



**Private Employment Agencies' Association HPL**

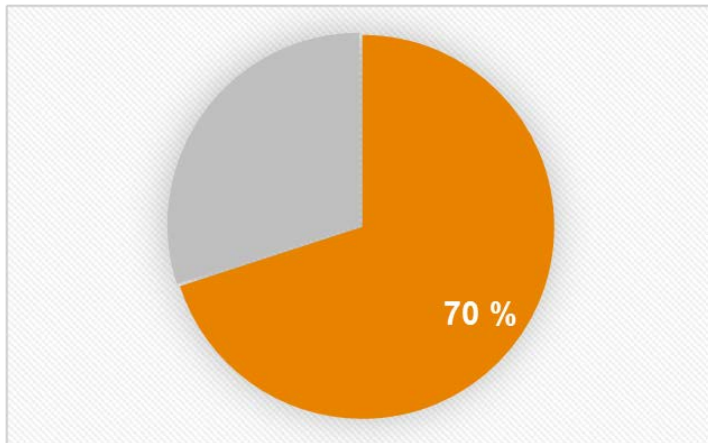
**Agency Worker Survey 2018**

# Introduction

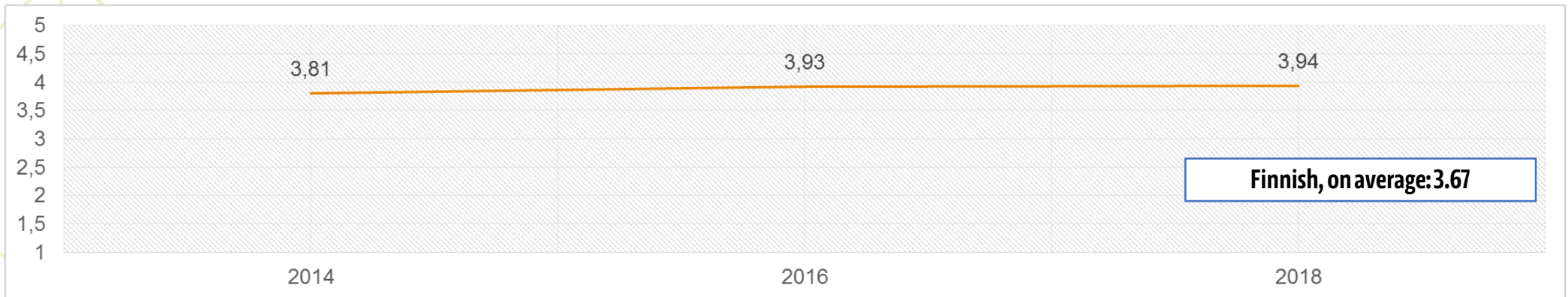
- Private Employment Agencies' Association HPL has conducted the agency worker survey for the eighth time. The survey was carried out between April 4<sup>th</sup> and 27<sup>th</sup> 2018.
- All the authorised private employment agencies were invited to take part in the survey. 7,165 agency workers from 26 companies participated in the survey.
- We have collected the combined results from all the participants in the agency worker survey in this overview report.

# EXCITEMENT IS ON A GOOD LEVEL!

## “I AM EXCITED ABOUT MY WORK”

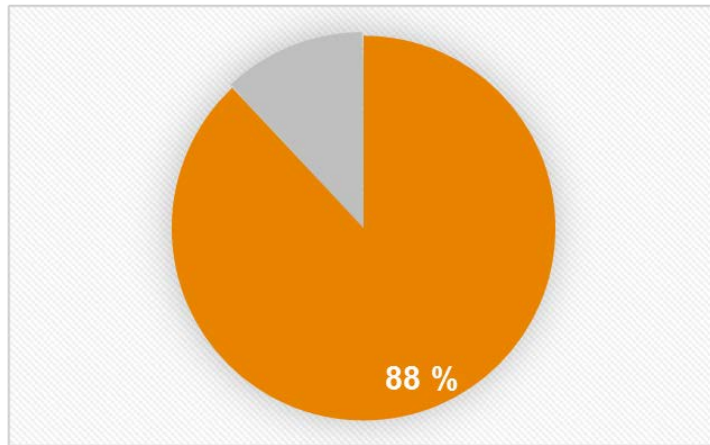


- On average, 66% of Finnish workers are excited about their work. In comparison, the agency workers of HPL member companies are doing well.
- The level of excitement has developed positively in recent years!
- Students studying for a higher education degree have developed slightly more negatively.



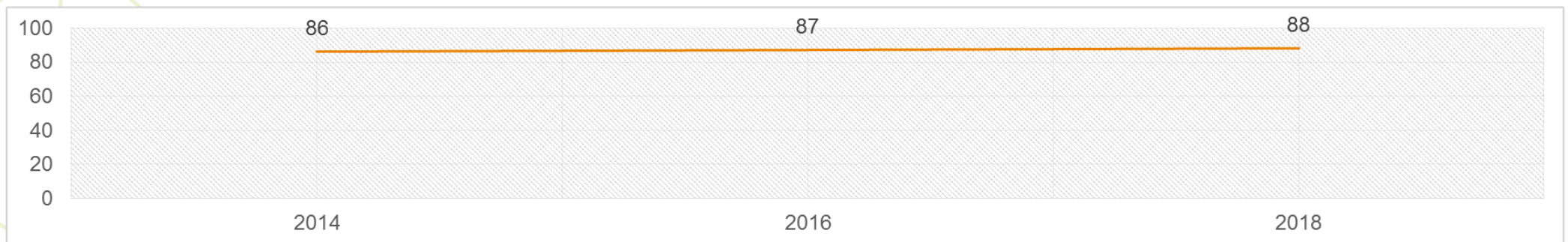
# RECOMMENDATIONS ARE ON A GOOD LEVEL!

**“I can recommend temporary agency work to my friends.”**



Temporary agency work recommendations (Yes/No) have been rising slightly during the years, and they can be considered to be at an excellent level. Those who have recommended agency work, have given excellent grades to employers:

- “My employer has handled payrolls and other contractual matters appropriately”
- “My work is exactly as described when I applied”
- “I was quickly employed via a private employment agency”



My experiences with temporary agency work have proven to be more positive than I initially expected

I consider fixed-term employment as a better way to get employed

I can recommend temporary agency work because...

Temporary agency work will help me get new work opportunities in the future

My work is exactly as described when I applied

My employer has handled payrolls and other contractual matters appropriately

# PRO-RECOMMENDATIONS: WHAT WAS HIGHLIGHTED?

Share of those who agree



**87%**

My employer has handled payrolls and other contractual matters appropriately



**88 %**

My work is exactly as described when I applied



**82%**

I was quickly employed via a private employment agency



**80%**

My employer is a successful, high-quality company in their field

# ANTI-RECOMMENDATIONS: WHAT WAS HIGHLIGHTED?

Share of those who agree



**15%**

General attitudes towards temporary agency work are positive



**14%**

Temporary agency work is meaningful



**18%**

I feel like I belong to the workplace community of the private employment agency



**18%**

I am satisfied with my training and development possibilities

# RECOMMENDING



Easy and flexible

Good alongside studying

Versatile work experience and a possibility to get permanent employment



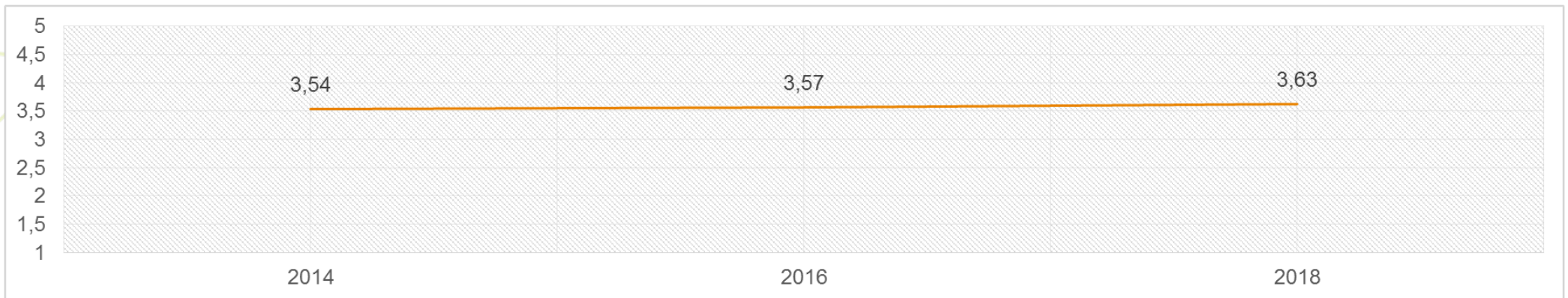
Irregular work

Uncertainty about continued employment

Does not feel like one of the employees of the client company

# “TEMPORARY AGENCY WORK IS MEANINGFUL”

- The experience of meaningfulness has remained at the same level, although slight rise can be detected.
- Especially those over the age of 63 find temporary agency work a meaningful way to stay employed.



