






# Gozitan Human Resources in tourism survey 2021




1. How do you rate your establishment's performance this season when compared to summer 2020 ?

Answer Choices			Response Percent
1	worse than 2020		15.91%
2	same as last year 2020		25.00%
3	better than summer 2020		59.09%

2. Did you experience increases in the daily running costs of your establishment?

Answer Choices			Response Percent
1	Yes		81.82%
2	No		18.18%

3. What are you envisaging that the business for your establishment will turn out to be in the coming year 2022 ?

Answer Choices			Response Percent
1	worse than 2021		11.36%
2	same levels as 2021		40.91%
3	better than 2021		47.73%

#### 4. In your establishment's daily operation did you encounter staff shortage during summer 2021?

Answer Choices		Response Percent
1	Yes	90.91%
2	No	9.09%





#### 5. If yes did this staff shortage hinder your day to day running of your establishment?

Answer Choices		Response Percent
1	Yes	92.86%
2	No	7.14%







#### 6. In what way the staff shortage affected negatively your establishment?

Answer Choices		Response Percent
1	Lack of service	74.36%
2	Didn't open the normal days and/or hours	20.51%
3	Had to close some or part of your establishment	38.46%
4	Had to find staff replacement from within other departments within your establishment	38.46%
5	Had to outsource some of your services	48.72%






**7. If you outsourced any of your services, were you satisfied with the level of service that you were offered?**

Answer Choices			Response Percent
1	Yes		14.81%
2	No		44.44%
3	Not good		18.52%
4	Not bad		22.22%




**8. Which type of staff you lacked during this summer season?**

Answer Choices			Response Percent
1	Service staff		55.00%
2	Kitchen staff		45.00%
3	Front office staff		12.50%
4	Cleaning and housekeeping staff		72.50%
5	Clerical staff		0.00%
6	Maintenance Staff		15.00%
7			7.50%

**9. What do you think are the main reasons for this staff shortage in the tourism sector?**

Answer Choices			Response Percent
1	Working hours		42.50%
2	Hourly rate paid		27.50%
3	Unsatisfactory conditions		12.50%
4	Preference in other jobs besides catering		57.50%
5	Staff poaching		42.50%

## 9. What do you think are the main reasons for this staff shortage in the tourism sector?

6	Tourism sector no longer attractive		45.00%	
7	Lack of career advancement		15.00%	
8	Other (please specify):		57.50%	

Other (please specify): (23)

1	23/09/2021 09:05 AM ID: 175094304	Lack of available people
2	23/09/2021 09:49 AM ID: 175097866	Difficulty to recruit qualified staff from the UK
3	23/09/2021 10:18 AM ID: 175100431	locals not interested in a hospitality job / pool of foreign works diminished / no new workers coming into Malta due to restrictions
4	23/09/2021 10:43 AM ID: 175102513	Some workers prefer a Government job where can work few hours a day and then do another undeclared job.
5	23/09/2021 10:49 AM ID: 175102962	Returning back of foreign workers.
6	23/09/2021 10:56 AM ID: 175103582	Government is poaching workers from the tourism sector. We still have the problem of seasonality.
7	23/09/2021 11:22 AM ID: 175105728	Workers prefer easy jobs with the Government and public entities.
8	23/09/2021 11:48 AM ID: 175107999	local persons do not want to work with private businesses. They all want a government job.
9	23/09/2021 12:39 PM ID: 175112362	Not enough foreigners
10	23/09/2021 14:43 PM ID: 175123130	Nobody wants a job which is seasonal. They prefer government jobs as it is guaranteed income with super conditions.
11	23/09/2021 15:34 PM ID: 175127954	Government offered contract jobs to a lot of Gozitans who preferred to take them instead of working in the tourist industry.
12	23/09/2021 20:06 PM ID: 175146890	entry restrictions imposed by the government
13	24/09/2021 09:20 AM ID: 175161770	We could not find drivers speaking French and/or German. We could and can't bring staff from other countries due to health restrictions due to COVID

