospitality Workers*.

The Information and Communication Technology sector has difficulty to fill 1,346 jobs (87%) such as *Software and Applications Developers and Analysts*.

All the jobs obtained in the Arts, Entertainment and Recreational Activities are difficult to be filled, among which *Artistic, Cultural and Culinary Associate Professionals*.

The Transportation and Storage sector has the least difficulty to fill the jobs, namely *Heavy Truck and Bus Drivers*, and *Transport and Storage Labourers*.

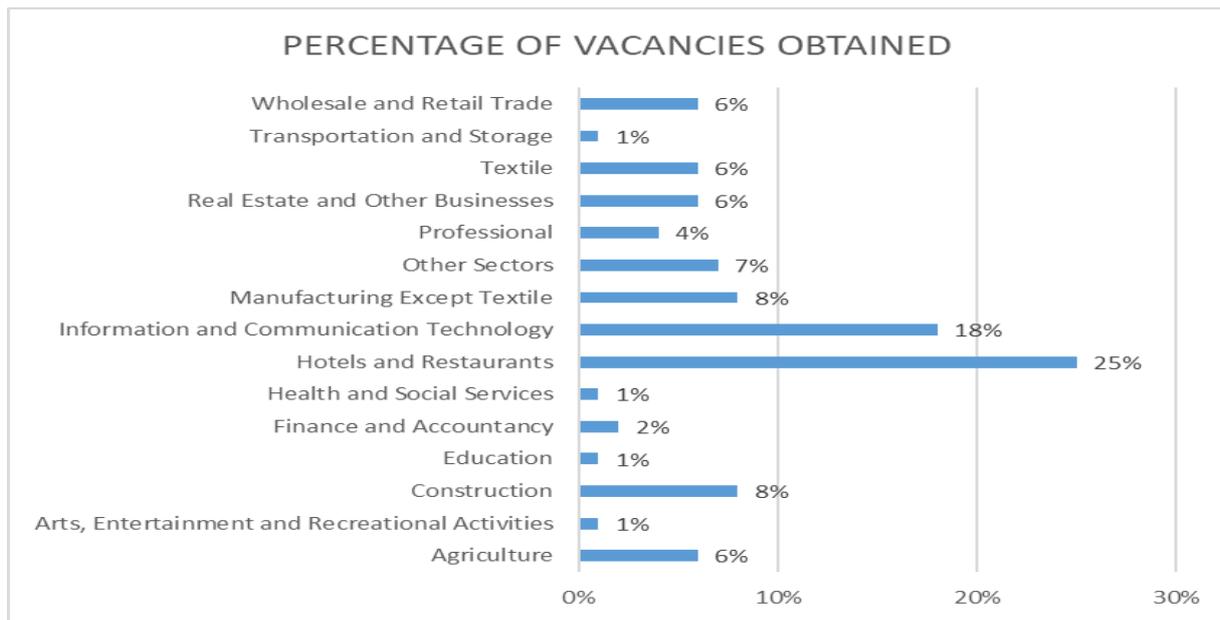


**4.1 Among the vacancies that employers find difficulties to fill are the following:**

Sectors	Vacancies
Agriculture	<i>Agricultural, Forestry and Fishery Labourers</i>
Arts, Entertainment and Recreational Activities	<i>Artistic, Cultural and Culinary Associate Professionals</i>
Construction	<i>Metal Workers, Welders, and Related Workers</i>
Construction	<i>Architects, Planners, Surveyors and Designers</i>
Education	<i>Administrative and Specialised Secretaries</i>
Finance and Accountancy	<i>Other Sales Workers</i>
Health and Social Services	<i>Life Science Technicians and Related Associate Professionals</i>
Hotels and Restaurants	<i>Administrative and Specialised Secretaries</i>
Hotels and Restaurants	<i>Cooks</i>
Hotels and Restaurants	<i>Waiters, Bartenders and other Hospitality Workers</i>

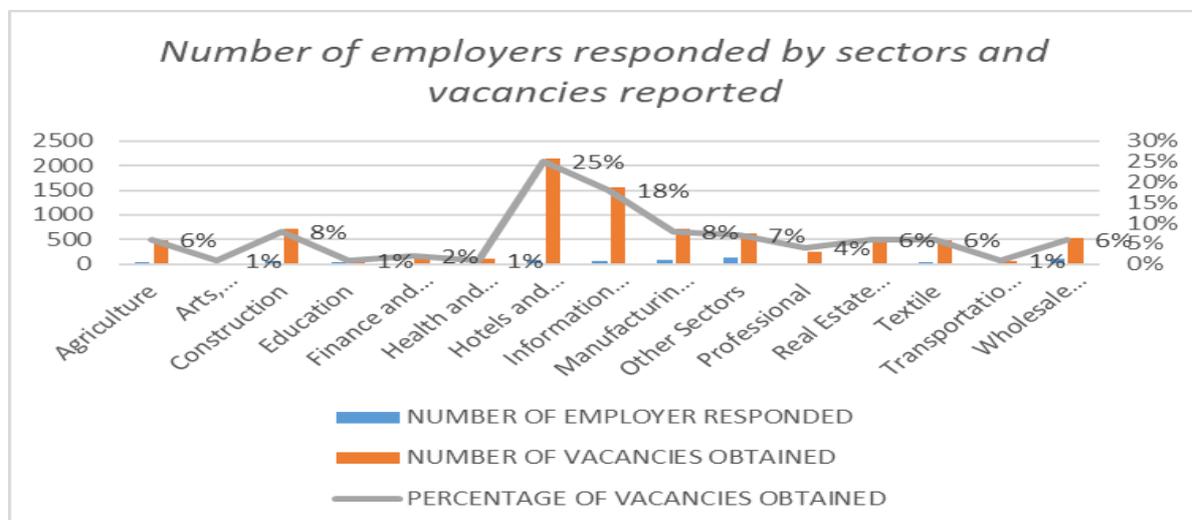
Information and Communication Technology	<i>ICT Operations and User Support Technicians</i>
Information and Communication Technology	<i>Software and Applications Developers and Analysts</i>
Information and Communication Technology	<i>Client Information Workers and Accounts Clerks</i>
Manufacturing Except Textile	<i>Construction and Manufacturing Labourers</i>
Manufacturing Except Textile	<i>Assemblers</i>
Manufacturing Except Textile	<i>Printing Trades Workers</i>
Others	<i>Machinery Mechanics and Repairers</i>
Others	<i>General Office Clerks</i>
Others	<i>Assemblers</i>
Others	<i>Finance and Administration Professionals</i>
Others	<i>Domestic, Hotel and Office Cleaners and Helpers</i>
Others	<i>Finance and Administration Professionals</i>
Others	<i>Business Services and Administration Managers</i>
Others	<i>Car, Van and Motor Cycle Drivers</i>
Professional	<i>Finance and Administration Professionals</i>
Real Estate and Other Businesses	<i>Protective Services Workers</i>
Real Estate and Other Businesses	<i>Architects, Planners, Surveyors and Designers</i>
Textile	<i>Textile, Fur and Leather Products Machine Operators</i>
Transportation and Storage	<i>Transport and Storage Labourers</i>
Transportation and Storage	<i>Heavy Truck and Bus Drivers</i>
Wholesale and Retail Trade	<i>Salespersons and Cashiers</i>
Wholesale and Retail Trade	<i>Blacksmiths, Toolmakers and Related Trades Workers</i>

