

Inflow survey

Facts

and figures

on temporary employees

September 2009 edition



Contents

- 4 Temporary employment is for everyone
- 6 Who performed temporary work in 2008 and why?
 - 7 The number of temporary employees is stable; the duration of temporary employment is increasing
 - 8 Age: decline in youth and ageing of population
 - 9 Increasingly more breadwinners
 - 10 Almost one in three temporary employees finds a permanent job
 - 11 Employment agency most important avenue in finding permanent work
 - 12 Off benefits faster thanks to temporary employment
 - 13 One third belongs to the special target groups
 - 14 Average number of temporary jobs is high
 - 14 Duration of temporary work increasing
 - 15 Temporary employment in almost all sectors
 - 15 Many highly educated employees work below their level
 - 16 Temporary employees are satisfied
 - 18 One quarter is enrolled in training/education
- 20 Colophon

Temporary
employment
is for
everyone

How many temporary employees went to work in the past year? What characterises these individuals and why do they opt for temporary employment? The periodic Inflow Survey among Temporary Employees answers these and many other questions. The survey for 2008 shows more than ever that temporary employment has matured: it is impossible to imagine today's economic and social landscape without temporary employment. The figures show that temporary employment offers opportunities to job seekers in all age brackets and career phases. From student and entrant through to the professional flexible worker, the returning worker and the pensioner: the temporary employment agency gives them access to the labour market. We therefore took this fact as guiding principle in structuring this publication.

The fact that temporary employment continues to grow in importance is also demonstrated by the increase in the share of breadwinners within the total group of temporary employees. Not new – but still worthy of mention – is the fact that temporary employment offers many opportunities to job seekers that usually have more difficulty finding work: no less than 31% of all temporary employees belong to the special target groups. In short: temporary employment is for everyone.

About this survey

Every two years the Dutch association of temporary work agencies (ABU) holds an inflow survey among temporary employees. A total of 8,124 temporary employees participated in the 2008 Inflow Survey. They were working for one of the following temporary employment agencies in 2008:

Adecco, Content, Manpower, Randstad Groep Nederland, Start People, Tempo-Team Uitzendbureau, Tènce, Timing and Unique. The survey was carried out by ECORYS. Since the survey has taken place for over a decade (since 1993), it brings to light a number of interesting trends.

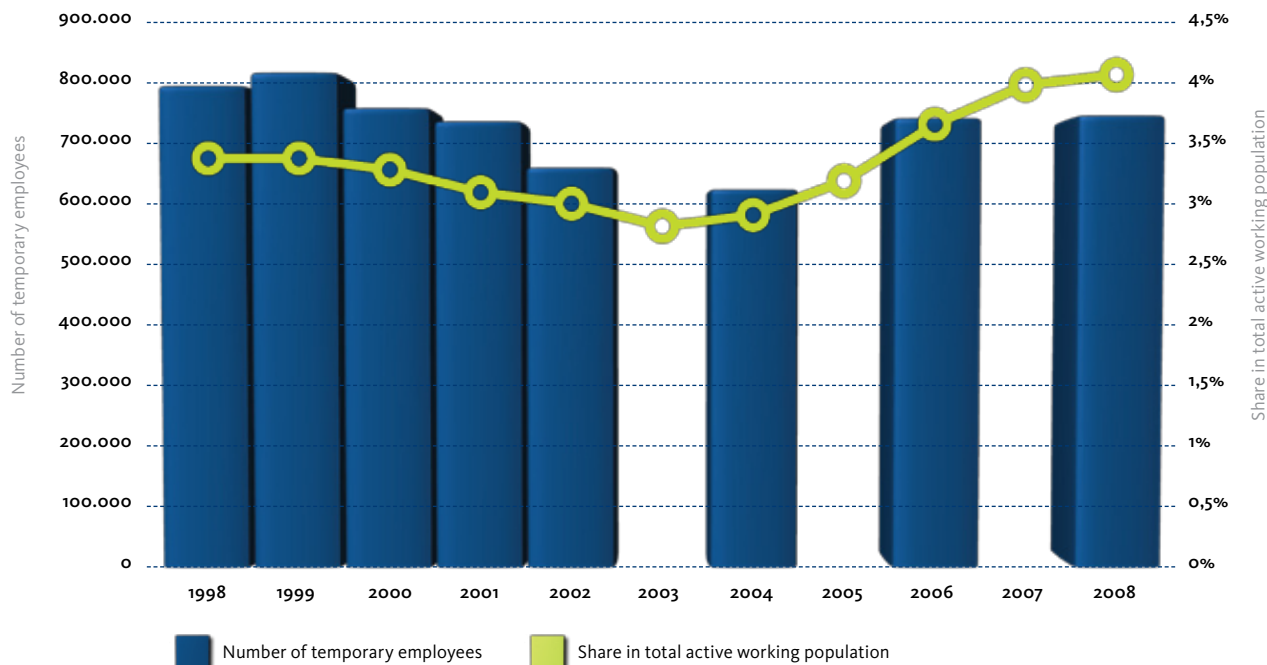
Who
performed
temporary
work in 2008
and why?

