

WHAT'S ON THE MINDS OF AGENCY WORKERS?



Results from a survey of 2,165 agency workers in 5 European countries



#1 TEMPORARY WORK IS A MASS PHENOMENON

15.7%

Flexible workers account overall for **15.7%** of the total workforce (Source: Eurostat)

#2 AGENCY WORKERS WANT RESPECT

"Receiving missions that match my preferences" is as important as increasing compensation.

The 3 most important things to agency workers:

- Receiving missions that match my preferences
- Increasing my compensation
- Managing my relationships with companies where I have a mission



37%

of agency workers would like staffing agencies to provide more information when starting a mission



#3 AGENCY WORKERS WANT A CAREER TRAJECTORY

59%

would like to be offered training opportunities to improve their skills

59%

instability and uncertainty is what they dislike most about being a temporary worker

23%

would like to get more feedback and follow-up after a mission

#4 RELATIONSHIPS MATTER

65%

feel a sense of loyalty or commitment to their primary staffing agency

58%

prefer to work with one single agency (19% multiple, 23% no preference)



#5 WHAT STAFFING AGENCIES SHOULD DO

The 4 key expectations of agency workers:

- 1 Be human; build trust and understanding
- 2 Be relevant; make sure messaging is pertinent
- 3 Be timely; make sure engagement is appropriate
- 4 Be easy; utilize technology to improve interactions and experience

To get the comprehensive survey results, download our white paper at <https://coffreo.biz/temp-worker-study/>