## 5.0 VACANCIES OBTAINED BY SECTOR



The jobs in relations to the Hotels and Restaurants sector are most in demand according to the Labour Market Survey. The employers of the sector have the largest share (25%) of vacancies. The jobs available are: Cooks, Waiter, Bartenders and other Hospitality Workers, Food Preparation Assistants, Sales, Marketing and PR Professionals, Salespersons and Cashiers, Maintenance Workers among others. (Annex III)

The Information and Communication sector has shown 18% of the share of vacancies. Employers of the sector have shown interests in the following vacancies: Application Developers and Analysts, ICT Operations and User Support Technicians, Information Workers and Accounts Clerk, Finance and Administrative Professionals.



## 6.0 MOST DEMANDED JOBS

The Information and Communication Technology sector has the largest share in vacancies for jobs such as Software and Applications Developers and Analysts (912), ICT Operations and User Support Technicians (203), Client Information Workers and Accounts Clerks (181), Database and Network Professionals (154).

The Hotels and Restaurants sector is the sector which also has the largest share of vacancies (25%). Jobs that are available include: Waiters, Bartenders and other Hospitality Workers (794), Cooks (708), Domestic, Hotel and Office Cleaners and Helpers (327), Salespersons and Cashiers (131).

The Agriculture sector has shown intention to recruit among others 458 Agricultural, Forestry and Fishery Labourers; while the Real Estate and Other Businesses has reported vacancies for Domestic, Hotel and Office Cleaners and Helpers (415).

The Textile sector which has most expatriates in Mauritius requires Textile, Fur and Leather Products Machine Operators (379) to sustain its production. The table below provides for most demanded vacancies (more than 100) by different sectors.

SECTOR	JOB	NUMBER REQUIRED
<i>Information and Communication Technology</i>	Software and Applications Developers and Analysts	912
<i>Wholesale and Retail Trade</i>	Waiters, Bartenders and other Hospitality Workers	794
<i>Wholesale and Retail Trade</i>	Cooks	708
<i>Agriculture</i>	Agricultural, Forestry and Fishery Labourers	458
<i>Real Estate and Other Businesses</i>	Domestic, Hotel and Office Cleaners and Helpers	415
<i>Textile</i>	Textile, Fur and Leather Products Machine Operators	379
<i>Construction</i>	Building Finishers and Related Trades Workers	343

<i>Wholesale and Retail Trade</i>	Domestic, Hotel and Office Cleaners and Helpers	327
<i>Other Sectors</i>	Administrative and Specialised Secretaries	210
<i>Manufacturing Except Textile</i>	Cabinet Makers and Related Trades Workers	208
<i>Wholesale and Retail Trade</i>	Salespersons and Cashiers	207
<i>Information and Communication Technology</i>	ICT Operations and User Support Technicians	203
<i>Professional</i>	Finance and Administration Professionals	198
<i>Information and Communication Technology</i>	Client Information Workers and Accounts Clerks	181
<i>Information and Communication Technology</i>	Database and Network Professionals	154
<i>Hotels and Restaurants</i>	Salespersons and Cashiers	131

## 7.0 FULL TIME, PART TIME AND CASUAL JOBS

Among the jobs obtained, 71% are permanent, 11% are casual, whereas 18% are part time jobs.

Among the sectors that recruit permanent workers are the Information and Communication Technology, Hotels and Restaurants, Wholesale and Retail Trade and Education.

Among the jobs offered as casual are the following: Other Sales Workers, Agricultural, Forestry and Fishery Workers, Building Finishers and Related Trades Workers, Building Frame and Related Trades Workers. The Construction sector has most casual jobs.

The share of part time jobs which is 18% include the following: Waiters, Bartenders and other Hospitality Workers, Artistic, and Cultural and Culinary Associate Professionals.

