

Customer Survey 2025-2026



HELA – Use of Temporary Agency Work and Recruitment Services in 2025

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Taloustutkimus Oy

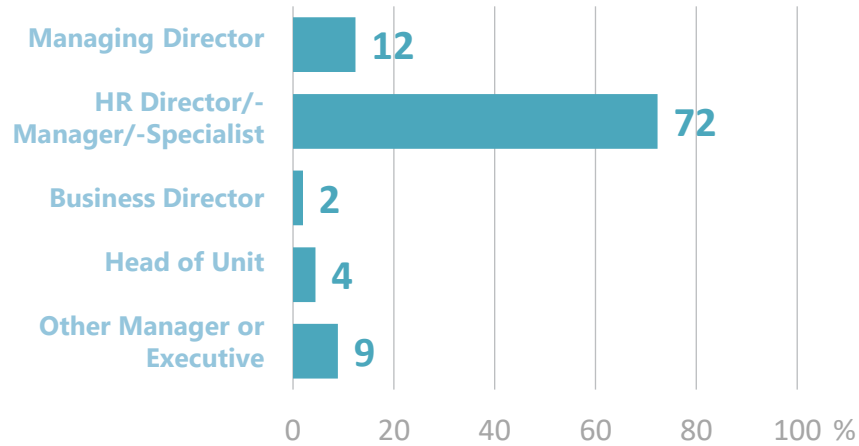
Introduction

- Taloustutkimus conducted this study on the use of temporary agency work and recruitment services on behalf of HELA.
- The study was carried out between 23 October and 12 December 2025 as a telephone-recruited online survey.
- The objective of the study was to examine, among other things, the current use of temporary agency work and recruitment services, anticipated future use, barriers to their use, and the use of foreign labour.
- A total of 202 respondents participated in the study.
- The respondents were HR directors, CEOs, business directors, unit managers, or other equivalent supervisors from companies employing at least 100 people.
- Respondents represented companies from all regions of Finland.
- The survey questionnaire was designed jointly by representatives of HELA and Taloustutkimus.