# Which groups have the greatest rating deviation?



**THE OPINIONS  
DIFFER ON THESE**

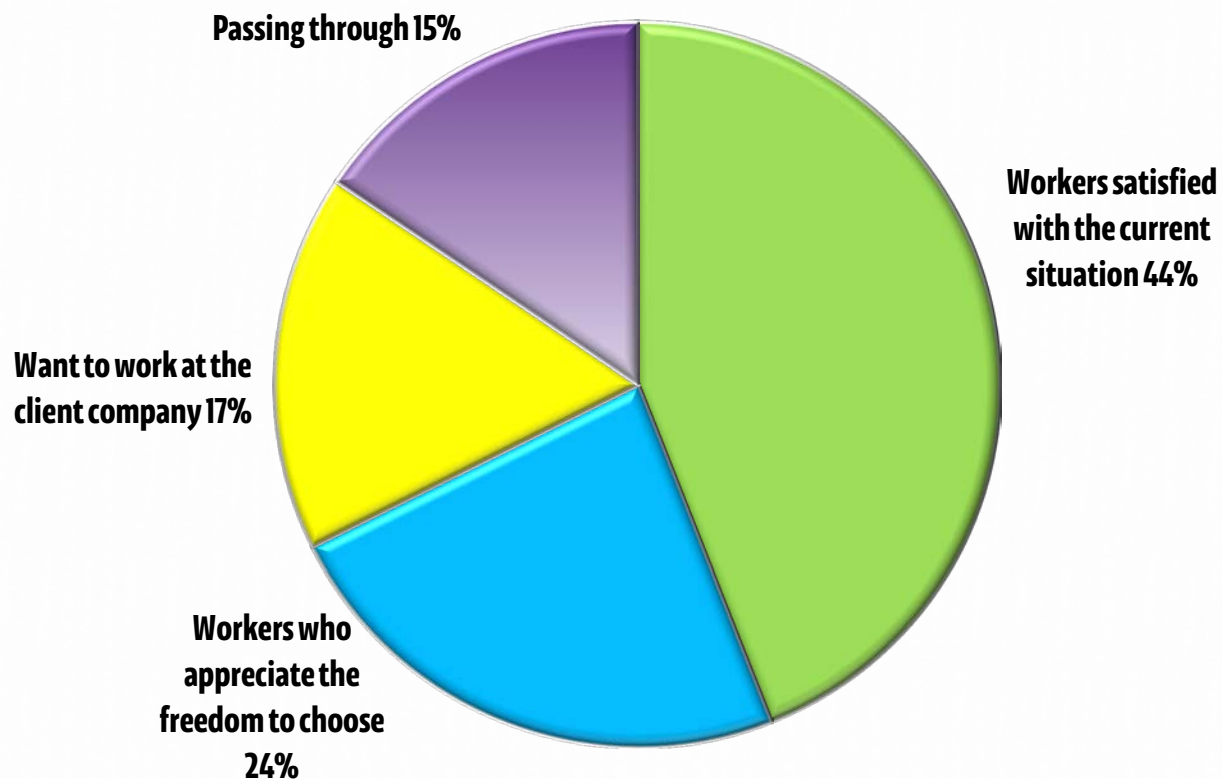
- The goals of my work are clear
- I am satisfied with the content of my work as a whole
- My work is exactly as described when I applied



**THE OPINIONS DIFFER  
ON THESE**

- The pay I receive is, at the least, at the same level with the employees of the client company that have the same education and experience
- I am satisfied with my training and development possibilities
- My supervisor at the client company gives me feedback on my work

# AGENCY WORKER SEGMENTS



Based on statistical segmenting, a little under half of the workers are satisfied with temporary agency work as a whole.

# AGENCY WORKER SEGMENTS:

## WORKERS SATISFIED WITH THE CURRENT SITUATION

**44%**

ABOUT AGENCY WORKERS

### WHO ARE THEY? HIGHLIGHTS

- Woman, 25 to 35 years old
- A private employment agency can offer a new job quickly after the previous job ends
- Are satisfied with their current employer
- Half would want a permanent job at their current client company
- They want to see different workplaces and get versatile work experience

### HOW DO THEY SEE TEMPORARY AGENCY WORK?

- All things are good, in comparison and at the moment. Critical problems are not detected.
- Strongly recommend temporary agency work (97%) and are satisfied to have work

# AGENCY WORKER SEGMENTS: TEMPORARY WORKERS WHO APPRECIATE THE FREEDOM TO CHOOSE

**24%**

ABOUT AGENCY  
WORKERS

## WHO ARE THEY AND WHERE DO THEY WORK?

### HIGHLIGHTS

- Women
- Under the age of 25
- Studying alongside temporary agency work
- Do temporary agency work for 10 hours or less a week
- In sales / commercial work

## WHY DO THEY DO TEMPORARY AGENCY WORK?

### HIGHLIGHTS

- They can choose their work time and place
- They want to see different workplaces and get versatile work experience
- They want extra income
- They do not want full-time employment

## HOW DO THEY SEE TEMPORARY AGENCY WORK?

- In general, they are satisfied with temporary agency work, but do consider their position weaker compared to others in client companies. This can be attributed to the part-time nature of the work and the low level of personal commitment.
- However, they strongly recommend temporary agency work to their friends (94%)

# AGENCY WORKER SEGMENTS:

## THOSE WHO WANT TO WORK AT THE CLIENT COMPANY

**17%**

ABOUT AGENCY WORKERS

### WHO ARE THEY?

- Women
- 25 to 35 years old
- Higher education degree
- Were in permanent employment before temporary agency work
- Temporary agency work is their main job
- Have been doing temporary agency work for 1 to 3 years
- Want permanent employment Want to choose the client company they work in

### WHY DO THEY DO TEMPORARY AGENCY WORK?

#### HIGHLIGHTS

- Otherwise might be unemployed

### HOW DO THEY SEE TEMPORARY AGENCY WORK?

- Are doing temporary agency work at a company that uses a private employment agency to hire workers.
- Hope to be employed at the client company
- Are willing to advance in their careers and to commit, but feel that temporary agency work does not support these goals
- 72% recommends temporary agency work to their friends

# AGENCY WORKER SEGMENTS: THOSE PASSING THROUGH

**15%**

ABOUT AGENCY WORKERS

## WHO ARE THEY? HIGHLIGHTS

- 25 to 35 years old
- Are currently looking for a job
- Higher education degree
- Want permanent employment in their current situation
- Do not want permanent employment at their current client company
- Are planning to do temporary agency work only for now

## WHY DO THEY DO TEMPORARY AGENCY WORK?

- Otherwise they would be unemployed

## HOW DO THEY SEE TEMPORARY AGENCY WORK?

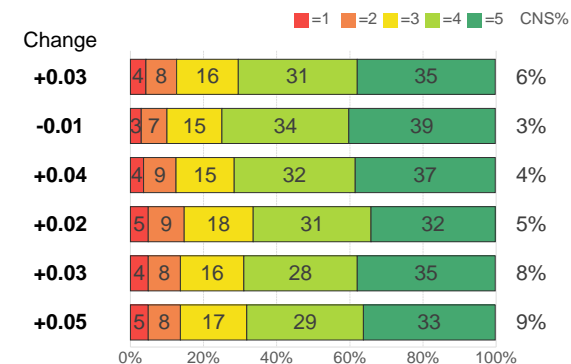
- They have accepted the work as a temporary solution, which is why they are not as excited as the others. They were employed quickly through a private employment agency
- The employer has handled contractual matters appropriately
- 71 % recommends temporary agency work to their friends

A person is silhouetted against a bright sunset, standing on a rocky ridge and holding a camera. The sun is low on the horizon, creating a warm, golden glow. The sky transitions from a deep blue at the top to a bright orange near the horizon. The person is positioned on the right side of the frame, looking towards the left where the sun is setting. The foreground consists of dark, jagged rocks.