The number of temporary employees is stable; the duration of temporary employment is increasing

In 2008, 734,000 people started a temporary job. Altogether they performed 1.4 million different temporary jobs. The number of temporary employees in phase A declined in comparison to 2006, in favour of temporary employees with a phase B or C contract. As a result, temporary employees have on average more legal certainty. A shift also took place in the duration of temporary work; temporary employees are working via a temporary employment agency for longer on average.

Throughout the years the number of temporary employees that start a temporary job has fluctuated slightly each year. Over the past ten years (1998-2008) there has been a slight decline. The low point was in 2003 when the economy was unfavourable. The slight decline in the number of temporary employees is in contrast to an increase in the number of hours worked. On balance, temporary employment continues to grow in importance as an economic phenomenon. The share of temporary employees in the total active working population has therefore risen: from 3,3% in 1998 to 4,04% in 2008.

NUMBER OF TEMPORARY EMPLOYEES AND SHARE IN TOTAL ACTIVE WORKING POPULATION



Age: decline in youth and ageing of population

Temporary employees are young compared to the Dutch working population as a whole. Nonetheless temporary employment cannot escape the demographic trends that are taking shape. Temporary employment

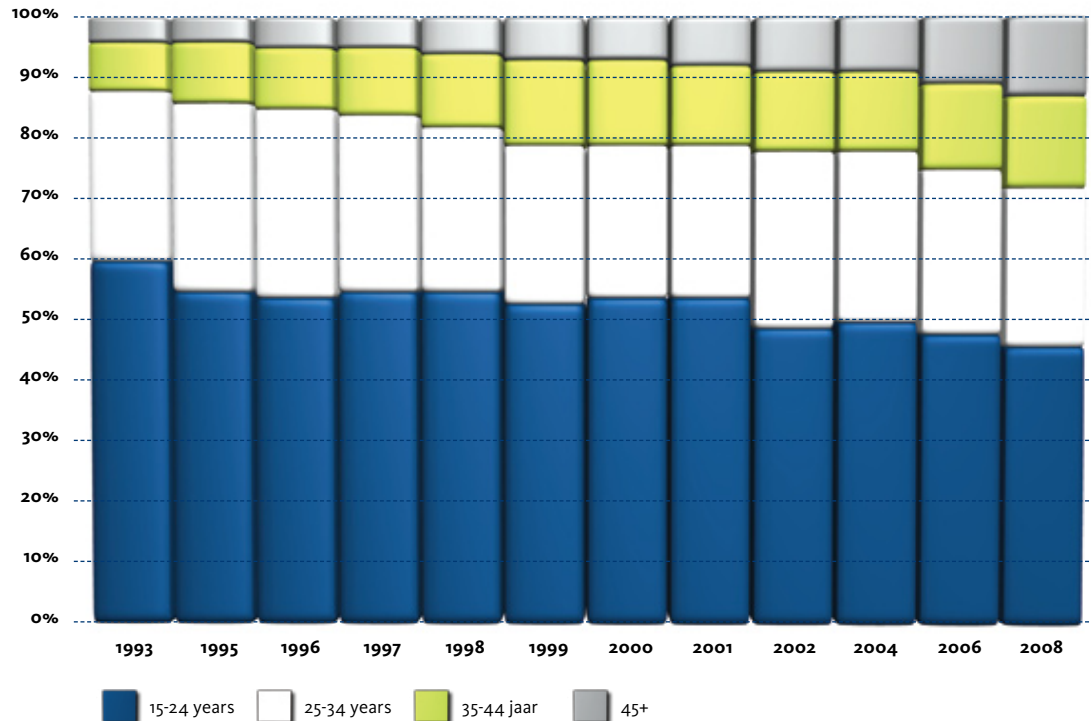
reflects the decline in the number of youth and the ageing of the population. The percentage of young people came to 46% in 2008 (in the Dutch working population as a whole: 12%). That is somewhat less than two years ago (2006: 48%). For the sake of comparison, in 1993 60% of temporary employees

were young people. The share of older workers has been increasing over the years. In 2008 older workers comprised 13% of all temporary employees. These trends not only reflect demographic developments, they are also a consequence of the social position that temporary employment has attained: temporary employment has matured.