## REPORT BY SECTORS

### 8.0 AGRICULTURE

The sector consists among others of agricultural enterprises, forestry, fishery and agricultural products packing companies. 20 employers from the Agriculture sector have shown 487 projects of recruitment for 2020. Only 5% of employers surveyed in the sector have responded positively. The sector forms 6% of vacancies obtained. Employers of the sector found that 74% of the vacancies are difficult to be filled. 58% of employers are willing to seek assistance of EICs to fill the vacancies. 94% of the vacancies are in the occupation of Agricultural, Forestry and Fishery Labourers.



VACANCIES	NUMBER REQUIRED
Agricultural, Forestry and Fishery Labourers	458
Veterinary Technicians and Other Health Associate Professionals	22
Food Processing and Related Trades Workers	6
Administrative and Specialised Secretaries	1
<b>TOTAL</b>	<b>487</b>

## 9.0 MANUFACTURING EXCEPT TEXTILE

The Manufacturing sector consists among others of cabinet making, metal furniture assembly, soap and detergent manufacturing, and food processing operators. 51 employers of the Manufacturing other than Textile sector have shown intention to recruit 718 employees (8%). Employers claim that 60% of vacancies are difficult to be filled. 63% of employers are willing to seek assistance from EICs to obtain suitable candidates for filling the jobs. 29% of the vacancies are for *Cabinet Makers and Related Trade Workers*.



VACANCIES	NUMBER REQUIRED
Cabinet Makers and Related Trades Workers	208
Administrative and Specialised Secretaries	64
Heavy Truck and Bus Drivers	59
Car, Van and Motor Cycle Drivers	57
Manufacturing and Construction Supervisors	56

Food and Related Products Machine Operators	29
Printing Trades Workers	28
Salespersons and Cashiers	26
Machinery Mechanics and Repairers	23
Assemblers	20
Sales, Marketing and Public Relations Professionals	20
Other Stationary Plant and Machine Operators	17
Business Services and Administration Managers	14
Process Control Technicians	14
Electrical Equipment Installers and Repairers	13
Painters and Related Trades Workers	13
Metal Workers, Welders, and Related Workers	11
Manufacturing, Construction, and Distribution Managers	10
Domestic, Hotel and Office Cleaners and Helpers	9
Mining, Construction and Manufacturing Labourers	8
Food Processing and Related Trades Workers	7
Sales, Marketing and Development Managers	6
Garment and other Craft Trades Workers	5
Handicraft Workers	1
<b>TOTAL</b>	<b>718</b>

## 10.0 TEXTILE

The textile sector consists of garment manufacturing and tailoring, 15 employers of the Manufacturing other than Textile sector have shown intention to recruit 486 employees. The sector that employs mostly expatriates claim that 55% of vacancies are difficult to be filled. Only 2% of employers are willing to seek assistance from EICs to obtain suitable candidates for filling the jobs. The vacancies obtained through the survey consists of 6% of the total vacancies obtained. 78% of the vacancies are for *Textile, Fur and Leather Products Machine Operators*.



VACANCIES	NUMBER REQUIRED
Textile, Fur and Leather Products Machine Operators	379
Garment and other Craft Trades Workers	60
General Drivers	6
Handicraft Workers	6
Machinery Mechanics and Repairers	6
Salespersons and Cashiers	6
Vehicle and Other Cleaning Workers	6
Office Cleaner and Helpers	4

General Office Clerks	4
Heavy Truck and Bus Drivers	4
Electronics and Telecommunications Installers and Repairers	2
Electrical Equipment Installers and Repairers	2
ICT Operations and User Support Technicians	2
Sales, Marketing and Development Managers	2
Production and Manufacturing Managers	1
<b>TOTAL</b>	<b>486</b>

## 11.0 CONSTRUCTION

51 employers of the construction sector have shown intention to recruit 712 employees. The sector that employs mostly expatriates claim that 83% of vacancies are difficult to be filled. 60% of employers are willing to seek assistance from EICs to obtain suitable candidates for filling the jobs. The vacancies obtained through the survey forms 8% of the total vacancies obtained. 48% of the vacancies are for *Building Finishers and Related Trades Workers*.



VACANCIES	NUMBER REQUIRED
Building Finishers and Related Trades Workers	343
Construction Supervisors	60
Building Frame and Related Trades Workers	55
Metal Workers, Welders and Related Workers	53
Electrical Equipment Installers and Repairers	40
Car, Van and Motor Cycle Drivers	35
Mobile Plant and Construction Equipment Operators	26
Construction Labourers	25
Painters and Related Trade Workers	12
Cabinet Makers and Related Trade Workers	11
Machinery Mechanics and Repairers	11
Life Science and Engineering Professionals	10

Architects, Planners, Surveyors and Designers	8
Heavy Truck and Bus Drivers	6
Administrative and Specialised Secretaries	4
Vehicle and other Cleaning Workers	4
Cooks	4
General Office Clerks	2
Finance and Administrative Professionals	1
Client Information Workers and Accounts Clerks	1
Office Cleaners and Helpers	1
<b>TOTAL</b>	<b>712</b>

## 12.0 WHOLESALE AND RETAIL TRADE

The sector consists of commercial companies having trade licences, supermarkets, hypermarkets, shops and distribution companies. 59 employers of the Wholesale and Retail Trade sector have shown intention to recruit 533 employees. The employers from the sector claim that 58% of vacancies are difficult to be filled. 57% of employers are willing to seek assistance from EICs to obtain suitable candidates for filling the jobs. The vacancies obtained through the survey for the sector forms 6% of the total vacancies obtained. 39% of the vacancies are for *Salespersons and Cashiers*.



