

OSKA study of human resources, administrative and business consultation occupations

Key findings

Over the next ten years, the number of jobs in business consultation and human resource development will increase while the number of clerical jobs will drop

- There will be a drop in the number of jobs related to human resource administration while the demand for positions related to strategic planning, training and recruitment will increase.
- Technological developments reduce the number of administrative clerks by 15%.
- The demand for career services is increasing due to the need to bring more people to the labour market and keep them employed as well as the changing expectations of employees for their career paths.
- Labour shortages, automation and digitalisation lead to changes in business models in the economy, increasing the need for business consultation services.

The number of people trained for human resources and information and document management related occupations exceeds the labour market needs

- Approximately 50 new employees per year are needed to fill in human resources and career guidance jobs, but 150 graduates from programmes related to human resources management every year.
- Information and document managers are trained in four educational institutions, even though the demand is low – up to 20 per year.
- There are no career guidance degree studies available. Continuing education opportunities need to be developed further to ensure the best solutions for their training.
- There is a growing need for health service secretaries, but educational institutions do not offer relevant professional training.

Successful HR, administrative work and business consultation requires both an employee-centred and entrepreneurial mindset

- In the field of human resource management and career services, the ability to deal with employees of different cultural backgrounds, persons with reduced work ability and senior citizens becomes increasingly important.
- Human resource managers are expected to be more employee-centred and have career development competences as well as knowledge of business fundamentals and finances. The more routine tasks of office clerks can be automated, while more tasks related to data protection, social media management, marketing, health promotion and other areas will be added.
- There is an increasing demand for ICT competences in information and document management: employees in this field need knowledge of the information systems architecture, information security and data protection, and the ability to commission digital solutions.

Background

- Professional training opportunities for human resources, administrative and business consultation occupations are varied and the study programmes popular. There is no shortage of labour.
- Organisations employ over 26,000 people in these occupations – this is approx. 4% of all employees in Estonia.
- Professional training in these fields can be obtained from:
 - o institutions of higher education: Tallinn University of Technology, University of Tartu, Tallinn University, Estonian Entrepreneurship University of Applied Sciences, Lääne-Viru College, Estonian Business School; and
 - o vocational educational institutions: Tallinn School of Economics, Tartu Vocational Education Centre, Pärnu Vocational Education Centre, Haapsalu Vocational Education Centre and Olustvere School of Service and Rural Economics.
- The OSKA study of human resources, administrative and business consultation occupations analysed the need for labour and skills until 2025 and made proposals on how to meet it.
- The OSKA forecasting system produces projections of the need for labour force and skills in all fields of the Estonian economy by 2020 and compares these to the education and training offered by higher education institutions, VET institutions and continuing education courses.
- OSKA studies are conducted by the Estonian Qualifications Authority (*Kutsekoda*) and funded by the European Social Fund.