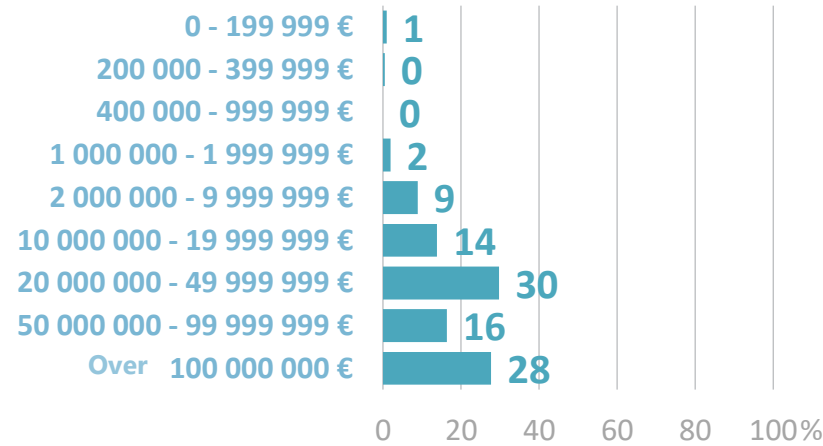
Respondents' background information

Kaikki vastaajat, n=202
All respondents, n= 202

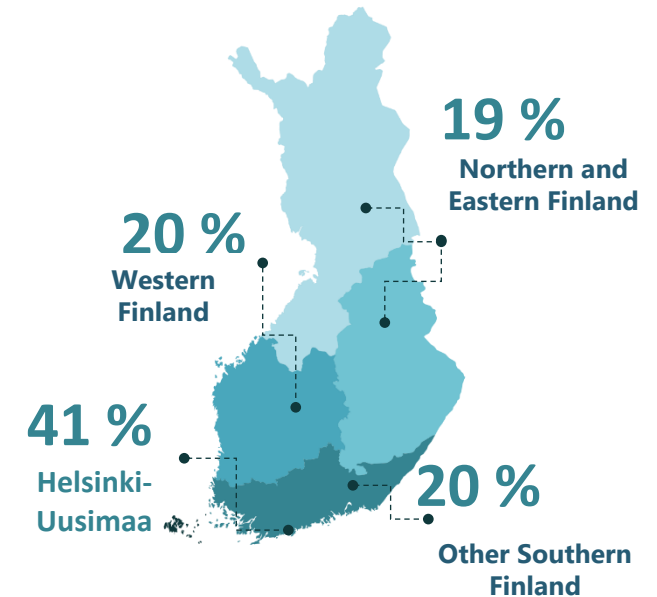
Position



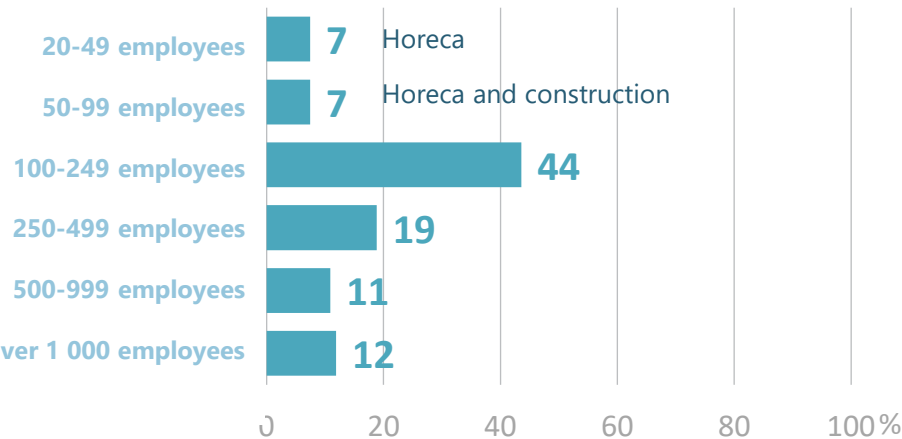
Turnover



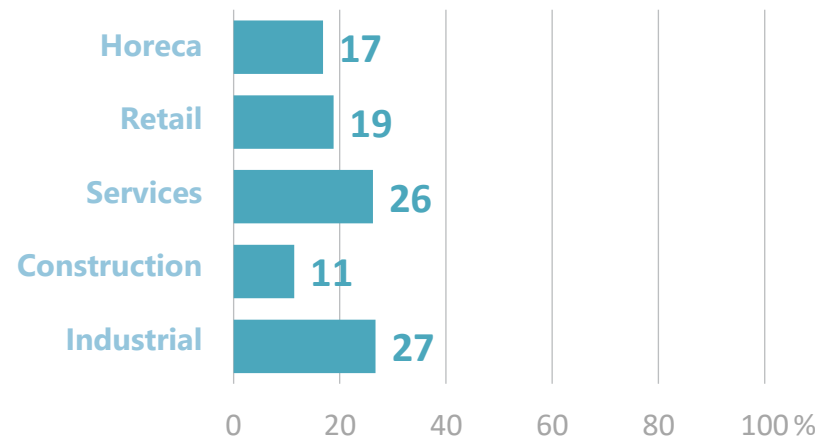