----- TEMPORARY EMPLOYEES BROKEN DOWN BY AGE AND GENDER -----

AGE	Inflow survey			Active working population (CBS)		
	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL
up to 24	49%	43%	46%	12%	13%	12%
25-34	26%	26%	26%	23%	25%	24%
35-44	13%	16%	15%	28%	28%	28%
45+	11%	16%	13%	38%	34%	36%
TOTAL	100%	100%	100%	100%	100%	100%

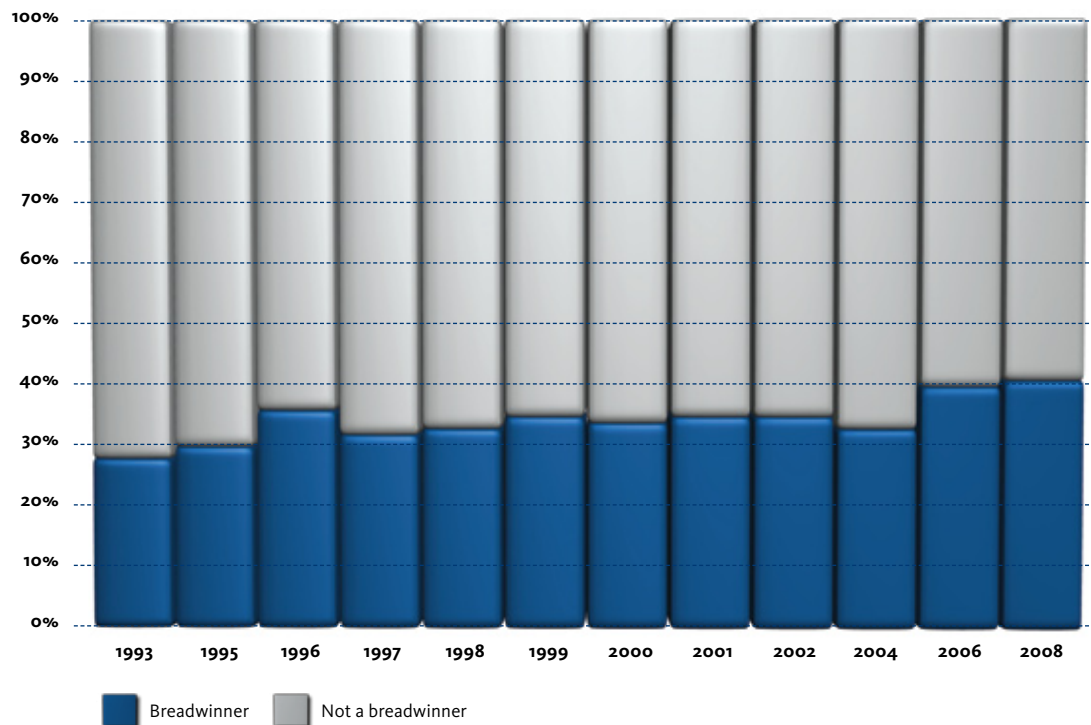
----- DEVELOPMENT IN TEMPORARY EMPLOYEES ACCORDING TO AGE -----



Increasingly more breadwinners

The percentage of temporary employees that were married or had a permanent partner in 2008 was the highest ever measured: 39%. The percentage of temporary employees that still live at home with their parents has also been declining for some time. Even more telling is the rise in the percentage of breadwinners. In 2008 41% of temporary employees were breadwinners. That was just 27% in 1993. That means that a growing group of temporary employees can secure their household's primary income thanks to temporary employment. This fact also illustrates the strong social position of temporary employment: without temporary employment many of these people would have been unemployed.