**Basic key figure**

# Overall grade and results by topic

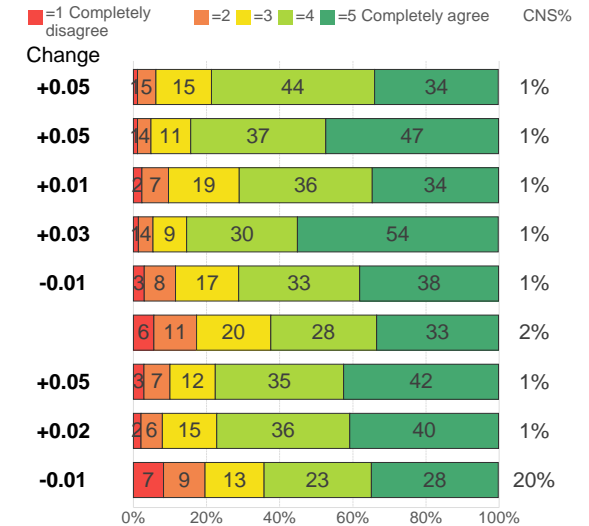
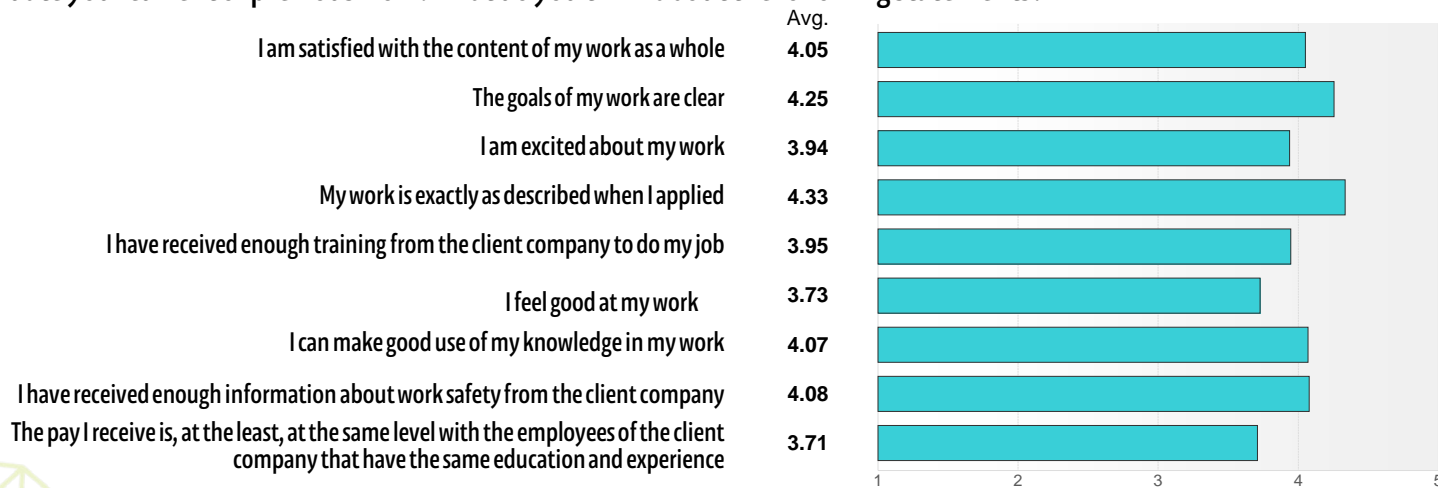
■ Agency Worker Survey 2018 (N=7,165)



# Content of the work and motivation

■ Agency Worker Survey 2018 (N=7,165)

Evaluate your current or previous work. What do you think about the following statements?



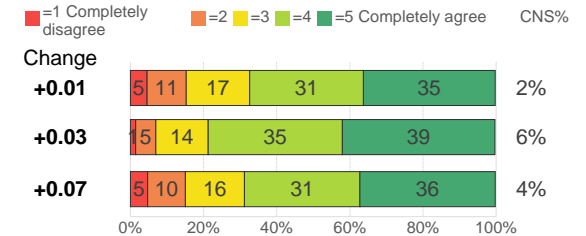
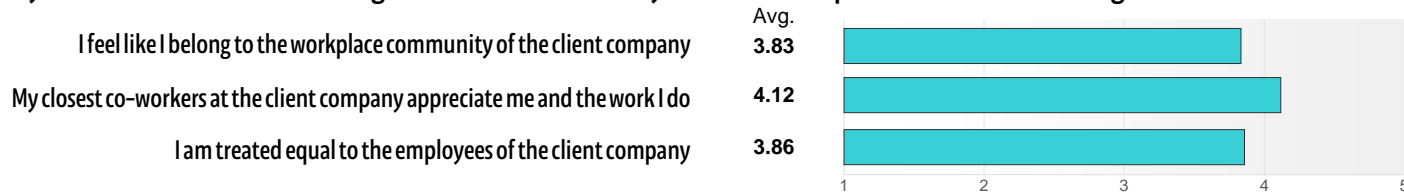
“The pay I receive is, at the least, at the same level with the employees of the client company that have the same education and experience”

- Those under the age of 25 and over the age of 63 have the most positive response to the statement
- Men and those who have been over 4 months in their current employment, feel more inequality compared to other participants.
- Those who are still studying feel the statement to be more positive than those who have graduated. Especially those with higher education degrees consider the statement to have strong inequality.

# Work at the client company

■ Agency Worker Survey 2018 (N=7,165)

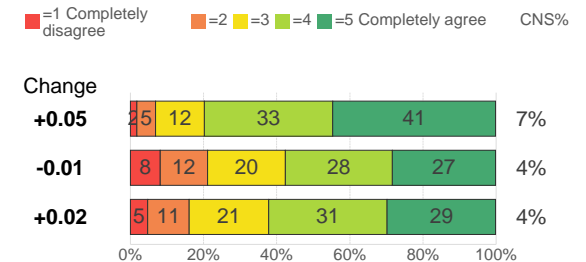
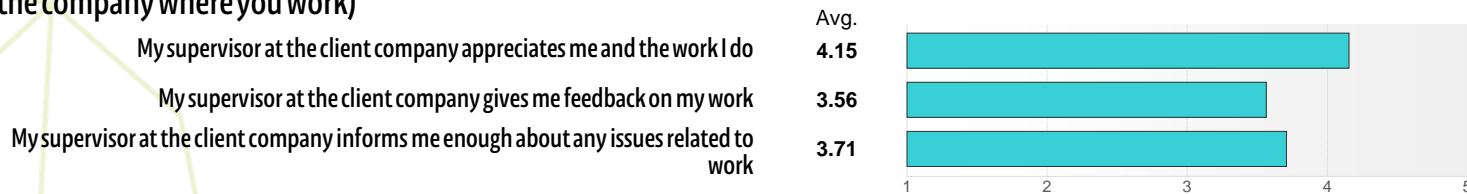
What do you think about the following statements? Evaluate your current or previous work in this segment.



# Supervisor at the client company

■ Agency Worker Survey 2018 (N=7,165)

What do you think about the following statements? By supervisor we mean the supervisor at the client company (the company where you work)

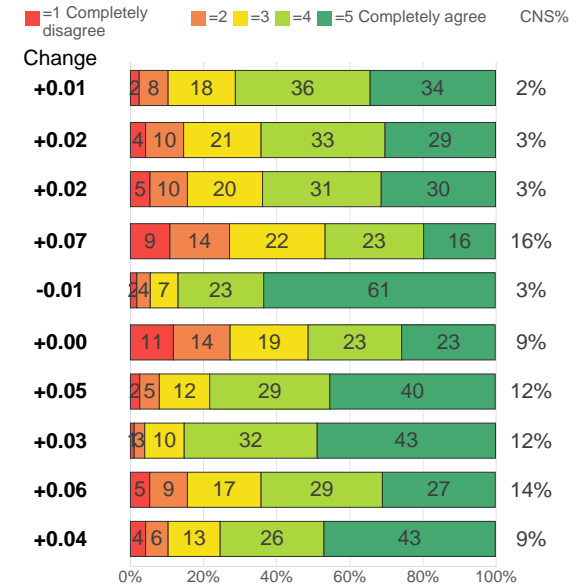


Those under the age of 25 do not feel as strongly that they are a part of the client company workplace, compared to others.  
Women feel they are getting less feedback about their work compared to the men.

# Employer image

■ Agency Worker Survey 2018 (N=7,165)

What do you think about the following statements? By employer we mean the private employment agency.



# Doing temporary agency work

■ Agency Worker Survey 2018 (N=7,165)

What do you think about the following statements?