Area



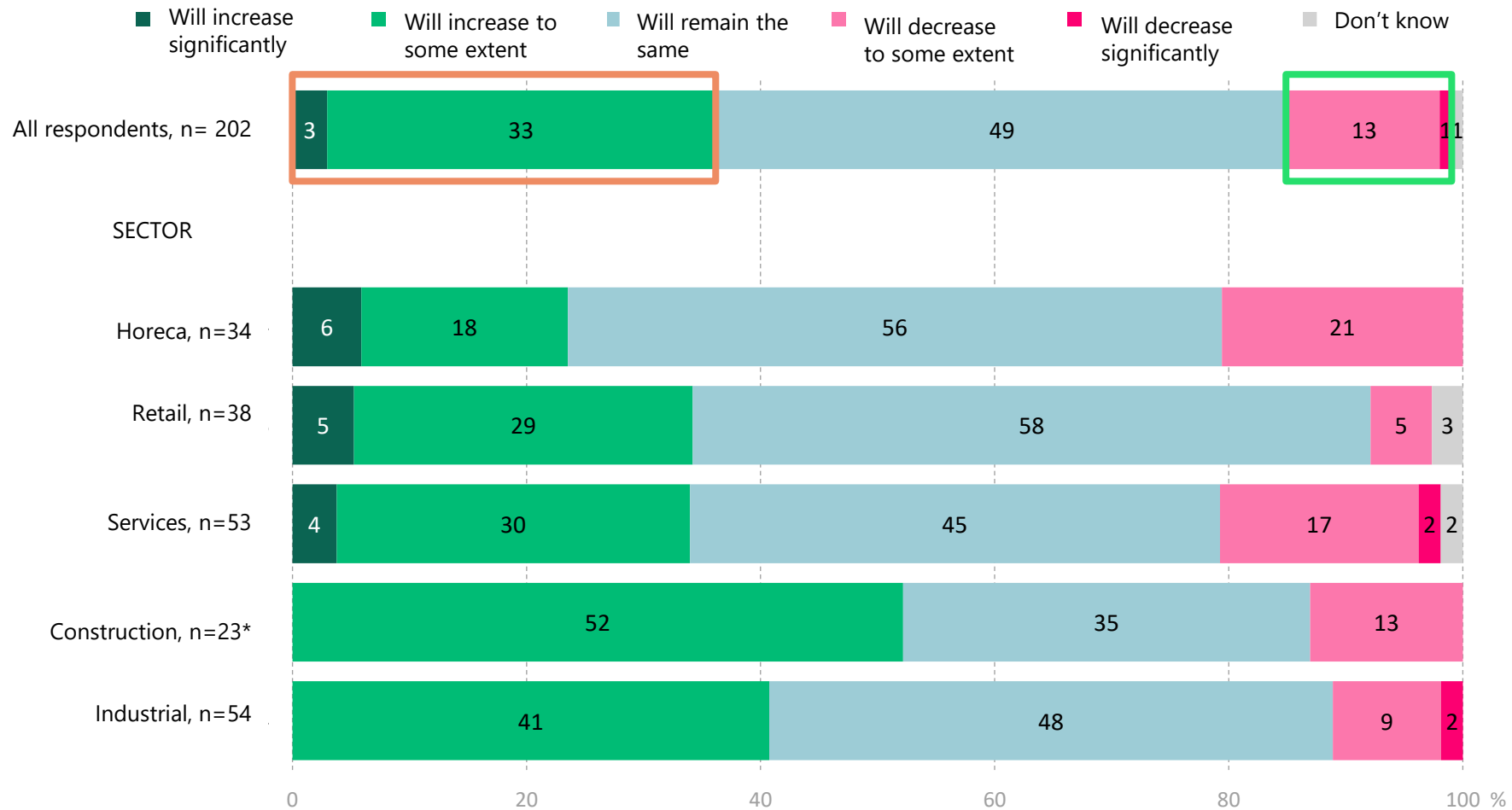
Number of employees



Industry



How do you assess your company's labour demand developing over the next year?



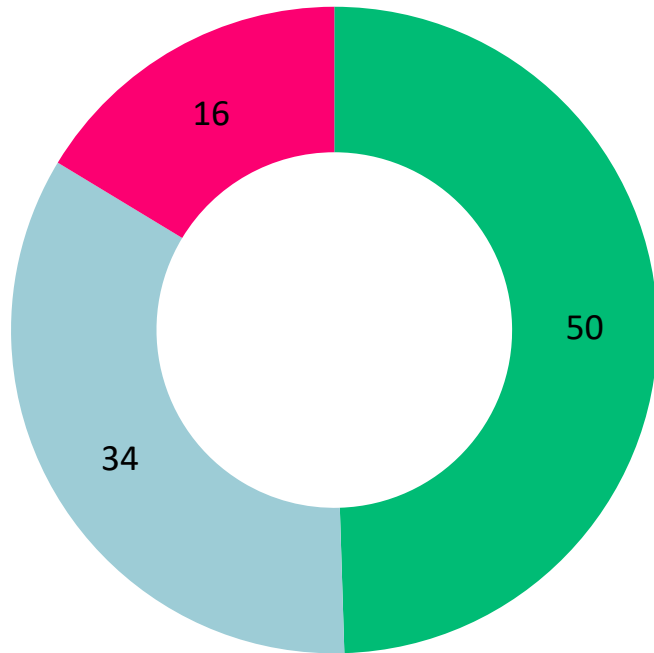
Kaikki vastaajat, n=202
All respondents, n=202