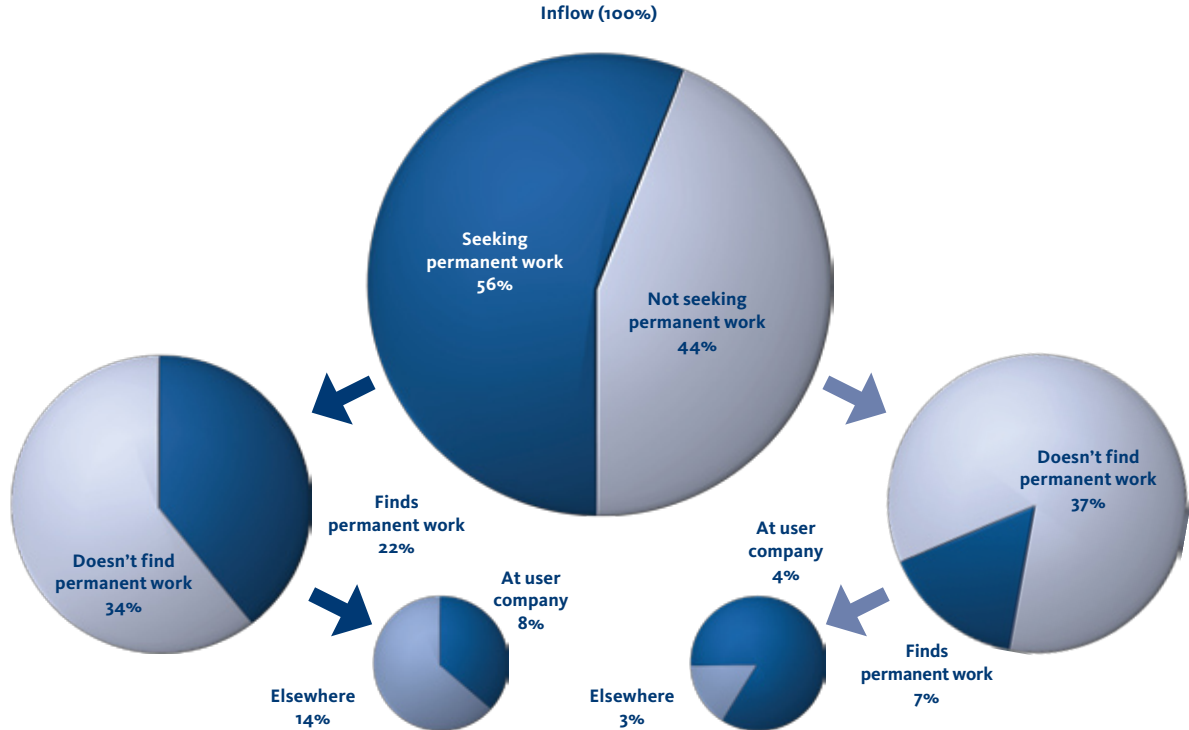
DEVELOPMENT IN THE NUMBER OF BREADWINNERS AMONG TEMPORARY EMPLOYEES



Almost one in three temporary employees finds a permanent job

Of all the temporary employees that started temporary work in 2008, 29% had found permanent work by the spring of 2009. That percentage coincides approximately with the average over the past years. The percentage of temporary employees who found permanent work would probably have been higher had economic growth not slowed in the second half of last year. The group that has found permanent work also includes temporary employees who were not looking for a permanent job. If they nonetheless do find such work, it is logically more likely to be at the user company rather than elsewhere.

SEEKING AND FINDING PERMANENT WORK BY TEMPORARY EMPLOYEES



Employment agency most important avenue in finding permanent work

When temporary employees find a permanent job, this is primarily thanks to the temporary employment agency, say two thirds of all temporary employees. This assertion is accurate, if only because the temporary employment agency has established the contact with the user company. A great many temporary employees who find permanent work do so at a user company or former user company. When temporary employees are asked to list the most important avenues to find permanent work, the temporary employment agency therefore is cited the most often. Of all temporary employees who found a permanent job, 29% state that they managed this via the temporary employment agency. Other important avenues for finding permanent work include: friends, family, acquaintances, colleagues (in total 14%), unsolicited job applications (14%) and advertisements in newspapers and magazines (14%). These findings are largely consistent with those of an earlier survey conducted by the Work and Income Inspectorate (IWI) into the avenues by which clients of the Employee Insurance Agency (UWV) with an unemployment benefit find employment.