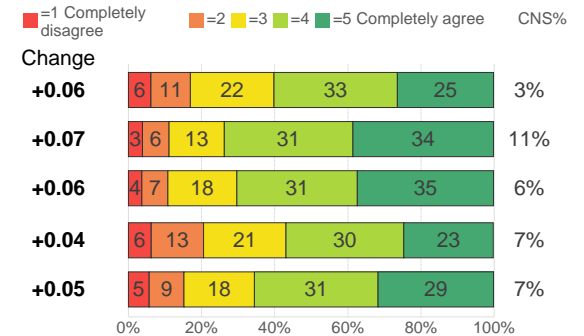
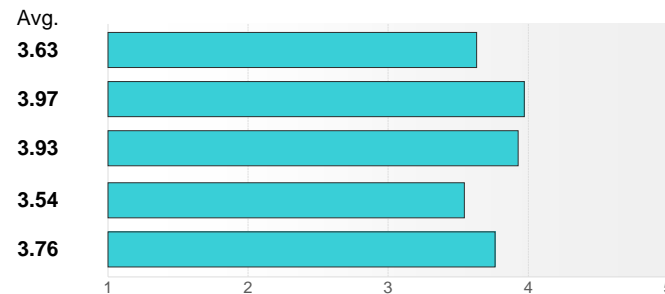
Temporary agency work is meaningful

Temporary agency work will help me get new work opportunities in the future

My experiences with temporary agency work have proven to be more positive than I initially expected

General attitudes towards temporary agency work are positive

I have been able to use and development my skills and knowledge with the help of temporary agency work

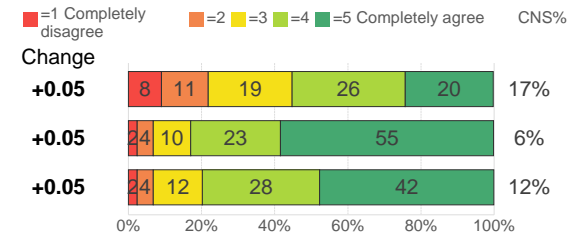
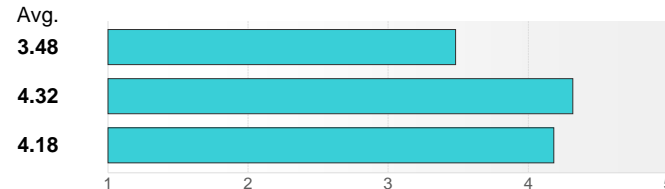


Evaluate the following statements

I consider fixed-term employment as a better way to get employed

I was quickly employed via a private employment agency

A private employment company is a good channel for finding work, because my information is available in one application for multiple companies to search.

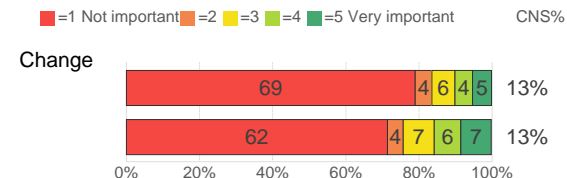
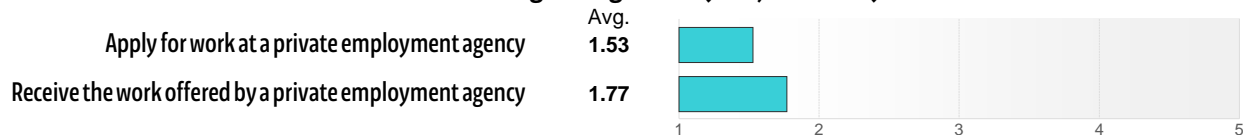


Temporary agency work is seen helpful in getting new work opportunities in the future

# Activation model

■ Agency Worker Survey 2018 (N=7,165)

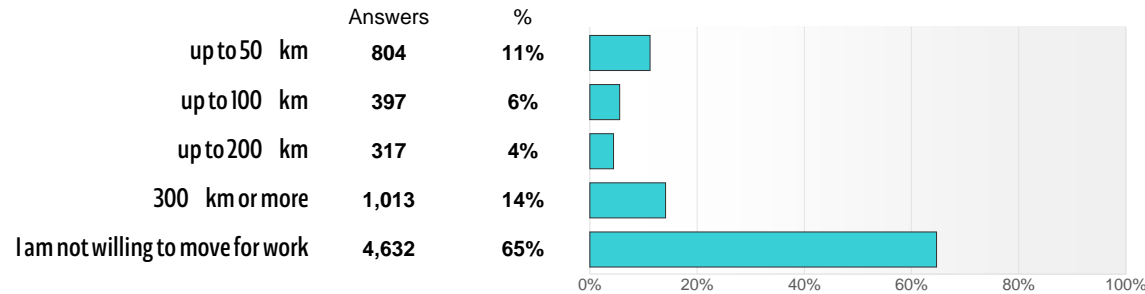
Has the so-called activation model that came into effect in the beginning of this year, affected your decision



# Moving and travelling

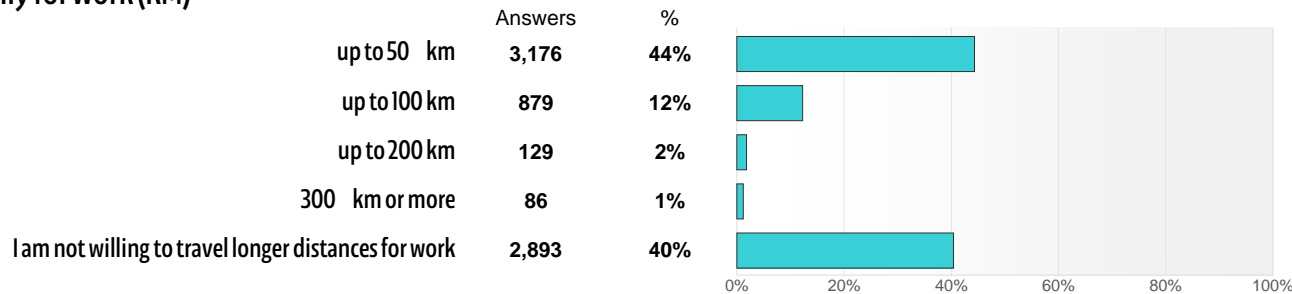
■ Agency Worker Survey 2018 (N=7,165)

I am willing to move for work (KM)



■ Agency Worker Survey 2018 (N=7,165)

I am willing to travel daily for work (KM)



Temporary agency workers are not willing to move for work. The resistance to moving grows as the workers grow older.

Travelling for work is more acceptable among the younger participants (under the age of 35) than among the older participants.

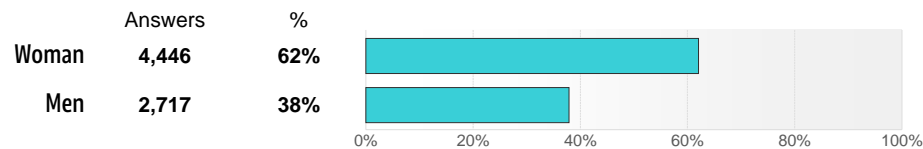


# Background information on the worker

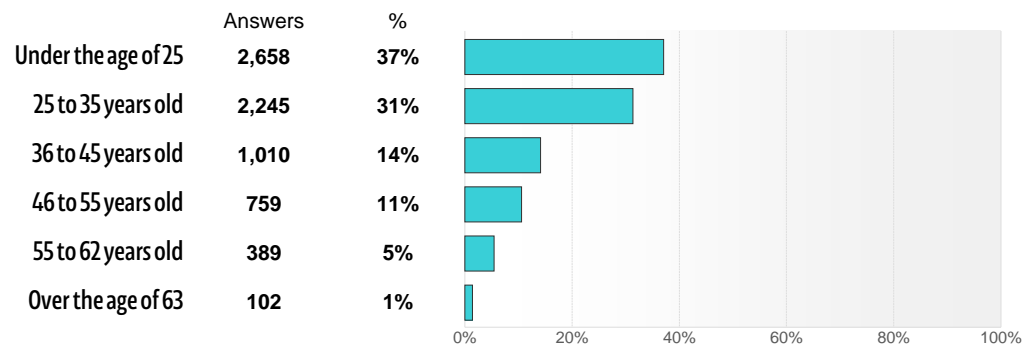
# Gender / Age

■ Agency Worker Survey 2018 (N=7,165)