*) Alhainen vastaajamäärä, tulos suuntaa antava
*) Low number of respondents, the result is indicative

The use of Agency Work Services

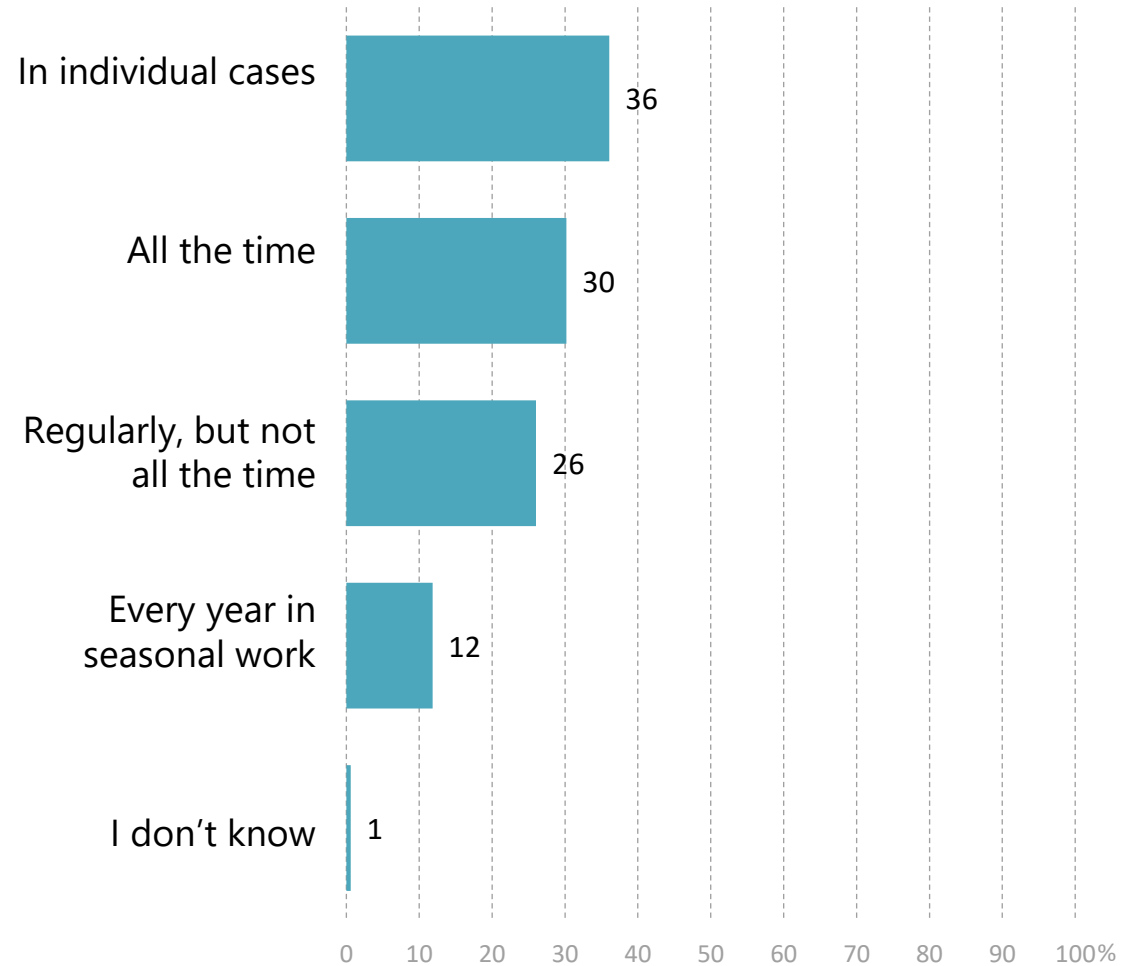
Does your company use, or has it used, temporary agency workers?