VACANCIES	NUMBER REQUIRED
Salespersons and Cashiers	207
Administrative and Specialised Secretaries	89
Other Sales Workers	30
Electrical Equipment Installers and Repairers	24
Sales, Marketing and Development Managers	23
Electronics and Telecommunications Installers and Repairers	16
Food and Related Products Machine Operators	16
Cabinet Makers and Related Trades Workers	15

Secretaries (General) and Keyboard Operators	14
Car, Van and Motor Cycle Drivers	13
Blacksmiths, Toolmakers and Related Trades Workers	12
Heavy Truck and Bus Drivers	12
Other Personal Services Workers	8
Sales, Marketing and Public Relations Professionals	8
Other Clerical Support Workers	7
Finance and Administration Professionals	6
Domestic, Hotel and Office Cleaners and Helpers	5
Food Processing and Related Trades Workers	5
Medical and Pharmaceutical Technicians	5
Manufacturing and Construction Supervisors	4
Process Control Technicians	4
Tellers, Money Collectors and Related Clerks	3
ICT Operations and User Support Technicians	2
Painters and Related Trades Workers	2
Physical & Engineering Science	2
Cooks	1
<b>TOTAL</b>	<b>533</b>

### 13.0 TRANSPORTATION AND STORAGE

8 employers of the Transportation and Storage sector have shown intention to recruit 49 employees. The employers from the sector claim that 59% of vacancies are difficult to be filled. 18% of employers are willing to seek assistance from EICs to obtain suitable candidates for filling the jobs. The vacancies obtained through the survey forms only 1% of the total vacancies obtained. 47% of the vacancies are for *General Office Clerks*.



VACANCIES	NUMBER REQUIRED
General Office Clerks	23
Transport and Storage Labourers	8
Heavy Truck and Bus Drivers	6
Car, Van and Motor Cycle Drivers	5
Business Service Agents	4
Administrative and Specialised Secretaries	3
<b>TOTAL</b>	<b>49</b>

## 14.0 HOTELS AND RESTAURANTS

62 employers of the Hotels and Restaurants sector have shown intention to recruit 2,141 employees. The employers from the sector claim that 87% of vacancies are difficult to be filled. 20% of employers are willing to seek assistance from EICs to obtain suitable candidates for filling the jobs. The vacancies obtained covers 25% of the total vacancies obtained during the survey. *Waiters, Bartenders and Other Hospitality Workers* form part of 37% of the vacancies.



<b>VACANCIES</b>	<b>NUMBER REQUIRED</b>
Waiters, Bartenders and other Hospitality Workers	794
Cooks	708
Domestic, Hotel and Office Cleaners and Helpers	327
Salespersons and Cashiers	131
Administrative and Specialised Secretaries	65
Cabinet Makers and Related Trades Workers	49
Hotel and Restaurant Managers	35
Food Preparation Assistants	20
Car, Van and Motor Cycle Drivers	10
Ships' Deck Crews and Related Workers	2
<b>TOTAL</b>	<b>2,141</b>

## 15.0 INFORMATION AND COMMUNICATION TECHNOLOGY

The sector consists of call centres, business process outsourcing, networking, database administration, website management and software development enterprises. 46 employers of the Information and Communication Technology sector have shown intention to recruit 1,555 employees. The employers from the sector claim that 87% of vacancies are difficult to be filled. 64% of employers are willing to seek assistance from EICs to obtain suitable candidates for filling the jobs. The vacancies obtained is estimated to be about 18% of the total vacancies obtained during the survey. 59% of the vacancies obtained for the sector is for *Software and Applications Developers and Analysts*.



<b>VACANCIES</b>	<b>NUMBER REQUIRED</b>
Software and Applications Developers and Analysts	912
ICT Operations and User Support Technicians	203
Client Information Workers and Accounts Clerks	181
Database and Network Professionals	154
Sales, Marketing and Development Managers	23
Electronics and Telecommunications Installers and Repairers	21
Legal Professionals	15
Architects, Planners, Surveyors and Designers	11
Sales, Marketing and Public Relations Professionals	11
Administrative and Specialised Secretaries	10
Telecommunications and Broadcasting Technicians	5
Financial and Mathematical Associate Professionals	4
Salespersons and Cashiers	3
Finance and Administration Professionals	2
<b>Total</b>	<b>1,555</b>

## 16.0 FINANCE AND ACCOUNTANCY

The Finance and Accountancy sector consists among others of accountancy, financial consulting and investment firms. 13 employers of the Finance and Accountancy sector have shown intention to recruit 131 employees. The employers from the sector claim that 41% of vacancies are difficult to be filled. 33% of employers are willing to seek assistance from EICs to obtain suitable candidates for filling the jobs. The vacancies obtained forms about 2% of the total vacancies obtained during the survey. 39% of the vacancies obtained for the sector refers to *Other Sales Workers*.



VACANCIES	NUMBER REQUIRED
Other Sales Workers	52
Finance and Administration Professionals	32
Electrical Equipment Installers and Repairers	22
Managing Directors and Chief Executives	11
Business Services and Administration Managers	6
Administrative and Specialised Secretaries	3
Client Information Workers and Accounts Clerks	3
Salespersons and Cashiers	2
<b>TOTAL</b>	<b>131</b>

## 17.0 PROFESSIONAL

The Professional sector consists among others of legal, consulting and advertising firms. 16 employers of the Professional sector have shown intention to recruit 239 employees. The employers from the sector claim that 83% of vacancies are difficult to be filled. 32% of employers are willing to seek assistance from EICs to obtain suitable candidates for filling the jobs. The vacancies obtained forms about 4% of the total vacancies obtained during the survey. 83% of the vacancies obtained for the sector are for *Finance and Administration Professionals*



VACANCIES	NUMBER REQUIRED
Finance and Administration Professionals	198
Hotel and Restaurant Managers	24
Administrative and Specialised Secretaries	9
Salespersons and Cashiers	4
Life Science and Engineering Professionals	2
Physical and Engineering Science Technicians	2
<b>TOTAL</b>	<b>239</b>

## 18.0 EDUCATION

The Education sector consists of employers in the pre-primary, secondary, tertiary and vocational and technical education. 19 employers of the education sector have shown intention to recruit 102 employees. The employers from the sector claim that 48% of vacancies are difficult to be filled. 40% of employers are willing to seek assistance from EICs to obtain suitable candidates for jobs reported. The vacancies for the sector forms consists 1% of the total vacancies. 36% of the vacancies obtained for the sector are for *Administrative and Specialised Secretaries*.