AVENUES FOR FINDING WORK: HOW DO TEMPORARY

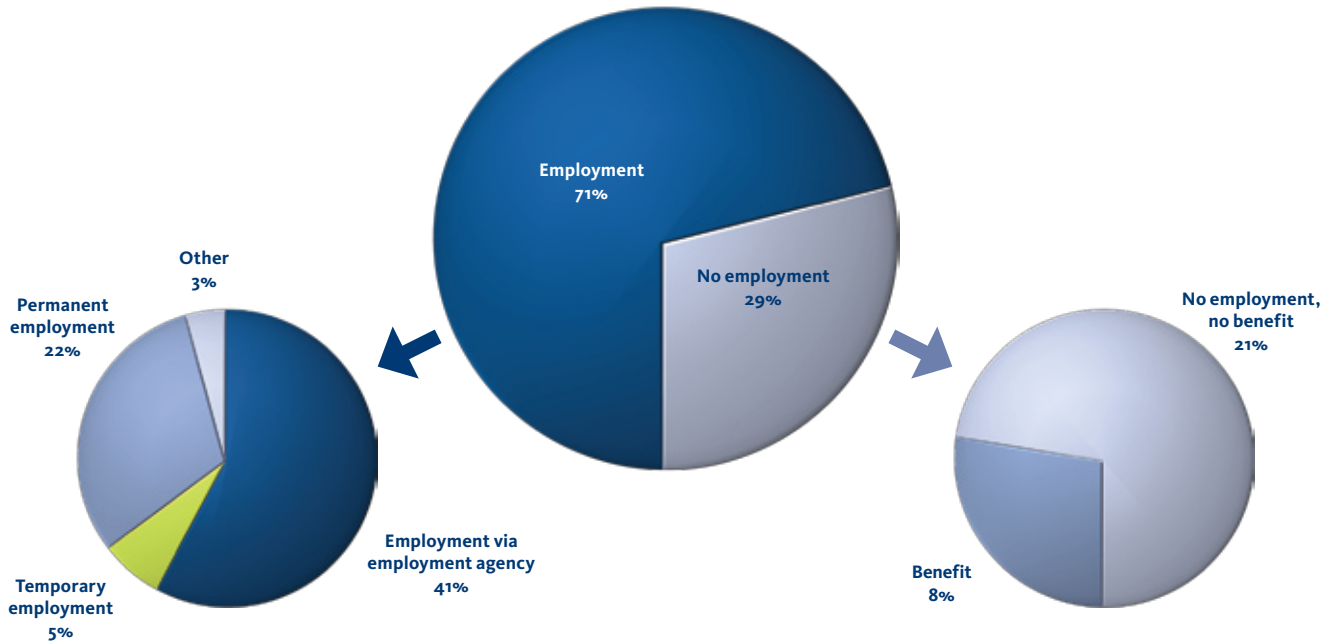
EMPLOYEES FIND PERMANENT WORK?

AVENUE	PERCENTAGE
Temporary employment agency	29%
Via friends, family, acquaintances, colleagues	14%
Unsolicited job applications	14%
Advertisements in newspapers and magazines	14%
Internet	8%
Recruitment and selection agency	4%
Via school, education/training programme, internship	2%
Secondment agency	2%
Centre for Work and Income (CWI) (not werk.nl)	2%
Job/career fair	1%
Re-integration company	0%
Other	10%
TOTAL	100%

Off benefits faster thanks to temporary employment

Of all the temporary employees who started temporary work in 2008, 17% was receiving a benefit, usually an unemployment benefit (12%). At the end of the year this percentage had fallen to 8%. This demonstrates how temporary employment functions as a springboard. The percentage of temporary employees receiving a benefit before starting their first temporary job was lower than in previous years. The favourable economy is the reason behind this (when the economy is good, there are fewer unemployed, and therefore fewer employed people entering temporary employment).

