



# Skills gap Measurement in Tourism Sector

24<sup>th</sup> May 2023



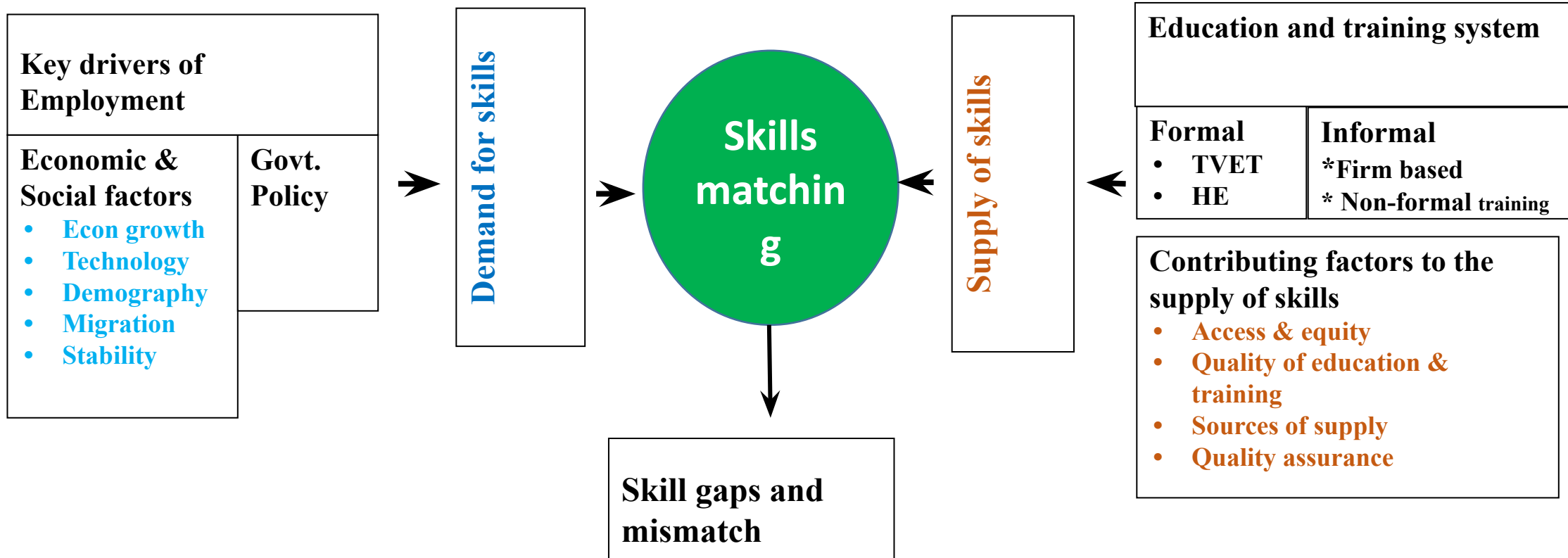


## **Outline**

- **Conceptualization**
- **Skill categories**
- **Methods of measurement**
- **Field work instrument**



# Skills for Inclusive Growth



Conceptual model for Skills gap analysis



## **Skill categories**

- **Theoretical Basis:** Subject domains: a) Economics, b) Psychology, c) Sociology, d) Medical Science
- **Three broad categories**
- 1. Cognitive
- 2. Soft
- 3. Technical



# Skill categories

## 1. Cognitive (literacy & numeracy)

1. Reading
2. Writing
3. Numeracy

## 2. Soft ( five personality traits —extraversion, conscientiousness, openness, emotional stability, agreeableness)

1. Decision making
2. Teamwork

## 3. Interpersonal skills

## 4. Risk taking

## 3. Technical (Job specific)

## 4. Technical (Job specific)



## **Measurement**

1. **Objective methods – structured tests**
2. **Subjective - Subjective assessments by managers, supervisors etc.**



## **Sri Lankan literature**

1. Chandrasiri, S. and Gunatilaka, R. (2020) **Skills Gaps in Two Manufacturing Subsectors in Sri Lanka: Food and Beverages and Electronics and Electricals**, Manila: ADB.
2. Chandrasiri, S. and Gunatilaka, R. (2015) **The Skills Gap in Four Industrial Sectors in Sri Lanka**, ILO Country Office for Sri Lanka and the Maldives. Colombo.  
[www.ilo.org/wcmsp5/groups/public/---.../---ilo.../wcms\\_359346.pdf](http://www.ilo.org/wcmsp5/groups/public/---.../---ilo.../wcms_359346.pdf)
3. Dunder, et al. 2014. **Building the Skills for Economic Growth and Competitiveness**, World Bank, Washington, D.C.