VACANCIES	NUMBER REQUIRED
Administrative and Specialised Secretaries	37
Domestic, Hotel and Office Cleaners and Helpers	15
Other Clerical Support Workers	9
University and Higher Education Teachers	9
Hairdressers, Beauticians and Related Workers	8
Secondary Education Teachers	6
Business Services and Administration Managers	5
Vocational Education Teachers	5
Other Sales Workers	4
Primary School and Other Teaching Professionals	4
<b>TOTAL</b>	<b>102</b>

## 19.0 HEALTH AND SOCIAL SERVICES

The Health and Social Services sector consists of employers of private clinics, pharmacies, homes, shelters and NGOs. 13 employers of the Health and Social Services sector have shown intention to recruit 113 employees. 59% of vacancies are difficult to be filled according to employers of the sector. 65% of employers are willing to seek assistance of EICs for the recruitment process. The vacancies obtained during the survey consist of about 1% of the total vacancies. 37% of the vacancies obtained for the sector are for *Administrative and Specialised Secretaries*



VACANCIES	NUMBER REQUIRED
Administrative and Specialised Secretaries	42
Paramedical Practitioners	32
Medical and Pharmaceutical Technicians	21
Personal Care Workers in Health Services	13
Life Science Technicians and Related Associate Professionals	2
Sales, Marketing and Development Managers	2
Transport and Storage Labourers	1
<b>TOTAL</b>	<b>113</b>

## 20.0 REAL ESTATE AND OTHER BUSINESSES

The Real Estate and Other Businesses sector consists of among others: cleaning operators, security services and real estate agencies. 9 employers of the Real Estate and Other Businesses sector have shown intention to recruit 121 employees. The employers of the sector claim that 94% of vacancies are difficult to be filled. 53% of employers are willing to seek assistance of EICs for the recruitment process. The vacancies obtained during the survey form part of about 6% of the total vacancies. 77% of the vacancies obtained for the sector are for *Domestic, Hotel and Office Cleaners and Helpers*.



VACANCIES	NUMBER REQUIRED
Domestic, Hotel and Office Cleaners and Helpers	415
Refuse and Other Elementary Workers	66
Protective Services Workers	35
Electrical Equipment Installers and Repairers	6
Administrative and Specialised Secretaries	4
Business Services Agents	4
Authors, Journalists and Linguists	3
Domestic, Hotel and Office Cleaners and Helpers	2
Architects, Planners, Surveyors and Designers	1
<b>TOTAL</b>	<b>536</b>

## 21.0 ARTS, ENTERTAINMENT AND RECREATIONAL ACTIVITIES

The Arts, Entertainment and Recreational Activities sector consist of among others: art galleries, music companies, theatres and tourism activities. 3 employers of the sector have shown intention to recruit 23 employees. The employers of the sector claim that 30% of the vacancies are difficult to be filled. All employers who have responded in the survey are willing to seek assistance of EICs to fill the vacancies. The vacancies obtained represent about 1% of the total vacancies. 78% of the vacancies obtained for the sector are for *Artistic, Cultural and Culinary Associate Professionals*.



VACANCIES	NUMBER REQUIRED
Artistic, Cultural and Culinary Associate Professionals	18
Administrative and Specialised Secretaries	5
<b>TOTAL</b>	<b>23</b>

## 22.0 OTHER SECTORS

The Other Sectors comprise of sectors not listed above. 82 employers of the sector have shown intention to recruit 624 employees. The employers of the sector claim that 83% of the vacancies are difficult to be filled. 14% of the employers are willing to seek assistance of EICs to fill the vacancies which represent about 7% of the total vacancies. *Administrative and Specialised Secretaries* form part of 34% of the vacancies obtained for the sector.

VACANCIES	NUMBER REQUIRED
Administrative and Specialised Secretaries	210
Vehicle and Other Cleaning Workers	55
Metal Workers, Welders, and Related Workers	54
Machinery Mechanics and Repairers	34
General Office Clerks	27
Salespersons and Cashiers	25
Other Sales Workers	20
Child Care Workers	17
Mathematicians, Actuaries and Statisticians	16
Rubber, Plastic and Paper Products Machine Operators	16
Finance and Administration Professionals	15
Car, Van and Motor Cycle Drivers	13
Heavy Truck and Bus Drivers	13
Other Personal Services Workers	12
Telecommunications and Broadcasting Technicians	12
Assemblers	11
Printing Trades Workers	11
Electrical Equipment Installers and Repairers	10
Electronics and Telecommunications installers and repairers	9

Hotel and Restaurant Managers	8
Business Services and Administration Managers	6
Food and Related Products Machine Operators	6
Other Clerical Support Workers	6
ICT Operations and User Support Technicians	5
Medical and Pharmaceutical Technicians	3
Business Services Agents	2
Creative and Performing Artists	2
Mining, Construction and Manufacturing Labourers	2
Other Stationary Plant and Machine Operators	2
Refuse and Other Elementary Workers	2
<b>TOTAL</b>	<b>624</b>