- Yes, we use at the moment
- Yes, we have used, but not at the moment
- No, we don't use and haven't used



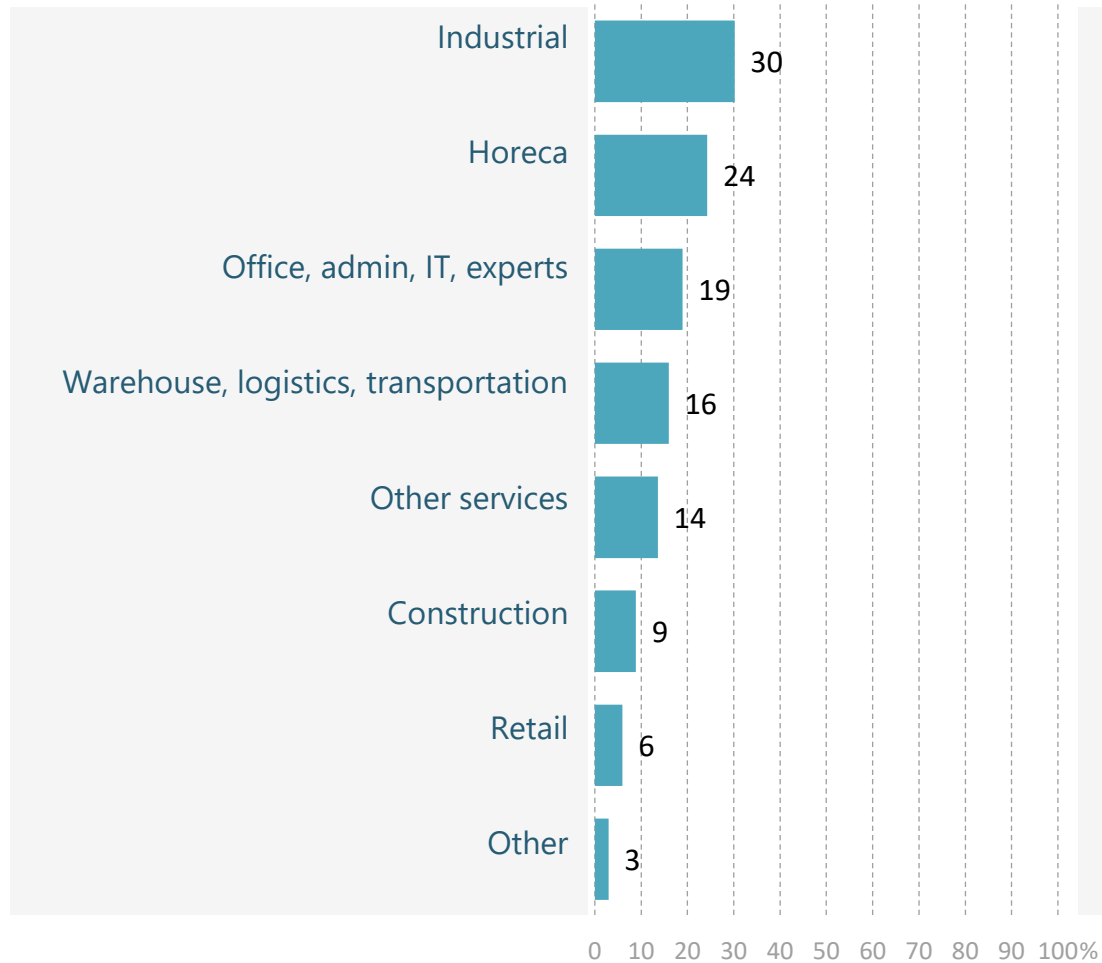
Kaikki vastaajat, n=202
All respondents, n= 202

How often do you use, or have you used, temporary agency workers?