## **Example**

- **Application of an instrument to measure skill gaps in tourism sector MSMEs**
- **Four categories**
  - 1. Digital skills**
  - 2. Business skills**
  - 3. Technical skills**
  - 4. Soft skills**



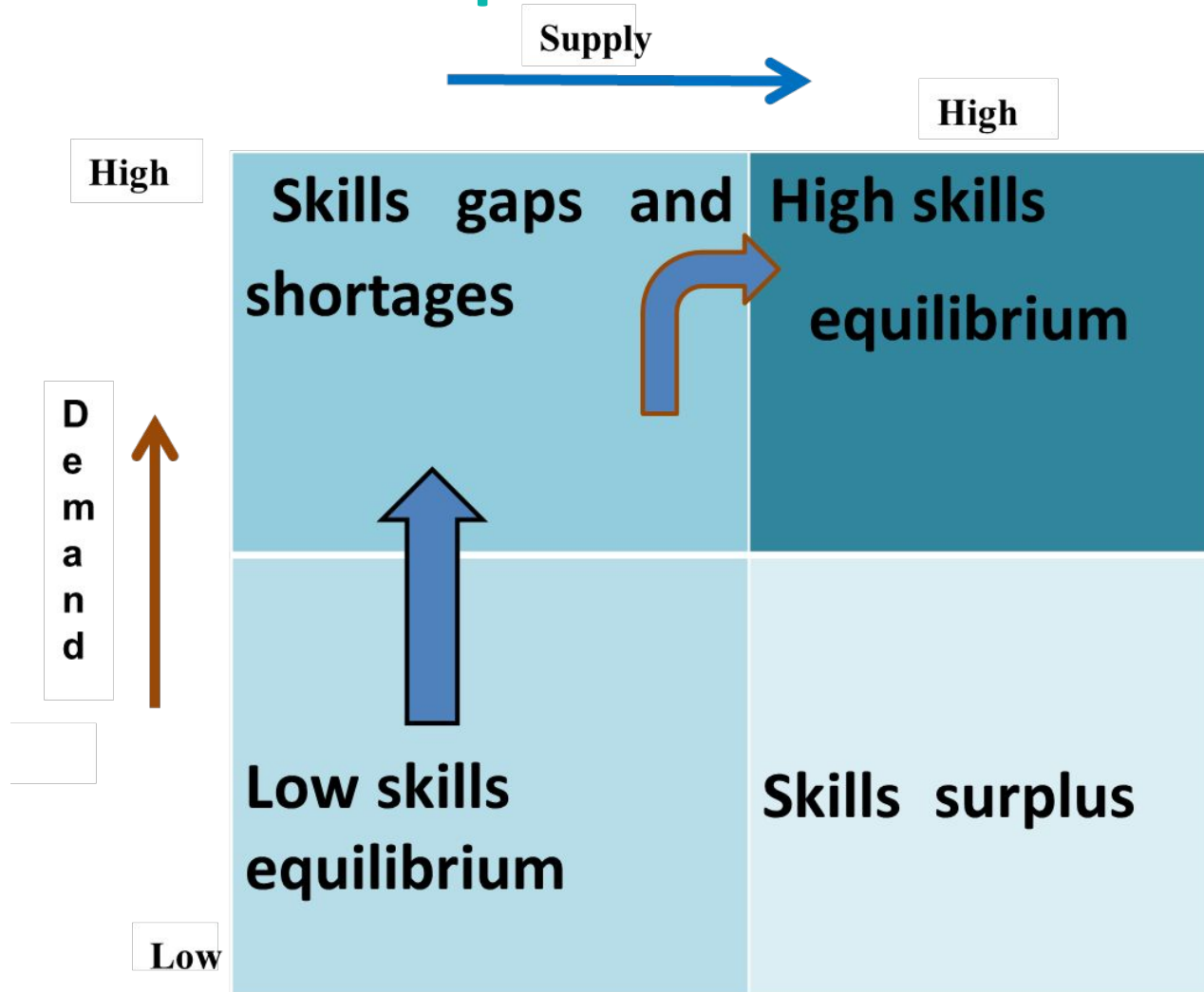


## **Field work instructions**

- **Cover 5 subsectors of tourism value chain e.g 5 case studies using the questionnaire**
- **Instructions – take demonstration cards**



# Stages of Skills Development in Polonnaruwa District





**Thank you**