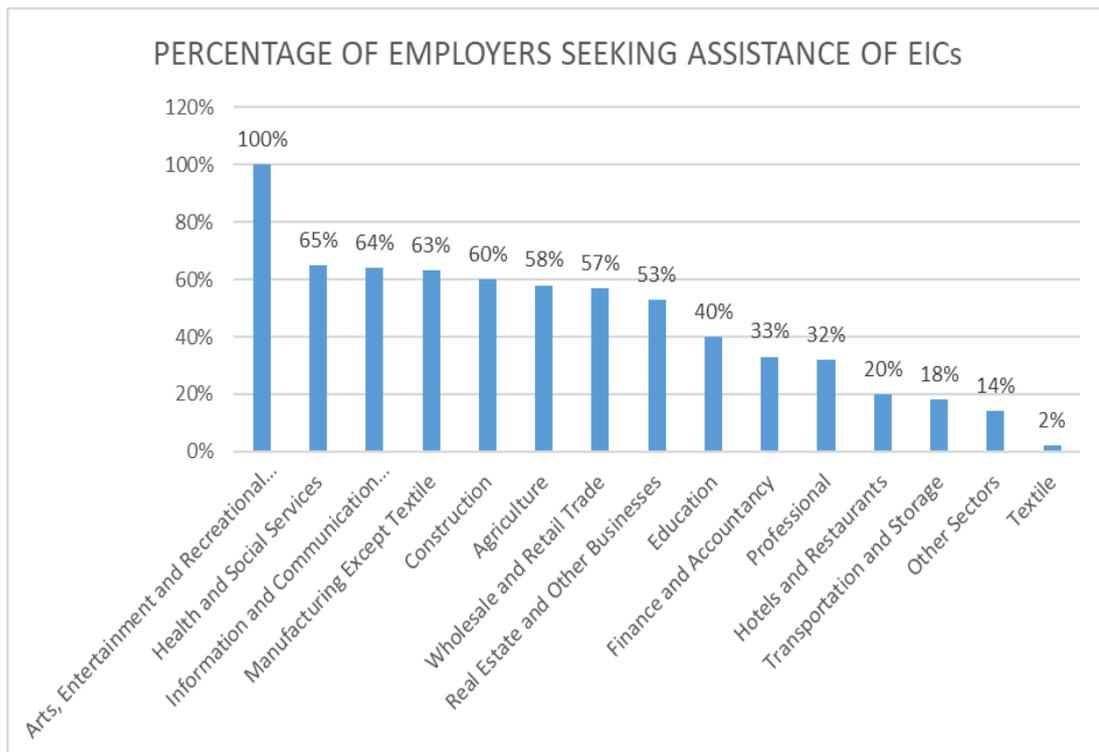
## 23.0 EMPLOYERS SEEKING ASSISTANCE OF EMPLOYMENT INFORMATION CENTRES

Employers from all sectors are willing to seek assistance from Employment Information Centres (EICs) to fill some of the vacancies reported during the labour market survey 2020.

All employers from the Arts, Entertainment and Other Recreational Sector are willing to have collaboration of EICs for their recruitment process.

Only 2% employers from the Textile sector are willing to seek support of EICs to fill vacancies reported.

The figure below depicts the percentage of employers willing to work with EICs to recruit jobseekers.



EICs will work with employers to assist in filling of the vacancies reported during the survey.

## 24.0 METHODOLOGY

The labour market survey 2020 was conducted in collaboration with Statistics Mauritius (SM) and Human Resource Development Council (HRDC), under the guidance and supervision of Pole Emploi, France. Mr Pierre Broissier, Pole Emploi expert on Labour Market was on Mission in April and October 2019 to supervise activities related to the survey and statistics.

A list of employers was obtained from the CBR, SM and another list was drawn from the database of employers registered under the website: <https://mauritiusjobs.govmu.org>. Both lists were worked out into a single list to avoid duplication.

The Government Online Centre (GOC) developed a web based questionnaire on a platform [www.labourmarketsurvey.govmu.org](http://www.labourmarketsurvey.govmu.org). Access was provided to each employer through a user name and password.

The lists of employers were distributed equally to all EICs, irrespective of the regions of the employers. EICs were requested to send emails with covering letter providing instructions to employers to login, fill and submit the questionnaires on the e-platform of the survey. Staff of EICs were provided capacity building on the labour market survey 2020.

The survey started on 15 November 2019 and after a break for the new year celebrations the survey resumed on 15 January 2020. The field work, that is sending of emails and re-contacts ended on 28 February 2020. Another series of re-contacts was conducted during the first two weeks of March 2020.

The list of occupations used for the survey consists of 3 digits' minor groups (575 occupations) according to the International Classification of Occupations (ISCO) (list at Annex V).

## 25.0 CONCLUDING REMARKS

The Hotels and Restaurants as well as the Information and Communications Technology (ICT) remains the sectors that have the greatest share of vacancies. They are sectors in expansion and evolution. The Hotels and Restaurants sector provide new type of services to its customers such as green tourism, while the ICT sector is turning towards Artificial Intelligence (AI), Internet of Things, and Blockchain.

Both sectors need young persons who can adapt to changes in the sectors. The Mauritius Institute of Training and Development and the Human Resource Development Council provides interesting training programmes for youth for both sectors as well as other sectors. The youth must be encouraged to participate in the programmes. Employers should develop interesting career paths for the youth through capacity development programmes.