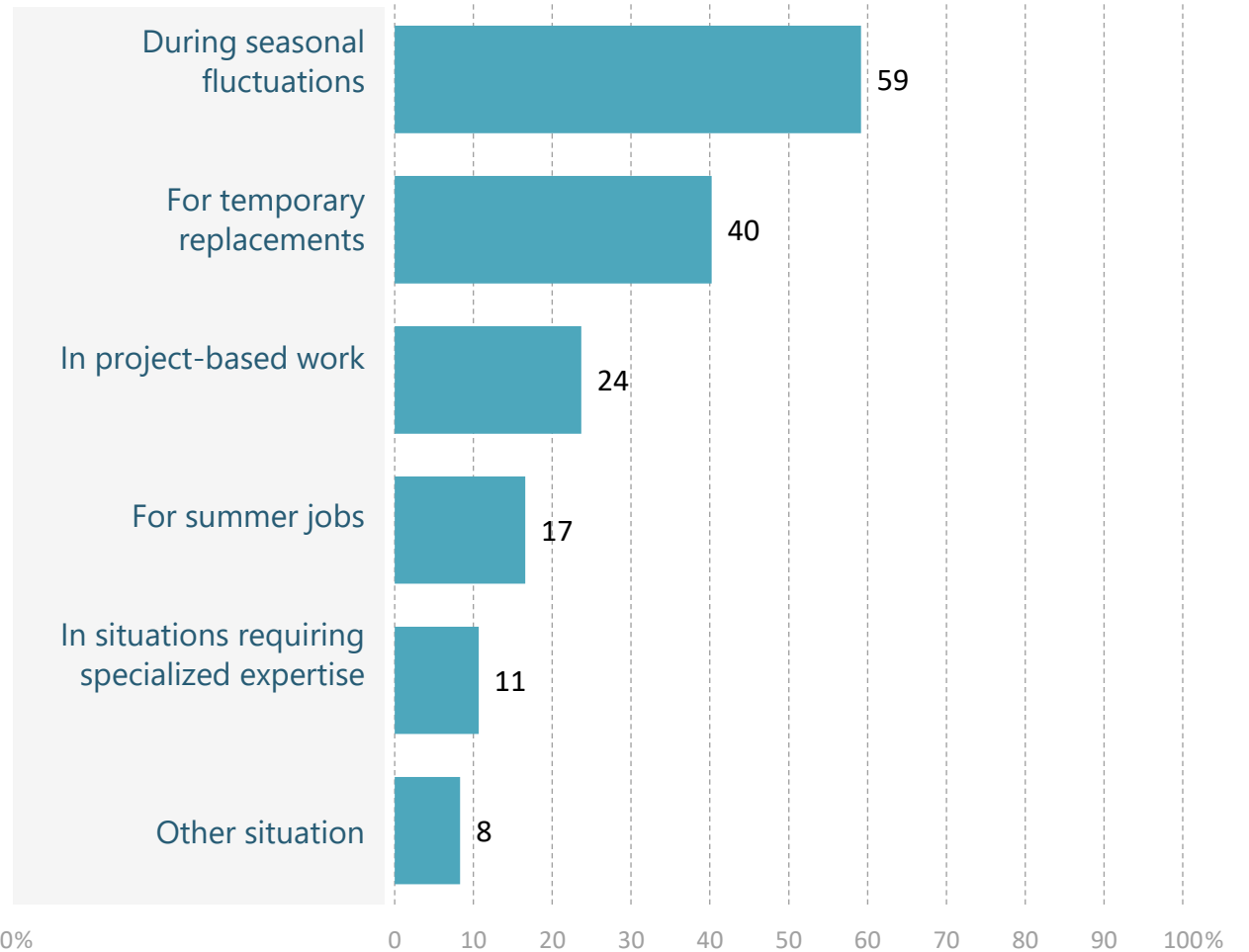


*) Alhainen vastaajamäärä, tulos suuntaa antava
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In which job roles have you used temporary agency workers?