SITUATION AFTER TEMPORARY EMPLOYMENT



One third belongs to the special target groups

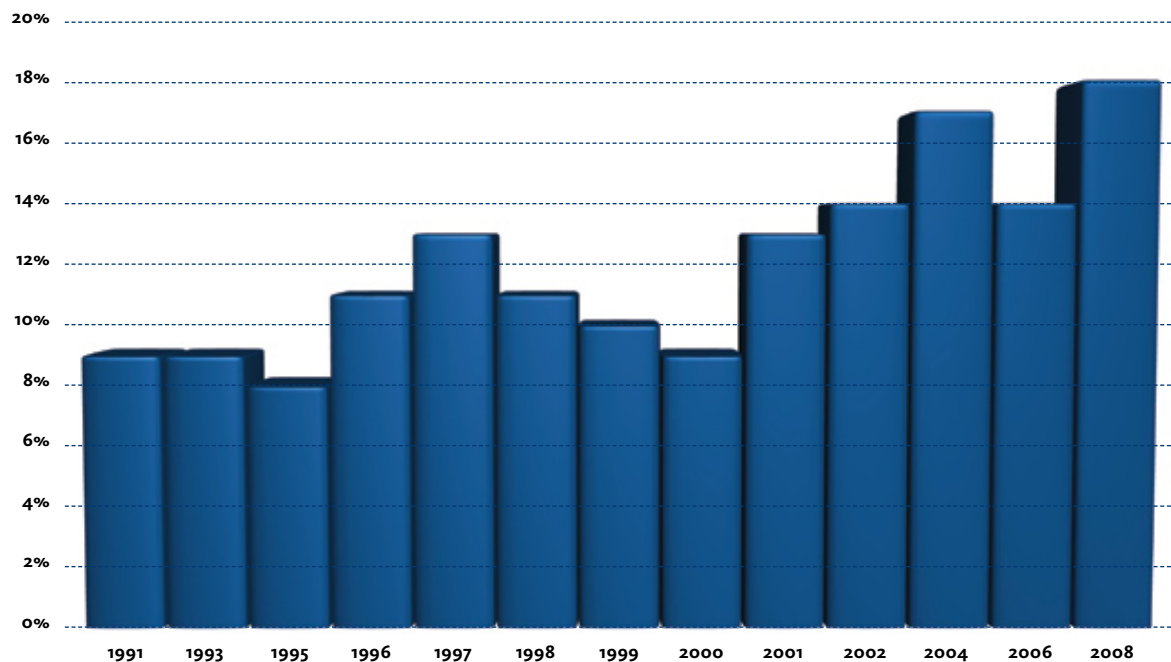
31% of all temporary employees in 2008 belonged to the special target groups. The largest group among these are the ethnic minorities, who represent 18% of the total. They have a lower educational level on average; 34% has not completed any education higher than the level of VMBO (preparatory secondary vocational education). The educational level of the women is higher than that of the men. The average duration of temporary employment per year is 29 weeks for the group of temporary employees from an ethnic minority; this is markedly higher than the average (25 weeks).

THE PERCENTAGE OF SPECIAL TARGET GROUPS

AMONG TEMPORARY EMPLOYEES

	2006	2008
Ethnic minorities	14%	18%
Older workers (45+)	12%	13%
Labour incapacitated	2%	1%
Long-term unemployed	3%	2%
TOTAL (corrected for overlap)	27%	31%

DEVELOPMENT IN THE PERCENTAGE OF ETHNIC MINORITIES



Source: Marktplan (1991), ECORYS (1993-2008).

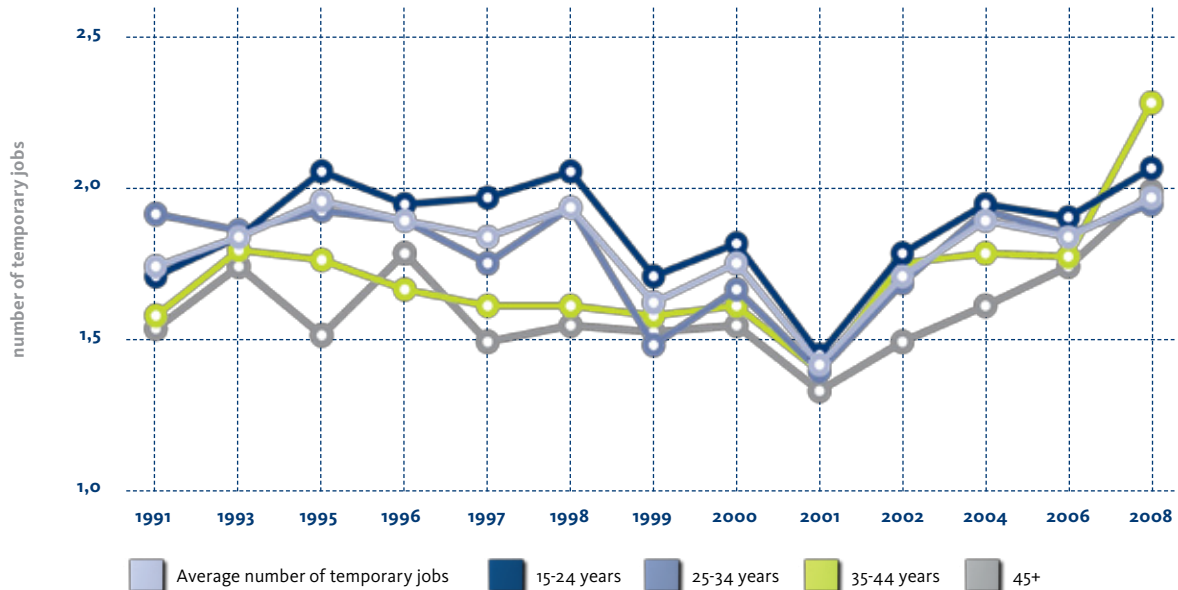
Average number of temporary jobs is high

The average number of temporary jobs that temporary employees held in 2008 was 1.95. That is relatively high. This high number can be explained by the economic conditions; when the economy is good, the number of temporary jobs is higher. There is good reason why the year 2001, just after the internet bubble burst, showed an exceptionally low number. In terms of age, two groups are conspicuous: the number of temporary jobs is higher on average among young people (2.04). That is because young people (including students) perform temporary work much more often. The average number of jobs in the age group 34-44 years is even higher (2.24). The group of professional flex workers (see page 30) is strongly represented in this age bracket and this group changes jobs more frequently.