# Annex I:

## QUESTIONNAIRE SAMPLE

Employer's Survey on Labour Market

labourmarketsurvey.govmu.org/Survey\_Form.php

Ministry of Labour, Industrial Relations, Employment and Training  
Employer's Survey on Labour Market

The objective of this survey is to enable employers to provide information on the needs of the labour market.  
For any information about filling of this survey questionnaire, please contact us on 207-2728 or send an email on csomole2018@gmail.com

\* marked questions and red fields are mandatory

1. Please confirm that information below is correct. If not, kindly amend.

Business Registration Number (BRN)	C07068961
Name of Company*	Caunhye Bijoux Ltd
Workforce range*	10 - 19
Your sector of operation is*	Manufacturing Except Textile
Address of Company*	81, Lord Kitchner Street, Port Louis
Contact email for survey*	caubijou@orange.mu
Telephone number for survey*	212-1891
Related EIC (For office use only)	Port Louis

2. Do you have any future job needs for your Company, for the next year?

Yes  No

(If you select 'Yes', kindly fill sections 3,4 and 5)

(If you select 'Yes', kindly fill sections 3,4 and 5)

(If you choose 'No', kindly skip to sections 4 and 5)

3. What are your future job needs?

SN	Occupational Group	Total number of possible vacancies for next year	Do you expect any difficulty in filling of those vacancies?	Among those vacancies, how many are			Reset
				Permanent? *	Casual? **	Part time? ***	
1	Handicraft Workers	3	<input checked="" type="radio"/> Yes <input type="radio"/> No	1	1	1	Reset
2	Assemblers	6	<input type="radio"/> Yes <input checked="" type="radio"/> No	2	2	2	Reset
3	Please select		<input type="radio"/> Yes <input checked="" type="radio"/> No				Reset
4	Please select		<input type="radio"/> Yes <input checked="" type="radio"/> No				Reset
5	Please select		<input type="radio"/> Yes <input checked="" type="radio"/> No				Reset
6	Please select		<input type="radio"/> Yes <input checked="" type="radio"/> No				Reset
7	Please select		<input type="radio"/> Yes <input checked="" type="radio"/> No				Reset
8	Please select		<input type="radio"/> Yes <input checked="" type="radio"/> No				Reset
9	Please select		<input type="radio"/> Yes <input checked="" type="radio"/> No				Reset
10	Please select		<input type="radio"/> Yes <input checked="" type="radio"/> No				Reset

\* Permanent – Employment done on a regular, continuing basis, rather than hiring on a contractual basis.

\*\* Casual – Casual employment refers to a situation in which an employee is only guaranteed work when it is needed, and there is no expectation that there will be more work in the future.

\*\*\* Part time - A part time job is something which you do in your free time for a few hours like 2 to 3 hours a day or during the weekends to earn some extra cash.

4. For these job needs, would you like to be contacted by your regional Employment Information Centre?

Yes  No

Employer's Survey on Labour M: X +

labourmarketsurvey.govmu.org/Survey\_Form.php

Connect to Discove... Outlook Web App Standard courses... Statistics Mauritius... Employer's Survey... Le Défi Media Grou...

**\* Permanent – Employment done on a regular, continuing basis, rather than hiring on a contractual basis.**

**\*\* Casual – Casual employment refers to a situation in which an employee is only guaranteed work when it is needed, and there is no expectation that there will be more work in the future.**

**\*\*\* Part time - A part time job is something which you do in your free time for a few hours like 2 to 3 hours a day or during the weekends to earn some extra cash.**

**4. For these job needs, would you like to be contacted by your regional Employment Information Centre?**

Yes  No

*If you select 'Yes' for the above question, then fill in your Contact details:*

Surname*	Smith	First Name*	John
Email Address*	jsmith@gmail.com	Contact Number*	Office 2121891 Mobile 59876234

**5. You have now reached the end of the questionnaire**

You have now reached the end of the questionnaire  
Thank you once again for your participation in the survey.  
Kindly validate all information before clicking on SUBMIT

**Submit**

Type here to search

9:53 AM 11/14/2019

**Annex II:**

**SAMPLE OF COVERING EMAIL**

**MINISTRY OF LABOUR, HUMAN RESOURCE DEVELOPMENT AND TRAINING**

*Dear Sir/Madam,*

***Labour Market Survey 2020***

*The Ministry of Labour, Human Resource Development and Training is conducting a Labour Market Survey as from November 2019.*

*The main purpose of the labour market survey is to:*

- (d) Determine the future labour needs for 2020 and expectations of employers;*
- (e) Assist employers who are having difficulties to fill vacancies; and*
- (f) Publish a report for manpower planning.*

*The questionnaire is very user-friendly and consists of only one page.*

*It is available on the URL: <https://labourmarketsurvey.govmu.org>*

*You are kindly requested to click on the above link to access the questionnaire, fill and submit the same by .....*

***Please note that your login will be as follows:***

***Username: .....***

***password: .....***

*Should you encounter any difficulty in filling the questionnaire, please contact the **Statistics Unit** of this Ministry on telephone number: **207-2728** and email: [csomole2018@gmail.com](mailto:csomole2018@gmail.com)*

*We assure you that the information collected will be treated in strict confidentiality.*

*Thanking you for your valuable assistance and participation in this survey.*

### Annex III:

#### NUMBER OF VACANCIES OBTAINED BY SECTOR

SECTOR	NUMBER OF EMPLOYER RESPONDED	NUMBER OF VACANCIES OBTAINED	PERCENTAGE OF VACANCIES OBTAINED
<i>Agriculture</i>	38	487	6%
<i>Arts, Entertainment and Recreational Activities</i>	5	23	1%
<i>Construction</i>	55	712	8%
<i>Education</i>	35	102	1%
<i>Finance and Accountancy</i>	24	131	2%
<i>Health and Social Services</i>	17	113	1%
<i>Hotels and Restaurants</i>	75	2,141	25%
<i>Information and Communication Technology</i>	57	1,555	18%
<i>Manufacturing Except Textile</i>	86	718	8%
<i>Other Sectors</i>	139	624	7%
<i>Professional</i>	22	239	4%
<i>Real Estate and Other Businesses</i>	15	536	6%
<i>Textile</i>	28	486	6%
<i>Transportation and Storage</i>	12	49	1%
<i>Wholesale and Retail Trade</i>	102	533	6%
<b>TOTAL</b>	<b>710</b>	<b>8,449</b>	<b>100%</b>