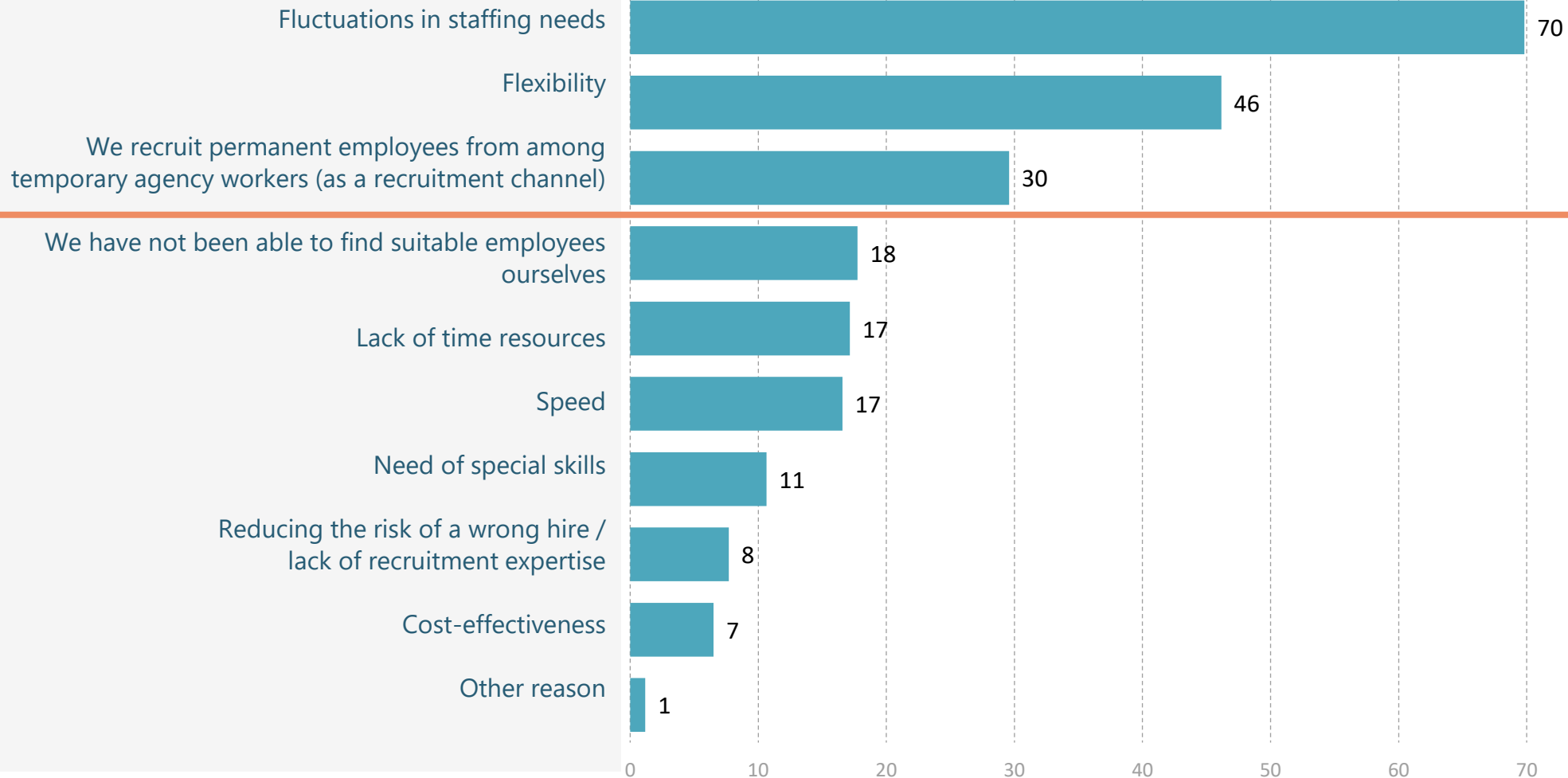


In which situations do you use, or have you used, temporary agency workers?