## Gender



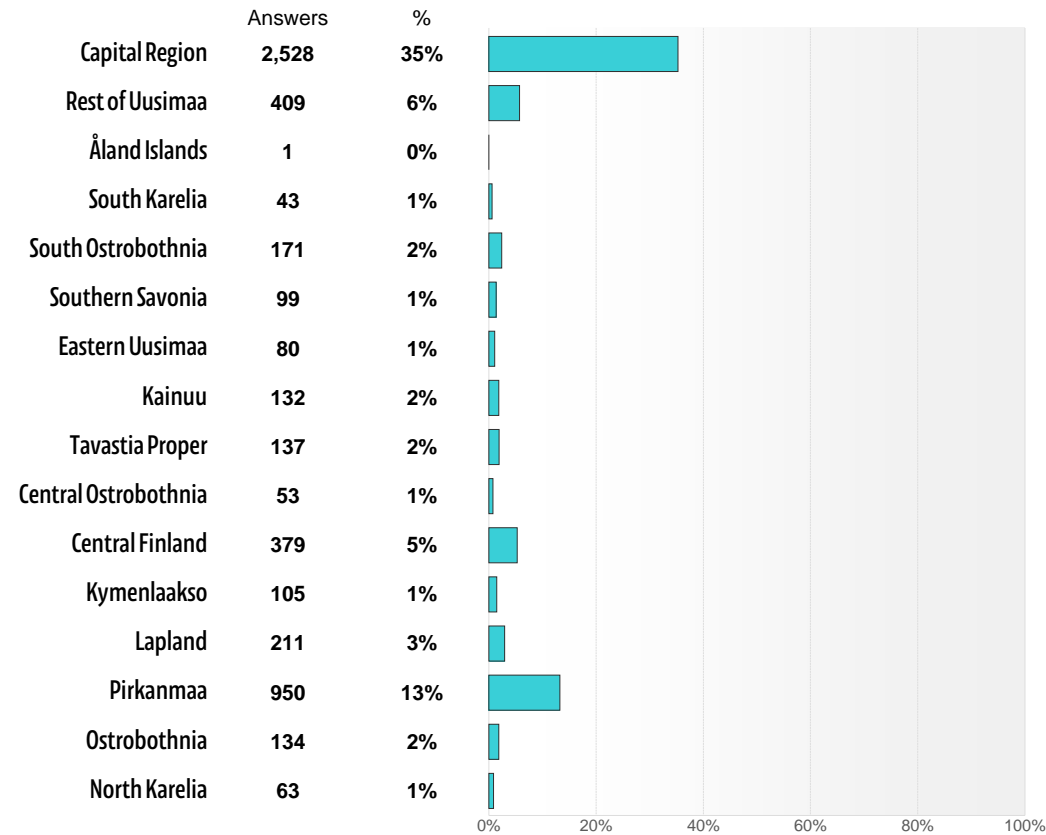
## Age



# Region

■ Agency Worker Survey 2018 (N=7,165)

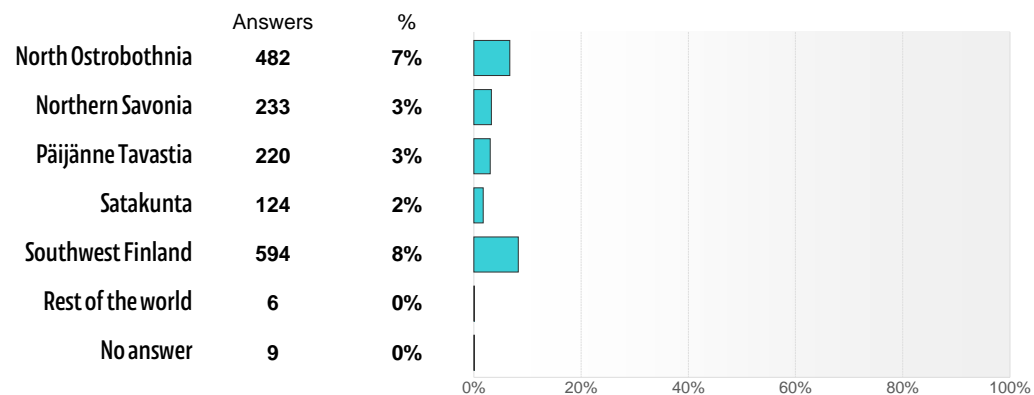
Region



# ...Region

■ Agency Worker Survey 2018 (N=7,165)

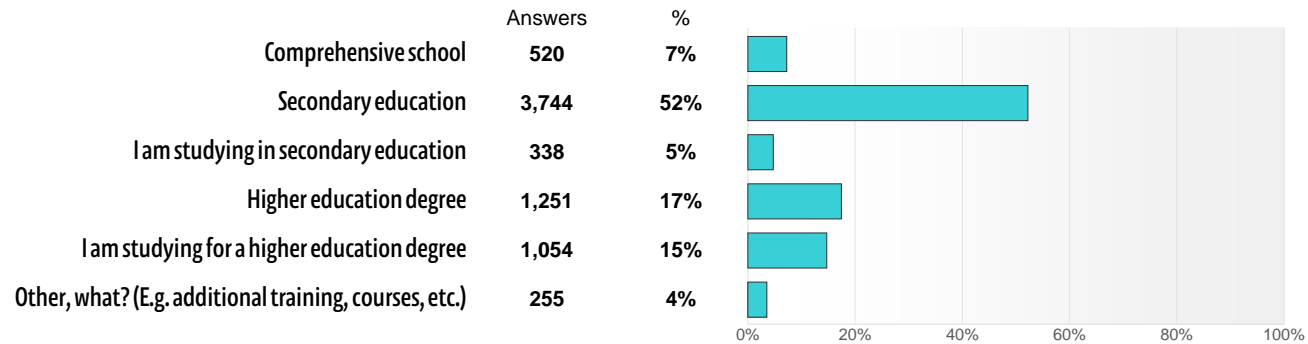
...Region



# Education

■ Agency Worker Survey 2018 (N=7,165)

## Education

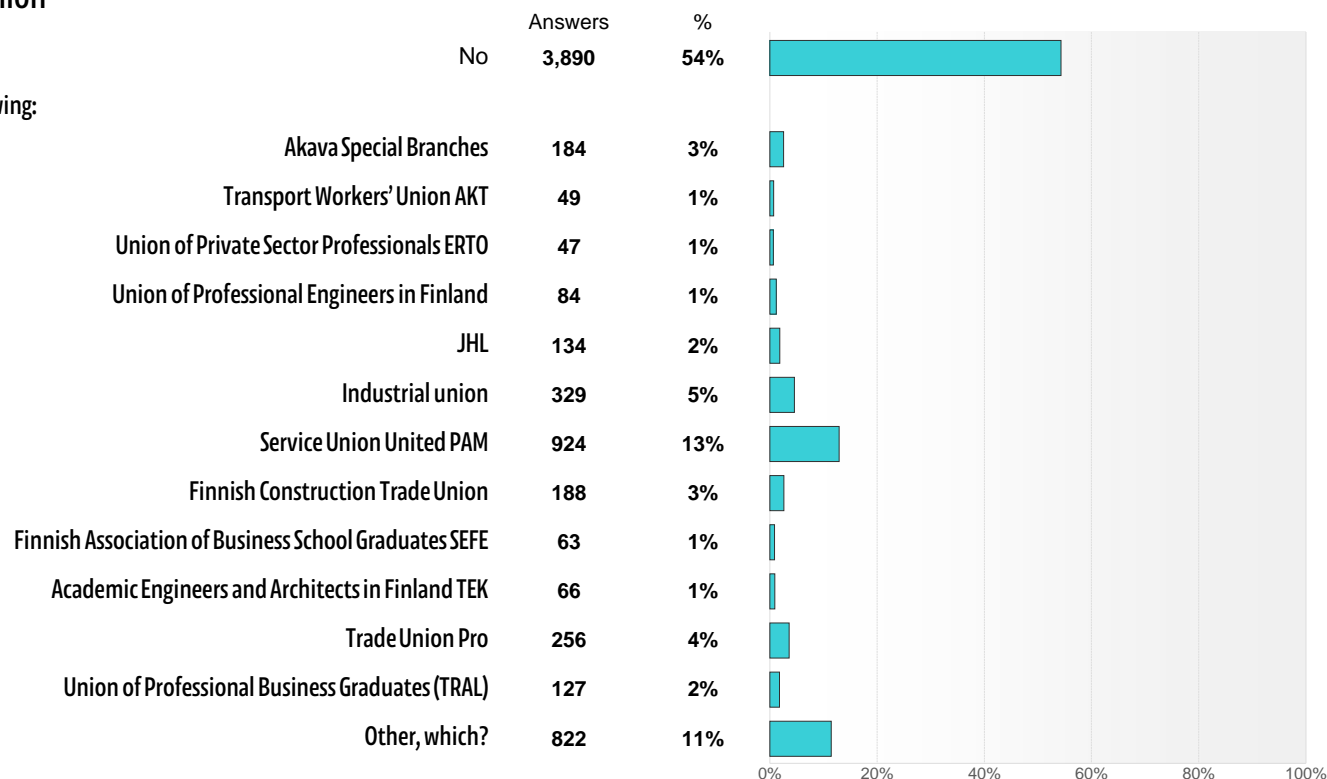


# Trade union

■ Agency Worker Survey 2018 (N=7,165)

I belong to a trade union

Yes, which one of the following:

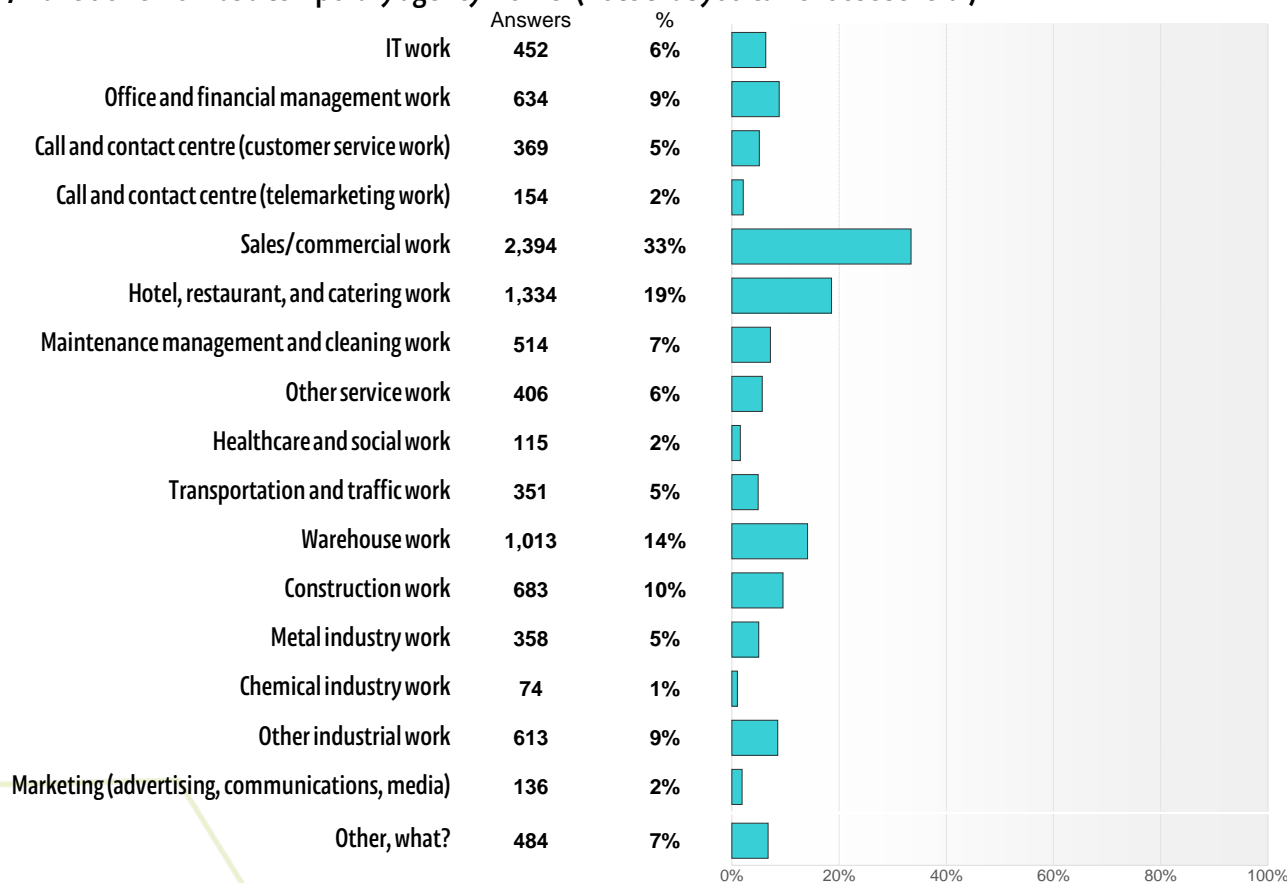


# Background information on temporary agency work

## Industry

■ Agency Worker Survey 2018 (N=7,165)

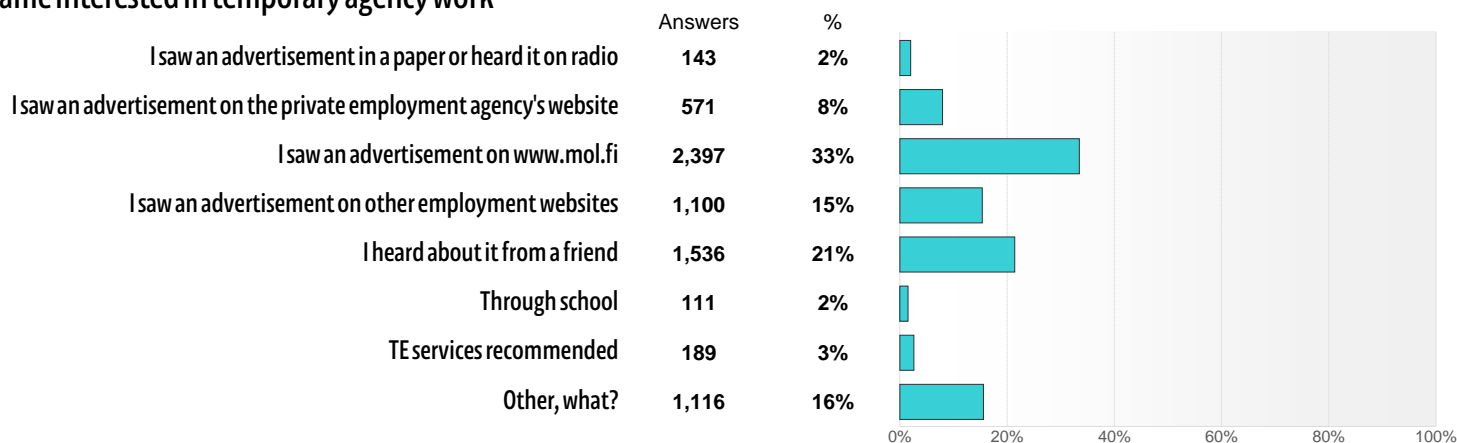
Industry in which I work / have done work as a temporary agency worker (note that you can choose several)



# How I became interested

■ Agency Worker Survey 2018 (N=7,165)

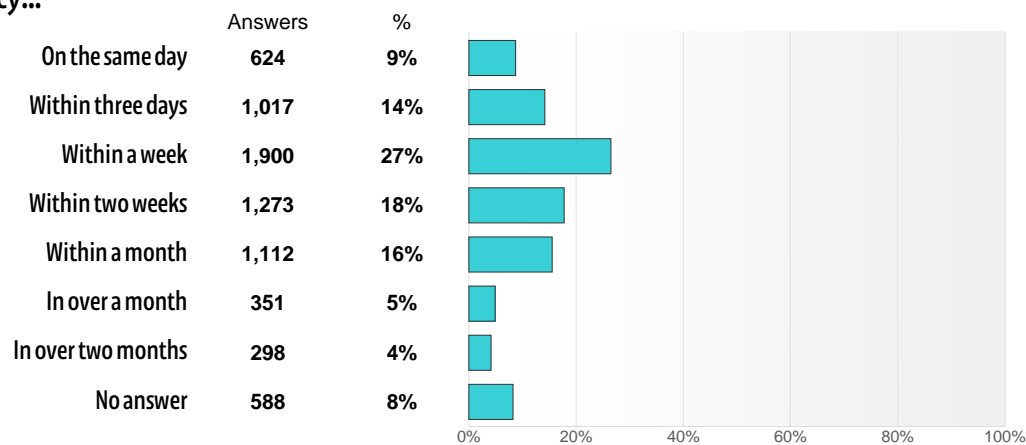
## How I became interested in temporary agency work



# Quickness of employment

■ Agency Worker Survey 2018 (N=7,165)

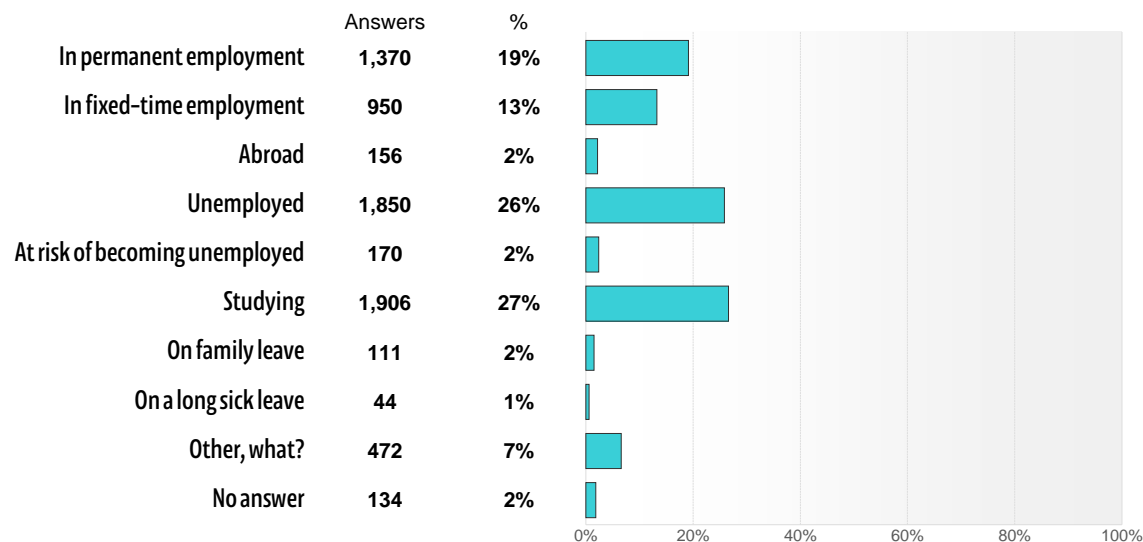
I got work from the private employment agency...



