

Customer & Workforce Insights

Volume 19

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Overview



- Even tighter... unemployment down to record levels again – lowest since 1969, participation rate stays locked at low levels (actually 0.2% lower over the past two years) and the results again...
- ...job gains in September across the board in all major categories except one: *Leisure & Hospitality*.
- Worker productivity accelerated at the strongest pace in more than three years this spring, paired with lower unit labor costs.
- Temporary help employment grew 0.3% from August to September, adding 10,600 jobs over the month. September year over year growth a strong 2.9%.

Manufacturing

Nearly three-quarters of manufacturers said a shortage of qualified workers was their #1 challenge while *simultaneously* reporting optimism levels at record highs.



The 'manufacturing brand' message is critical in this challenging labor market. For example: a career in modern manufacturing can be high paying, high tech and hands on, providing a promising opportunity for young people, according to a recent statement by the CEO of the National Association of Manufacturers (NAM)

15 of the 18 major manufacturing sectors grew in September. Only one contracted: Primary Metals.

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Workforce

The talent war shows no signs of abating. With this level of competition, [companies must build strong employment brands](#) to attract and retain talent. This Deloitte study highlights the increasing importance of the intangibles like culture and the candidate experience.

Another example of companies investing in hourly workers: [subsidized backup care days](#) for children or adults.



Logistics

Warehousing and transportation companies added [23,800 jobs in September](#), as retailers are aligning operations to meet every-increasing, labor-intensive e-commerce demands.

Amazon is advocating a raise in national minimum wage, and leading the industry in [implementing new, higher pay](#) for their full-time, part-time, temporary, and seasonal employees.

[Robots collaborating with humans](#) is an increasing reality at many logistics operations, having positive impacts on worker productivity and safety among other areas.