Duration of temporary work increasing

The average temporary work lasted 172 days in 2008. This is the total number of days that temporary employees worked on average in 2008. Disregarding occasional temporary declines (caused by a less favourable economy), the average duration of temporary work has been on the rise since 1993. Temporary employees in phase A work 165 calendar days on average; the average for phases B and C is 266. The average number of temporary employment agencies that temporary employees worked for in 2008 was 1.46. This number has remained reasonably constant through the years.

DIFFERENCES IN THE NUMBER OF TEMPORARY JOBS



Temporary employment in almost all sectors

Temporary employees find work in a large number of sectors. The sector that stands out the most is transport and logistics. In 2008 13% of all temporary employees worked in this sector. Other sectors with many temporary employees included hospitality and catering (10%) and government (10%). Temporary employment is uncommon in a few sectors, despite the fact that these sectors are large: education (2%) and computerisation (2%).

44% of all temporary employees worked in SMEs (companies of up to one hundred employees). This percentage has remained more or less stable over the past six years. This shows that temporary employment is also being used extensively throughout SMEs.

SECTOR	PERCENTAGE
Transport and logistics	13%
Hospitality and catering	10%
Public administration (government)	10%
Healthcare	9%
Other professional services	8%
Financial services	8%
Post and telecommunications	7%
Other industry	6%
Food and luxury food industry	5%
Metal industry	5%
Trade	4%
Chemicals industry	3%
Construction/installation companies	3%
Sport, culture, recreation	2%
Computerisation	2%
Education	2%
Power and water companies	2%
Agriculture and fishery	1%
Other	0%
TOTAL	100%

Many highly educated employees work below their level

A comparison was made in the survey between the educational level of the temporary employees and the level at which they are working. The survey indicates that 30% of temporary jobs required a lower level of education (primary education). In 59% of cases secondary education was required, and in 11%, HBO (higher professional education) or higher was required. The survey indicates that the educational level of temporary employees often does not coincide with the level at which they are working. This is most prominent in the case of highly educated employees. Of all temporary employees with an HBO or WO (university) education, 44% is working below their level. The high number of students that performs temporary employment does not affect this percentage. After all they have not yet completed their education; their highest level of education completed is not yet at the HBO or WO level. Women work below their level somewhat more often than men. Combining work and family responsibilities could prompt women to temporarily opt for a somewhat less demanding job.

REQUIRED EDUCATION FOR LAST TEMPORARY JOB

AND OWN EDUCATION 2008 (COMPLETED)

		Highest education completed 2008			
REQUIRED		PRIMARY	SECOND-ARY	HIGHER	TOTAL
Primary education		58%	13%	6%	13%
LBO, VMBO, MAVO, HAVO, VWO*		41%	81%	38%	68%
HBO+		1%	7%	56%	19%
Total		100%	100%	100%	100%

The table shows the relationship between the temporary employee's educational level and the level of his or her last temporary job. For example: 56% of the temporary employees who have completed HBO work on HBO level.

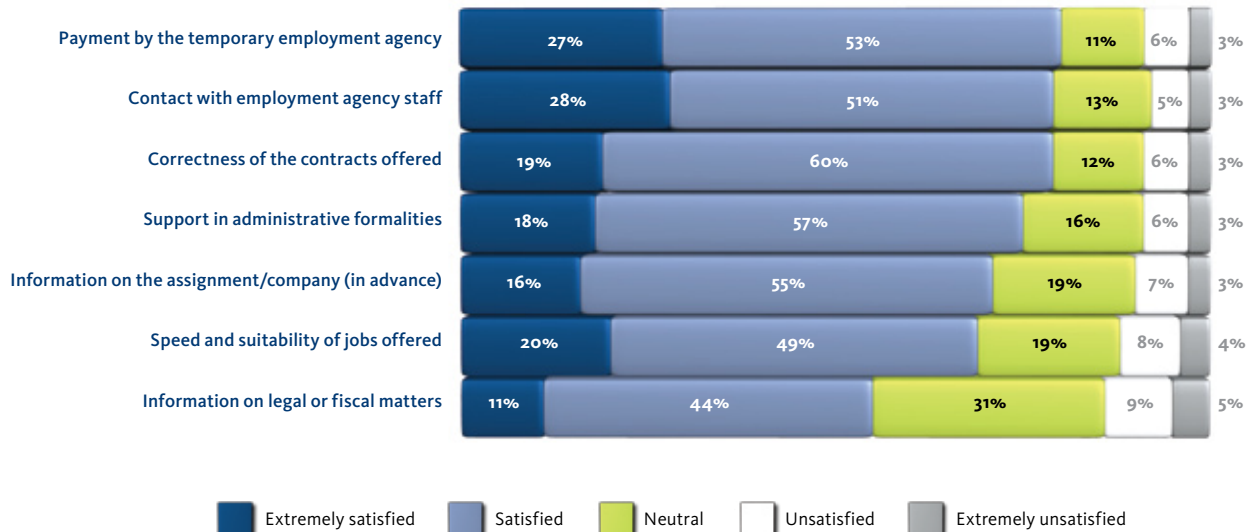
* LBO (lower secondary vocational education), VMBO, MAVO (junior general secondary education), HAVO (senior general secondary education), VWO (university preparatory education)

