FACTSHEET 2 – TOP SKILLS TRENDS IN 2025

**AI AND DIGITAL SKILLS ARE IN-DEMAND AND GROWING,
BUT CRITICAL CORE SKILLS REMAIN ESSENTIAL**

*- Pilot AI studies show about a quarter of work tasks have
potential for automation using AI tools.*

As AI and digital transformation continue to advance and impact jobs and skills, SkillsFuture Singapore (SSG) has been closely monitoring the evolving job market, and identifying the key skills that are essential for individuals and businesses to stay competitive.

Top In-Demand and Growth Skills for 2025

2   Based on online job posting data, SSG has identified the top in-demand and growth skills according to skill clusters[1]. The skill clusters are formed by grouping skills based on their content and further refined by domain experts. The table below shows the in-demand and growth skills for each skill cluster. The list of skills and the insights can also be found on the Jobs-Skills Portal.

Skills clusters	Top in-demand skills within the cluster	Top growth skills within the cluster
Strategic Business Management	1. Business Needs Analysis 2. Account Management 3. Regulatory Compliance 4. Sales Management 5. Management Decision Making	1. Market Liquidity and Counter Party Matching 2. Room Distribution Channel Management 3. Post-deal Integration Management 4. Room Revenue Management 5. New Export Market Entry Strategy Formulation
Organisation and People Management	1. Staff Communication and Engagement 2. Job Analysis and Evaluation 3. Leadership Development 4. Service Leadership 5. Staff Management	1. Volunteer Programme Evaluation 2. Resilience and Self-care 3. Situation Management with Families and Community 4. Volunteer Management 5. Volunteer Programme Management
Operation Excellence	1. Perform Stock Control and Housekeeping Operations 2. Documentation and Administration 3. Inventory Management 4. Procurement 5. Delivery Management	1. Search and Rescue Operations 2. International Air Transport Association Safety Audit for Ground Operations Implementation 3. Aircraft Communication Components Maintenance

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[1] In-demand skills refer to skills that are highly sought after by employers in Singapore's economy based on job posting data in the past year. Growth skills refer to skills whose demand from employers have grown over a period, in this case from 2022 to 2025.

		4. Baggage Security Screening Operations 5. Flight Planning
Service Excellence	1. Customer Service Excellence 2. Effective Client Communication 3. Customer Orientation 4. Customer Feedback and Relationship Management 5. Customer Service Delivery	1. Baggage Lost and Found Operations 2. Rehearsal Management 3. Creative Video Editing for Formats and Genres for Fiction Narrative 4. Social Service Programme Evaluation 5. Intervention Planning in Speech Therapy
Engineering and Production	1. Perform Plant Civil Work 2. Construction Technology 3. Engineering Problem Solving 4. Technical Inspection 5. Maintenance and Repair	1. Ground Support Equipment Maintenance 2. Good Agriculture Practices Implementation 3. Green Manufacturing Design and Implementation 4. Maintenance Organisation Structure Management 5. Biophilic Design in Built Environment
IT and Data Management	1. Infrastructure Support 2. Applications Development 3. Performance Management 4. IT Standards 5. Software Design	1. Generative AI Principles and Applications 2. Generative AI Models Technical Aspects of Security and Ethics 3. Generative AI Model Evaluation 4. Responsible AI and Generative AI Practices 5. Generative AI Model Selection

Rapid Growth of AI-Related Capabilities

3   From 2022 to 2025, the demand for AI-related capabilities has more than doubled across sectors. Capabilities such as AI Principles and Applications, Model Evaluation, and Responsible AI Practices are expanding rapidly, signalling a shift in digital roles, from traditional IT maintenance to AI-driven applications.

4   In addition to our regular labour market surveillance, SSG has also started studying trends at the work task level to gain more insights and conducted two pilot studies to understand the AI potential on jobs and work tasks. The first study analysed about 37,000 key work tasks across 2,000 job roles in the 38 Skills Frameworks. The findings showed that given today's technology, about 24 percent, or close to a quarter of tasks, can be significantly aided by the application of AI. This presents opportunities to improve work productivity across many industries through the adoption of AI tools. SSG will equip individuals with the skills to use AI well for these tasks. At the same time, the study also found a wide range of tasks that are far less automatable and more enduring, where decision making, self management, and learning agility will become more

valued as processes get automated. SSG has published a new dashboard, "AI Potential on Tasks", on the Jobs-Skills Portal, showing the AI potential for automation of tasks across job roles, enabling more informed decisions on training development, job redesign and workforce planning.

5   The second pilot study referenced findings from the first study and looked at six sectors – Accountancy, Built Environment, Financial Services, Infocomm Technology, Retail and Tourism. We analysed how skills are learnt over time at the workplace and the dominant skill types needed for entry job roles, categorising the roles into the following three archetypes.

- Mastery Builders, e.g. Accounting Executive, are roles with Progressive Mastery learning pathway where expertise deepens progressively over time. As AI automates foundational tasks, entry-level workers may face limited opportunities to learn and master foundational skills that are essential for career progression.
- Analytical Specialists, e.g. E-Commerce Associate, have more front-loaded learning and rely heavily on analytical skills. Front-loaded learning involves acquiring most of the skills and knowledge early in one's career, with learning becoming more incremental later. As AI increasingly supports analysis, greater emphasis is placed on judgment and interpretation.
- Human Connectors, e.g. Customer Service Executive, are roles where interpersonal skills are essential. While AI can streamline routine tasks, human interaction and relationship-building remain critical.

Critical Core Skills Matter

6   Critical core skills such as problem-solving, collaboration and communication remain essential for workers to navigate and integrate new technologies effectively. These are even more important in the age of AI as they complement AI's technical capabilities, ensuring that AI tools are used meaningfully and remain relevant to real-world industry needs. Integrating critical core skills with AI fluency helps increase the impact on businesses and workplaces.

7   By understanding the in-demand skills and emerging trends, individuals, employers and training providers can gain deeper insights into the changing skills landscape, as well as utilising jobs-skills tools and resources on the Jobs-Skills Portal to make more informed decisions about workplace development. For individuals, this knowledge enables better career planning, targeted reskilling, and informed training decisions. Training providers can ensure that training programmes are continuously updated to focus on relevant skills development, and help individuals acquire the skills they need. Employers can also leverage these insights to support their hiring needs, drive job redesign, retrain workers, and support business transformation.

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