# Before temporary agency work

■ Agency Worker Survey 2018 (N=7,165)

Before temporary agency work I was

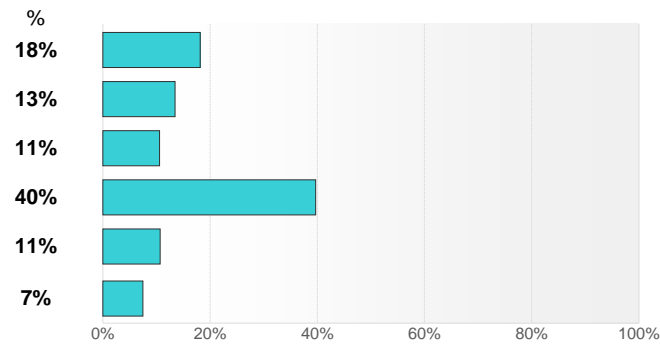


# Working hours

■ Agency Worker Survey 2018 (N=7,165)

I do temporary agency work approximately how much per week

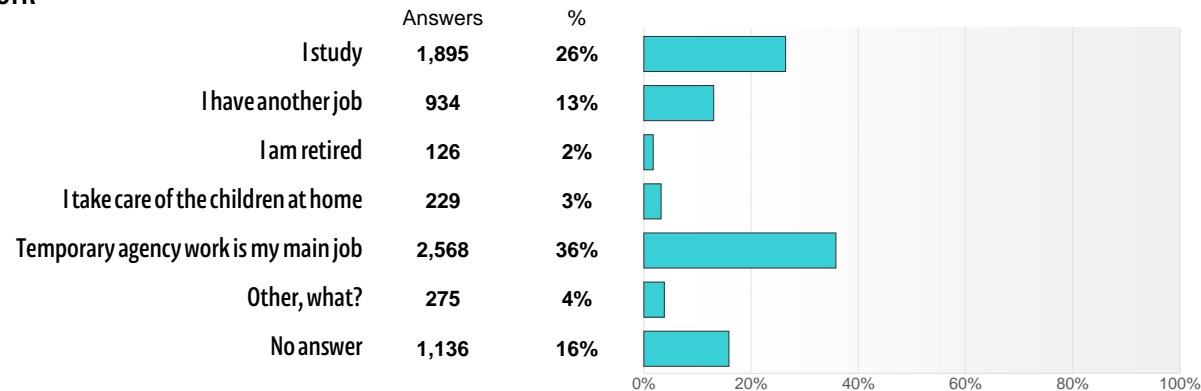
	Answers
10 hours or less	1,300
11 to 20 hours	965
21 to 30 hours	756
31 to 40 hours	2,843
I am not working currently. I am waiting for the next job (assignment, gig, project)	764
No answer	535



# Alongside temporary agency work

■ Agency Worker Survey 2018 (N=7,165)

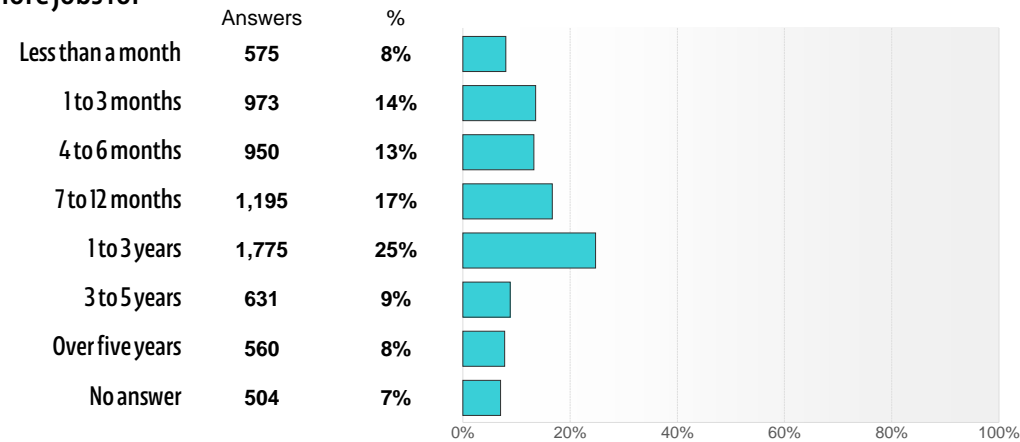
Alongside temporary agency work



# The duration of temporary agency work, total

■ Agency Worker Survey 2018 (N=7,165)

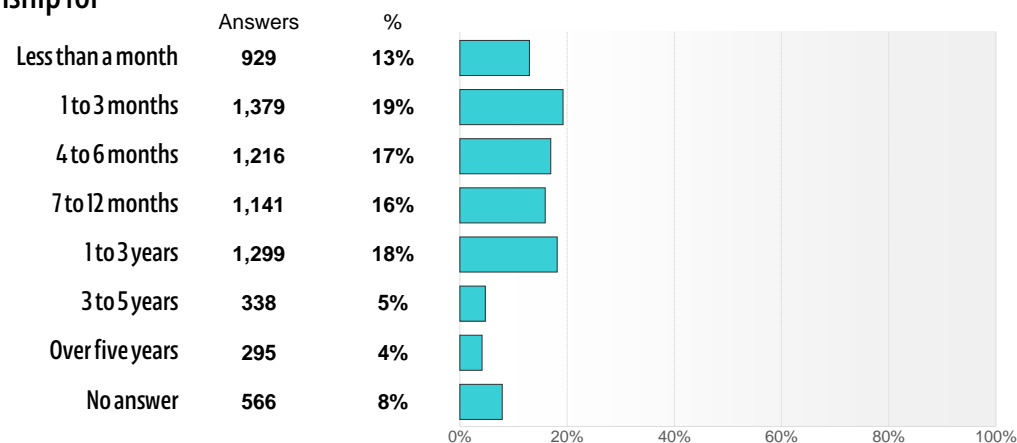
I have done temporary agency work in one or more jobs for



# Current employment

■ Agency Worker Survey 2018 (N=7,165)

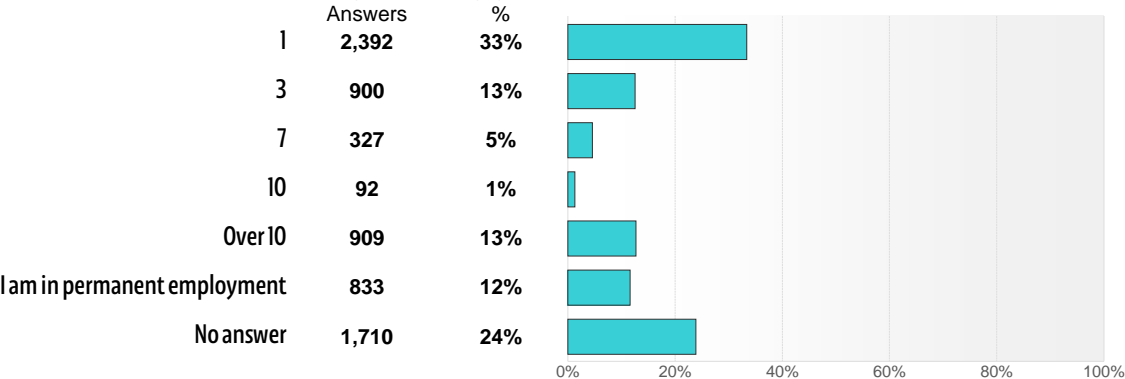
I have been in the current employment relationship for



# Number of assignments

■ Agency Worker Survey 2018 (N=7,165)

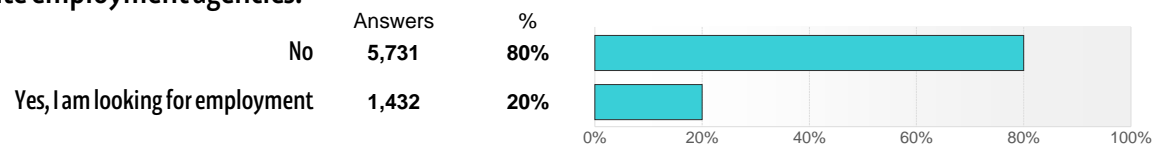
I have had the following number of employment relationships (assignments/gigs/projects) with my current/latest employer (private employment agency).