Temporary employees are satisfied

In general temporary employees are satisfied with the service offered by temporary employment agencies. Particularly the contact with agency staff and payment by the employment agency score highly. The speed in matching the employee with a job and the suitability of temporary jobs could be improved, but the agencies only control this to a certain degree; after all they too are dependent on market conditions. What they are in control of is the information on legal and fiscal matters; temporary employment agencies score somewhat poorer in this aspect.

The temporary employees are in general also extremely satisfied with the temporary work they perform. Accessibility, work climate and contact with permanent employees are aspects that score extremely highly; the impression that temporary employees do not feel at home at their work place is – in general – inaccurate therefore. Variation in the work and the explanation of safety regulations are aspects that scored relatively less favourably. In high-risk sectors (metal and chemicals industries), however, this latter aspect receives a more positive assessment.

SATISFACTION WITH THE TEMPORARY EMPLOYMENT AGENCY

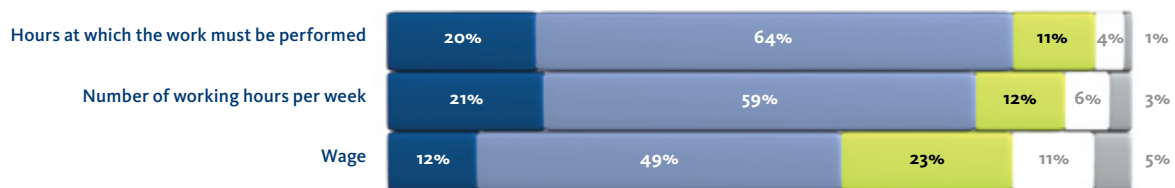


Looking at the employment conditions, it is striking that 84% is extremely satisfied or satisfied with the hours at which work must be performed. Temporary employees are the least satisfied with regard to the wage they earn: 16% is dissatisfied or extremely dissatisfied. In this respect temporary employees are no different from the average employee.

----- SATISFACTION WITH THE USER COMPANY -----



----- SATISFACTION WITH THE EMPLOYMENT CONDITIONS -----



One quarter is enrolled in training/education

Almost a quarter of all temporary employees followed a course, training or educational programme related to their temporary work. This percentage is higher than in the previous survey (2006: 19%). Young people participate in training relatively less frequently. They more often take jobs during school holidays or alongside their studies which are less likely to require training. Older temporary employees often follow some sort of training on the other hand.

With regard to the reasons why temporary employees choose temporary employment, it is conspicuous that especially those seeking permanent work follow education or training (29%). The percentage of temporary employees that follow training is relatively high in the sectors professional services, post and telecommunications, chemicals, power and water companies and government.

TEMPORARY EMPLOYEES WHO HAVE

----- FOLLOWED TRAINING, BROKEN DOWN BY AGE -----

AGE	2006	2008
15-24 years	16%	21%
25-34 years	20%	26%
35-44 years	21%	25%
45+	22%	24%
TOTAL	19%	24%

COLOPHON

*This edition is based on the
results of the 2008 Inflow Survey
among Temporary Employees
carried out by ECORYS.*

Final editing:

Dutch Federation of
Private Employment Agencies
(ABU), PR and External
Communications Department

Text:

Saffraan Communicatieprojecten,
Beesd

Design:

PotatoPixels, Almere

ABU

PO box 144

1170 AC Badhoevedorp

telephone 020 - 655 82 55

fax 020 - 655 82 44

internet www.abu.nl