## Annex IV:

### JOB S DIFFICULT TO BE FILLED

SECTOR	NUMBER OF JOBS DIFFICULT TO BE FILLED	% OF JOBS DIFFICULT TO BE FILLED
<i>Agriculture</i>	372	66%
<i>Arts, Entertainment and Recreational Activities</i>	23	100%
<i>Construction</i>	604	85%
<i>Education</i>	49	48%
<i>Finance and Accountancy</i>	54	41%
<i>Health and Social Services</i>	69	61%
<i>Hotels and Restaurants</i>	1,863	87%
<i>Information and Communication Technology</i>	1,346	87%
<i>Manufacturing Except Textile</i>	358	66%
<i>Others</i>	510	82%
<i>Professional</i>	209	87%
<i>Real Estate and Other Businesses</i>	114	94%
<i>Textile</i>	267	55%
<i>Transportation and Storage</i>	29	39%
<i>Wholesale and Retail Trade</i>	308	58%
<b>TOTAL</b>	<b>6,175</b>	<b>73%</b>

## Annex V: LIST OF OCCUPATIONS

NCO_LEVEL3_CODE	NCO_LEVEL3_DESCRIPTION
111	Legislators and Senior Officials
112	Managing Directors and Chief Executives
121	Business Services and Administration Managers
122	Sales, Marketing and Development Managers
131	Managers in Agriculture, Forestry and Fisheries
132	Manufacturing, Construction, and Distribution Managers
133	ICT Service Managers
134	Professional Services Managers
141	Hotel and Restaurant Managers
142	Service Trade Managers
211	Physical and Earth Science Professionals
212	Mathematicians, Actuaries and Statisticians
213	Life Science and Engineering Professionals
216	Architects, Planners, Surveyors and Designers
221	Medical Doctors, Nursing and Midwifery Professionals
223	Traditional Medicine Professionals
224	Paramedical Practitioners
225	Veterinarians and other Health Professionals
231	University and Higher Education Teachers
232	Vocational Education Teachers
233	Secondary Education Teachers
234	Primary School and Other Teaching Professionals
241	Finance and Administration Professionals
243	Sales, Marketing and Public Relations Professionals
251	Software and Applications Developers and Analysts
252	Database and Network Professionals
261	Legal Professionals
262	Librarians, Archivists and Curators
263	Social and Religious Professionals
264	Authors, Journalists and Linguists
265	Creative and Performing Artists
311	Physical and Engineering Science Technicians
312	Manufacturing and Construction Supervisors
313	Process Control Technicians
314	Life Science Technicians and Related Associate Professionals
315	Ship and Aircraft Controllers and Technicians
321	Medical and Pharmaceutical Technicians
322	Nursing and Midwifery Associate Professionals
323	Traditional Medicine Associate Professionals
324	Veterinary Technicians and Other Health Associate Professionals
331	Financial and Mathematical Associate Professionals

332	Sales and Purchasing Agents and Brokers
333	Business Services Agents
334	Administrative and Specialised Secretaries
341	Legal, Social and Religious Associate Professionals
342	Sports and Fitness Workers
343	Artistic, Cultural and Culinary Associate Professionals
351	ICT Operations and User Support Technicians
352	Telecommunications and Broadcasting Technicians
411	General Office Clerks
412	Secretaries (General) and Keyboard Operators
421	Tellers, Money Collectors and Related Clerks
422	Client Information Workers and Accounts Clerks
433	Other Clerical Support Workers
511	Travel Attendants, Conductors and Guides
512	Cooks
513	Waiters, Bartenders and other Hospitality Workers
514	Hairdressers, Beauticians and Related Workers
516	Other Personal Services Workers
521	Street and Market Salespersons
522	Salespersons and Cashiers
524	Other Sales Workers
531	Child Care Workers
532	Personal Care Workers in Health Services
541	Protective Services Workers
611	Market Gardeners and Crop Growers
613	Mixed Crop and Animal Producers
621	Forestry and Related Workers
622	Fishery Workers, Hunters and Trappers
711	Building Frame and Related Trades Workers
712	Building Finishers and Related Trades Workers
713	Painters and Related Trades Workers
721	Metal Workers, Welders, and Related Workers
722	Blacksmiths, Toolmakers and Related Trades Workers
723	Machinery Mechanics and Repairers
731	Handicraft Workers
732	Printing Trades Workers
741	Electrical Equipment Installers and Repairers
742	Electronics and Telecommunications installers and repairers
751	Food Processing and Related Trades Workers
752	Cabinet Makers and Related Trades Workers
753	Garment and other Craft Trades Workers
811	Mining and Mineral Processing Plant Operators
812	Metal Processing and Finishing Plant Operators
813	Photographic Products Plant and Machine Operators

814	Rubber, Plastic and Paper Products Machine Operators
815	Textile, Fur and Leather Products Machine Operators
816	Food and Related Products Machine Operators
817	Wood Processing and Papermaking Plant Operators
818	Other Stationary Plant and Machine Operators
821	Assemblers
832	Car, Van and Motor Cycle Drivers
833	Heavy Truck and Bus Drivers
834	Mobile Plant and Construction Equipment Operators
835	Ships' Deck Crews and Related Workers
911	Domestic, Hotel and Office Cleaners and Helpers
912	Vehicle and Other Cleaning Workers
921	Agricultural, Forestry and Fishery Labourers
931	Mining, Construction and Manufacturing Labourers
933	Transport and Storage Labourers
941	Food Preparation Assistants
951	Street and Related Service Workers
961	Refuse and Other Elementary Workers