# On the roster for several companies

■ Agency Worker Survey 2018 (N=7,165)

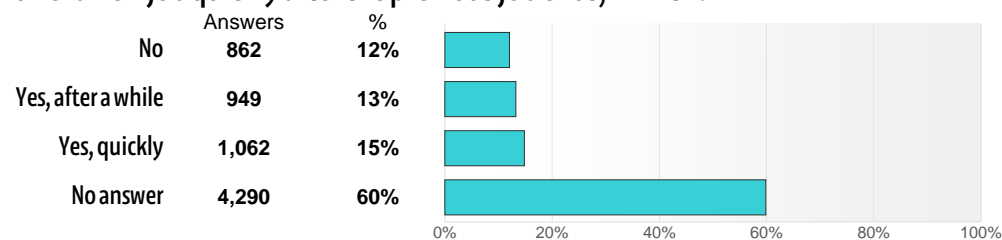
I am “on the roster” for several private employment agencies.



# Offering new work

■ Agency Worker Survey 2018 (N=7,165)

My employer (a private employment agency) can offer a new job quickly after the previous job ends, if I wish.

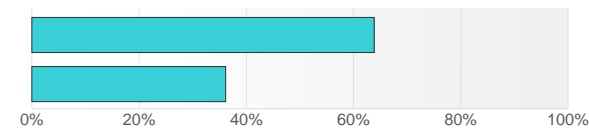


# Permanent employment

■ Agency Worker Survey 2018 (N=7,165)

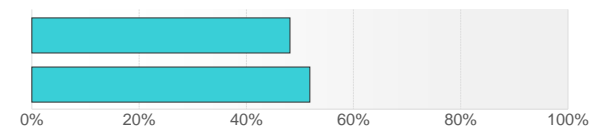
I would like to have permanent employment in my current situation

	Answers	%
Yes	4,574	64%
No	2,589	36%



I would like to have permanent employment at my current client company.

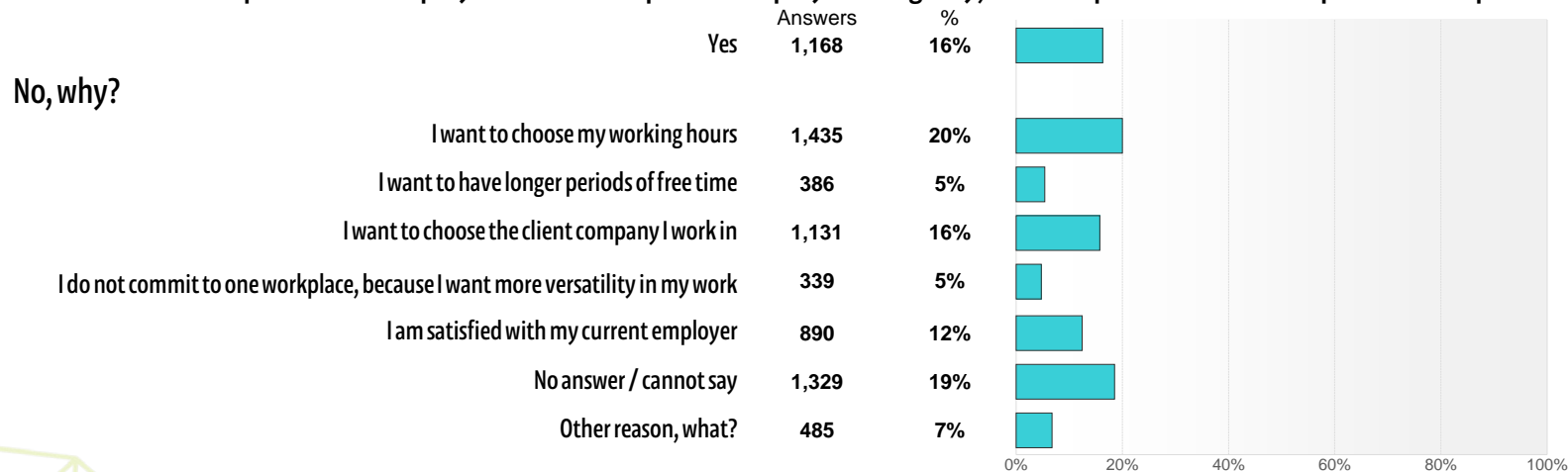
	Answers	%
Yes	3,449	48%
No	3,714	52%



# Accepting permanent employment

■ Agency Worker Survey 2018 (N=7,165)

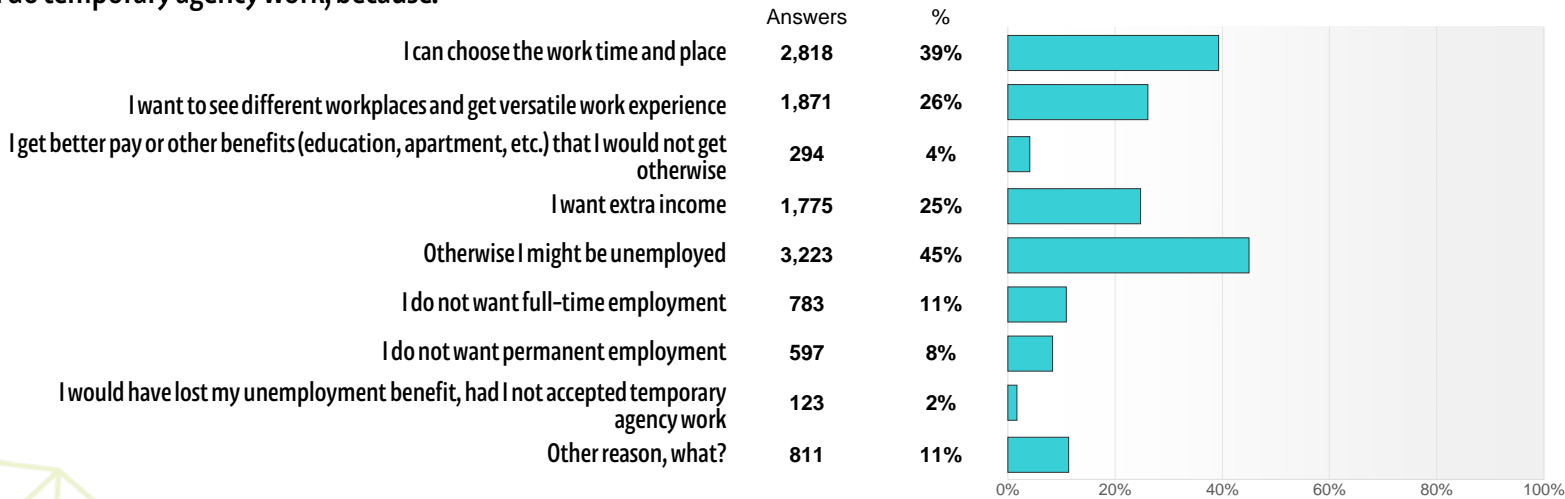
I would like to have permanent employment with the private employment agency, at which point I would be required to accept work when offered



# I do temporary agency work, because

■ Agency Worker Survey 2018 (N=7,165)

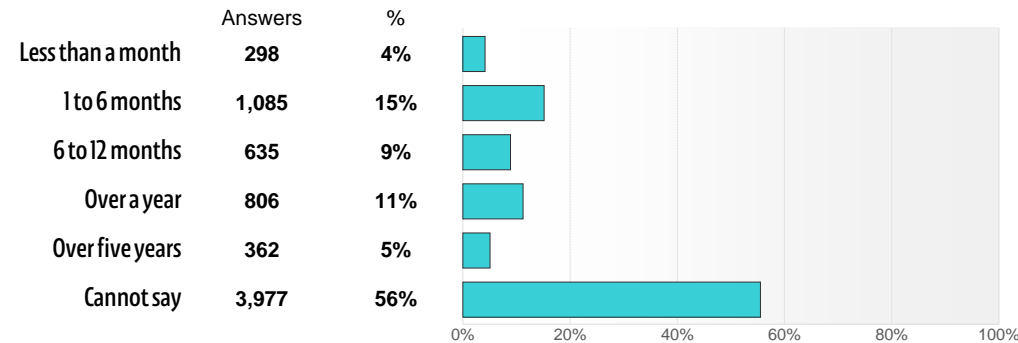
I do temporary agency work, because:



# Continuing temporary agency work and recommendations

■ Agency Worker Survey 2018 (N=7,165)

I plan to continue temporary agency work for



I can recommend agency work to my friends.