## 9. What do you think are the main reasons for this staff shortage in the tourism sector?

14	24/09/2021 11:08 AM ID: 175169981	The important jobs in tourism, cleaning etc are not attractive and therefore no one wants to do this type of job.
15	28/09/2021 08:45 AM ID: 175380341	1. Nobody wants to do the dirty work anymore. Everybody is preferring cushy jobs. 2. We used to pay Euros 8 / hour per cleaner. A lot of Maltese bought property in Gozo and they started giving cleaners the rates they used to pay in Malta, i.e. a minimum of Euros 10.00 per hour. It is virtually impossible to find cleaners willing to work below this rate. For farmhouses cleaners are charging Euros 12.00 per hour and for larger farmhouses requiring three or more cleaners it is increasingly difficult finding cleaners.
16	28/09/2021 10:08 AM ID: 175389424	Staff stuck in other countries unable to get here
17	28/09/2021 10:56 AM ID: 175395366	They are constantly being offered jobs with the government for obvious reasons. This issue has to be tackled asap. The tourism industry plays a large amount in the Maltese economy and if the staff shortage is not seen to the industry will deteriorate.
18	28/09/2021 17:47 PM ID: 175439383	Tourism is still seasonal and everyone wants a full time job all year round. If Gozitan establishments are given wage supplement, then it will be more attractive.
19	28/09/2021 19:46 PM ID: 175447544	Because they don't want to work full time not flexible hours.
20	28/09/2021 20:37 PM ID: 175450351	Good trained personnel offered job with the government sector
21	29/09/2021 14:10 PM ID: 175496963	normal markets we used to hire workers from were closed off because of COVID
22	29/09/2021 18:34 PM ID: 175523565	No foreigners to work in catering, difficulty to get permits to enter the country, Maltese easy to get government jobs, therefor no locals want to work in catering.
23	01/10/2021 10:01 AM ID: 175635875	Permits for foreign workers process is to long

## 10. What actions and measures do you foresee that could be implemented to overcome the staff shortage problem?

Answer Choices		Response Percent
1	Tax incentives for employees in tourism	59.46%
2	More synergy with the ITS Qala campus management	43.24%
3	More awareness in schools about job opportunities in the tourism sector	54.05%
4	Other (please specify):	56.76%

## 10. What actions and measures do you foresee that could be implemented to overcome the staff shortage problem?

Other (please specify): (21)

1	23/09/2021 09:11 AM ID: 175094741	- Improve Working Conditions (Overtime Rates/ Public Holidays and Yearly Events Extra pay) + Compare Wages with Maltese Island
2	23/09/2021 09:46 AM ID: 175097570	Change the perception of the industry through better training and re-ignited pride in working in the sector - once this is achieved locals can be attracted once again to the industry demanding better salary conditions. Skill sets need to be clearly identified and acknowledged reflecting in salaries and also promotion consideration. Synergy between ITS and industry is crucial and needs to be more focused. - Similar to MCAST. Internships are not enough at least not the way they are done now.
3	23/09/2021 09:49 AM ID: 175097866	Help to keep current staff this winter.....
4	23/09/2021 09:50 AM ID: 175097920	Seasonal work permits to be available for staff coming from outside of Europe
5	23/09/2021 10:43 AM ID: 175102513	We can't compete with the Government and public entities as these offer favorable conditions such as full pay for a couple of hours a day.
6	23/09/2021 10:56 AM ID: 175103582	Gov has to help the tourism sector during the period November to March as due to seasonality, it is not sustainable.
7	23/09/2021 11:22 AM ID: 175105728	Government and public entities have to stop employing unnecessary workers to work for a couple of hours a day. ITS Qala has to do courses for locals & foreigners who want to work in the tourism sector. Gov to subsidy the NI during the winter months.
8	23/09/2021 11:48 AM ID: 175107999	Help to get foreign persons to work in the hospitality sector and in the catering establishments since we are not finding any local persons to work in these sectors
9	23/09/2021 12:39 PM ID: 175112362	Incentives for more students to work in the Tourism industry during peak season and while they are off school. Ex: Incentives to students from different backgrounds to find a season job in the tourism industry. This would be over and above their wage.
10	23/09/2021 13:33 PM ID: 175116666	we have to teach our staff to work professionally before expecting to earn top money, who is in the industry professionally is earning good money
11	23/09/2021 13:33 PM ID: 175116681	we have to teach our staff to work professionally before expecting to earn top money, who is in the industry professionally is earning good money
12	23/09/2021 14:43 PM ID: 175123130	Import foreign employees who want to work as the locals want to work for government related jobs
13	23/09/2021 20:06 PM ID: 175146890	easier entry regulations to Malta, faster processing of work permits, better pay

**10. What actions and measures do you foresee that could be implemented to overcome the staff shortage problem?**

14	24/09/2021 09:20 AM ID: 175161770	Open up for staff recruitment from abroad
15	24/09/2021 11:08 AM ID: 175169981	Basic service jobs in Tourism made more attractive.
16	28/09/2021 08:45 AM ID: 175380341	We should encourage serious cleaning companies to open a Gozo branch or better than that open up our own cleaning company.
17	28/09/2021 10:08 AM ID: 175389424	We have a GEM here, time to realise it and charge the going rate in the rest of the world so we can PAY STAFF a REALISTIC WAGE!
18	28/09/2021 19:46 PM ID: 175447544	There should be organized cleaning company from where we can book cleaners.
19	29/09/2021 14:10 PM ID: 175496963	Open traditional markets where employees coming from these countries are eager to work in our industry.
20	29/09/2021 18:34 PM ID: 175523565	Bring foreign workers from abroad, there is no chance for the locals to work this job unless they open their own place.
21	01/10/2021 07:08 AM ID: 175623486	Working Conditions (Pay extra for holidays + hourly rate increase), Employee is protected from online mentions on bad reviews, awareness on career development