



19TH MEETING OF THE COMCEC TOURISM WORKING GROUP

5th October 2022

Staff Shortages in Travel & Tourism

Nejc Jus
Head of Research



wttc.org



@wttc



@wtandtc



@wttc



@wttc

WTTC Members

WTTC Executive Committee

180+ Members (CEOs and Chairs) | All geographies | All industries in Travel & Tourism

Airports

Airlines

Cruise

Destinations

Tour Operators

Travel Companies

OTAs

GDS

Car Rental

Hotels

Digital Players

Travel Services



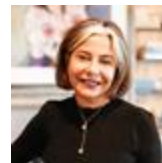
CARNIVAL CORPORATION
Arnold Donald
President & CEO



HILTON
Christopher J. Nassetta
President & CEO



UNITED AIRLINES
Scott Kirby
CEO



VALUE RETAIL
Desirée Bollier
Chair



INTREPID GROUP
Darrell Wade
Co-Founder & Chairman



TUI GROUP
Friedrich Joussem
CEO



MSC CRUISES
Pierfrancesco Vago
Executive Chairman



ROYAL CARIBBEAN CRUISES
Jason Liberty
President & CEO



DALLAS FORT WORTH INTERNATIONAL AIRPORT
Sean Donohue
CEO



AMERICAN EXPRESS COMPANY
Glenda McNeal
President, Enterprise Strategic Partnerships



JTB CORP
Hiromi Tagawa
Executive Advisor



DUBAI AIRPORTS
Paul Griffith
CEO



SANDALS RESORTS
Adam Stewart
Executive Chairman



JAPAN AIRLINES
Yuji Akasaka
Representative Director, Executive President



TRIP.COM GROUP
Jane Jie Sun
CEO



VIRTUOSO
Matthew Upchurch
President & CEO



CWT
Michelle McKinney
CEO



US TRAVEL ASSOCIATION
Roger Dow
President and CEO

Research

For over 30 years we have been quantifying the impact of Travel & Tourism in 185 countries in our annual **Economic Impact Research**.



CITY TRAVEL & TOURISM
ECONOMIC IMPACT



TRAVEL & TOURISM
SECTOR BENCHMARKING



TRAVEL & TOURISM
FOCUS RESEARCH

World: Economic Impact 2022

Global Data



Total GDP contribution:

2019

10.3%

USD 9,630 BN

Travel & Tourism GDP
change:

2020

5.3%

USD 4,775 BN

-50.4%
=USD -4,855 BN
(Economy GDP = -3.3%)

2021

6.1%

USD 5,812 BN

+21.7%
=USD 1,038 BN
(Economy GDP = 5.8%)



Total Travel & Tourism jobs:

333 MN

= 1 in 10 jobs

Change in Jobs²:

271 MN

= 1 in 12 jobs

-62.0MN

= -18.6%

289 MN

= 1 in 11 jobs

+18.2MN

= + 6.7%

World Economic Impact Timeline: 2019-2032

2022-2032 key facts:

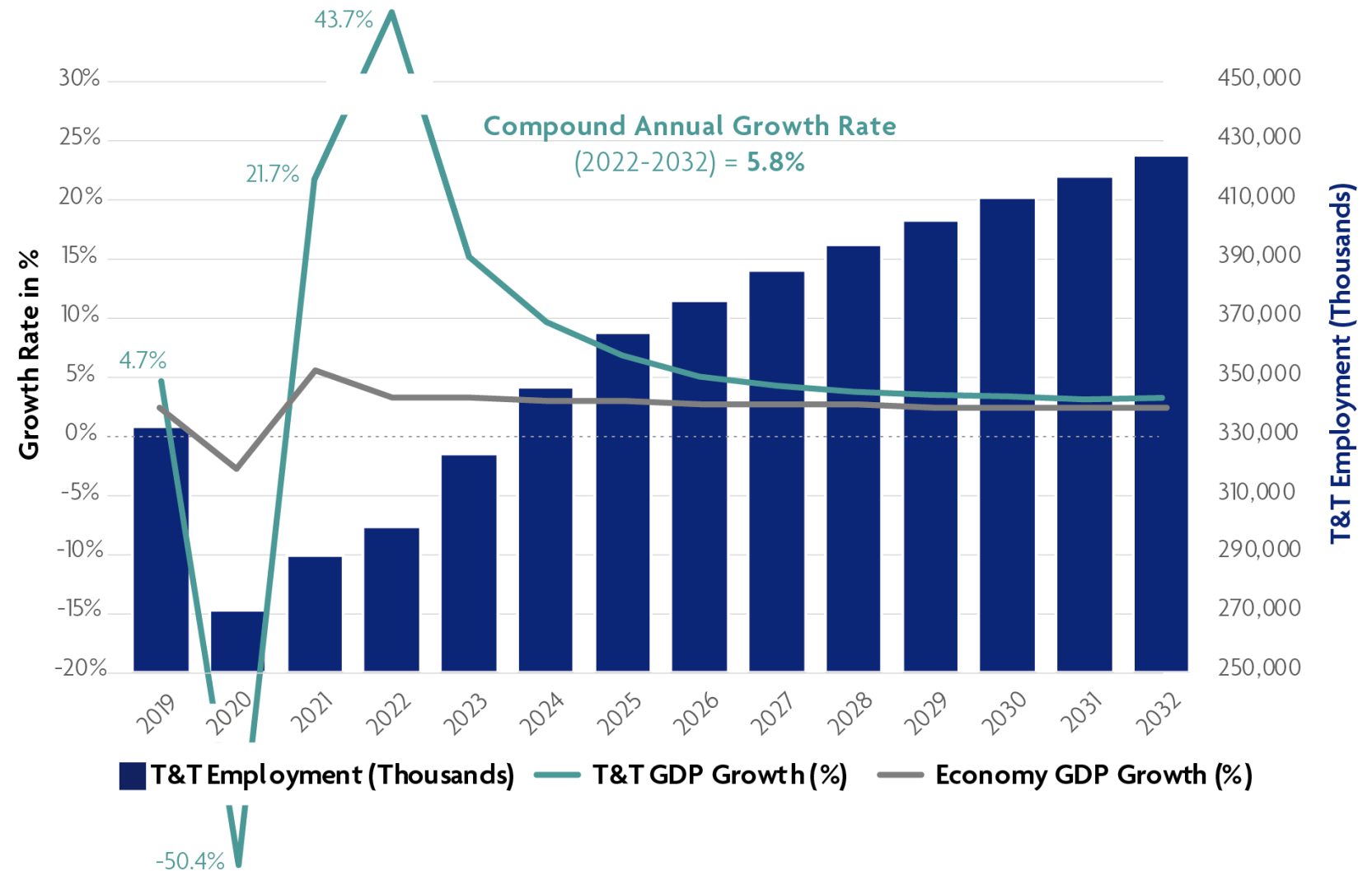
126 million
new jobs

+5.8%

Average Annual Growth
(T&T GDP)
Vs

+2.7%

Global Economy GDP
average annual growth rate



Staff Shortages – key issue for the sector

WTTC report discusses how staff shortages impacted the T&T sector

- With the easing of restrictions, employment demand is starting to outstrip the available supply
- **Travel & Tourism businesses are struggling to fill vacancies**
- During COVID-19, T&T employees have moved into other sectors or out of the labour force
- As demand for travel returns, a sufficient labour force is required to fill vacancies and enable the sector to recover
- **Hence the critical need to proactively address the current issue of staff shortages**

Staff Shortages – key issue for the sector

WTTC report discusses how staff shortages are impacting the T&T sector

T&T labour shortages in Q3 2022

EU	1.19 mn	(1 in 9 unfilled jobs)
US	412,000	(1 in 15 unfilled jobs)
Italy	250,000	(1 in 6 unfilled jobs)
Spain	137,000	(1 in 8 unfilled jobs)
UK	128,000	(1 in 14 unfilled jobs)
France	71,000	(1 in 19 unfilled jobs)
Portugal	49,000	(1 in 10 unfilled jobs)

- WTTC's analysis covers six countries, namely the UK, the US, Spain, France, Italy and Portugal, as well as the EU
- Analysis focuses on Q3 2022 – peak season
- Comparison of demand vs. supply to determine staff shortages by country for the Travel & Tourism sector
- **Results reveal staff shortages across all countries analysed**

Staff Shortages – key issue for the sector

Recommendations to governments and businesses

1. Facilitate Labour Mobility
2. Facilitate Flexible and Remote Work
3. Enable Decent Work and Provide Competitive Employee Benefits
4. Develop and Support a Skilled Workforce
5. Promote Opportunities within the Sector
6. Strengthen Collaboration at all Levels
7. Adopt Technological and Digital Solutions

22nd GLOBAL SUMMIT

WORLD
TRAVEL &
TOURISM
COUNCIL

Riyadh, Kingdom of Saudi Arabia
28 Nov – 1 Dec 2022



Thank you

For more details visit www.wttc.org
or contact nejc.jus@wttc.org



WTTC.org



@WTTTC



@WTandC

Strategic Partners:



وزارة السياحة
Ministry of Tourism



GLOBAL **+rescue**

