BULA (Hello)!

Human Resource Development in Tourism - Navigating Post-Covid Challenges in Fiji

Presented by: Salote Waiwalu - Ministry of Tourism and Civil Aviation
Tourism is the backbone of the Fijian Economy

- Approx. 40% Contribution to GDP
- Supports 118,000 jobs (direct & indirect)
- 2022 - 71% recovery to pre-pandemic levels
- Key Source Markets are Australia, New Zealand, and the United States

<table>
<thead>
<tr>
<th>Year</th>
<th>Visitor Arrivals</th>
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<tbody>
<tr>
<td>2017</td>
<td>842,884</td>
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<tr>
<td>2018</td>
<td>880,814</td>
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<tr>
<td>2019</td>
<td>894,389</td>
</tr>
<tr>
<td>2020</td>
<td>146,905</td>
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<tr>
<td>2021</td>
<td>31,618</td>
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<tr>
<td>2022</td>
<td>636,312</td>
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<tr>
<td>2023</td>
<td>Aug - 598,703 (101% recovery)</td>
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• Strategy in FT2021 – aim to identify the challenges and opportunities for current and future skills development in the tourism workforce.

• The assessment results show that the pandemic has worsened the employment conditions for Fiji and brought the need for a skilled labor force to meet international demands with the right skills sets to support Fiji’s post-COVID recovery efforts.
LANGUAGE AND CULTURAL COMPETENCY

HUMAN RESOURCE CHALLENGES

TRAINING AND DEVELOPMENT

RETAINING AND ATTRACTING TALENT

MIGRATION AND BRAIN DRAIN

COMPENSATION AND BENEFITS
Statement of policies:

► Fiji’s National Development Plan (under review) - Government has set a clear path to transforming the economy into a much more sustainable economy.

► National Budget 2023-2024 - increased budget support for Education - support for TVET and Hospitality courses to address Fiji’s skills gaps.

► National Sustainable Tourism Framework - Aims to provide the roadmap to revitalize and enhance Fiji’s competitive positioning and to anticipate the future needs of the industry.
SUCCESS STORY

► Launched in November 2021
► Partnership with key industry stakeholders and landowning units
► Support local talent and build a skilled workforce
► Revamped to address skill gaps in the Tourism industry
LESSON LEARNT

► Developing the necessary talent and skills to meet the current needs of the industry
► More emphasis from academic tourism studies to hospitality, vocational training and upskilling
► Promote and support in-house and on the job training programmes
► The need for new innovative methods of staff retention
► Opportunity for increased collaboration for all key tourism stakeholders

BENEFITS

► Happy workforce - GREATER EFFICIENCY
► Enhanced service quality and competitiveness
► Greater employee retention
► Success and sustainability of tourism businesses
► Achievement of SDGs
RECOMMENDATION

The Tourism industry to strengthen collaboration with government agencies, educational institutions, and private sector organisations in developing comprehensive HR development strategies and initiatives that cater to the evolving needs of the tourism industry.
VINAKA!
(THANK YOU!)