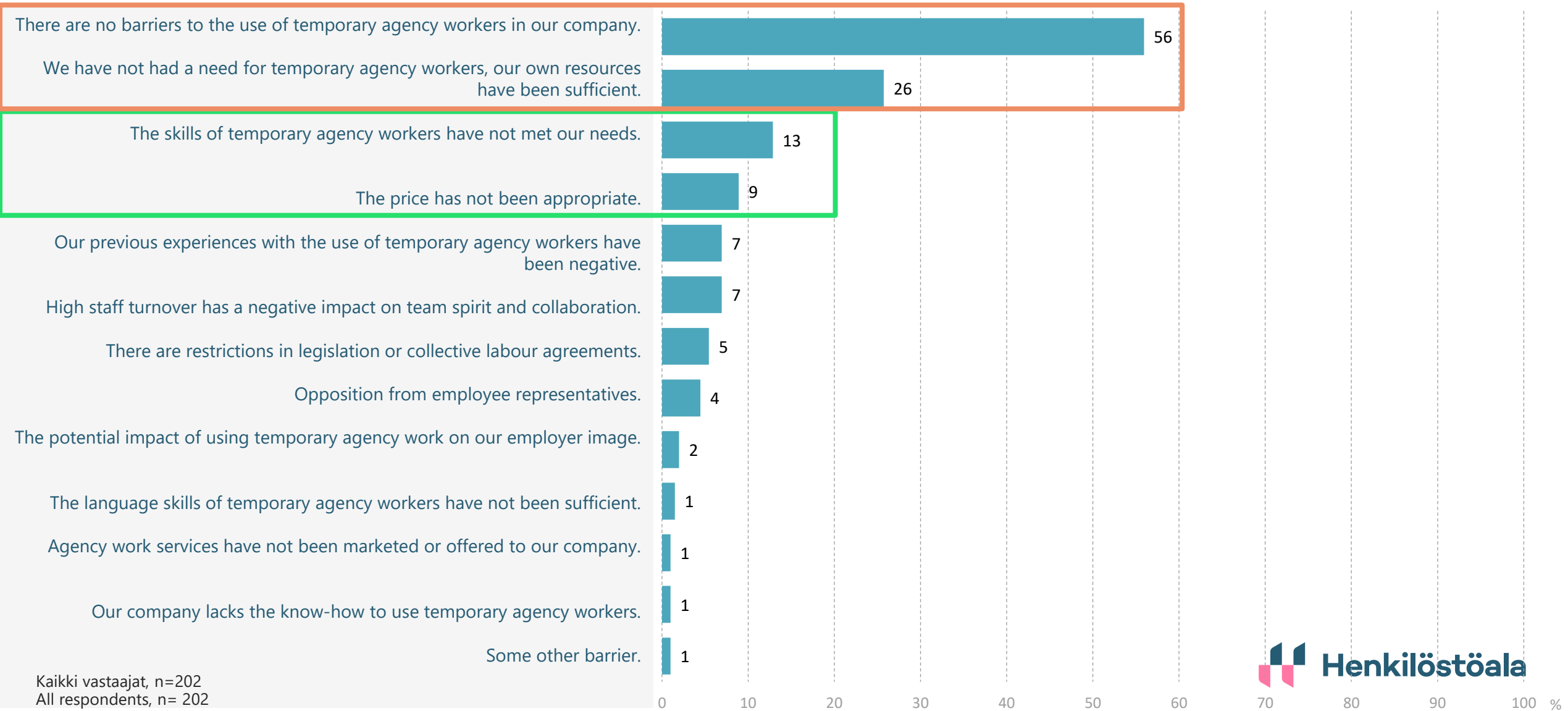
Käytetään/on käytetty vuokratyövoimaa, n=169
Temporary agency workers are used/have been used, n = 169

What are the main reasons why you use, or have used, temporary agency workers?



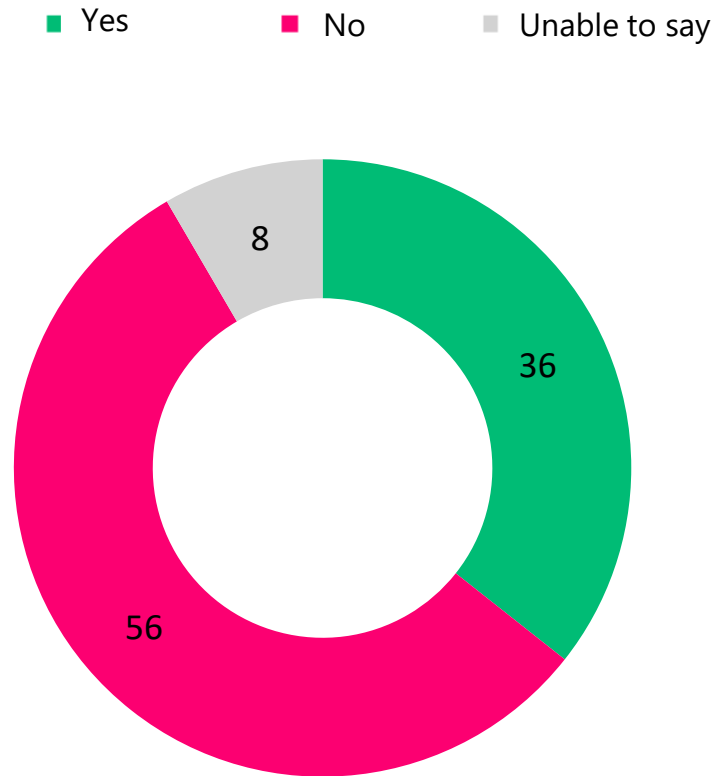
Käytetään/on käytetty vuokratyövoimaa, n=169
Temporary agency workers are used / have been used, n = 169.

Are there any barriers to the use of temporary agency workers in your company, and if so, what are the most significant barriers?



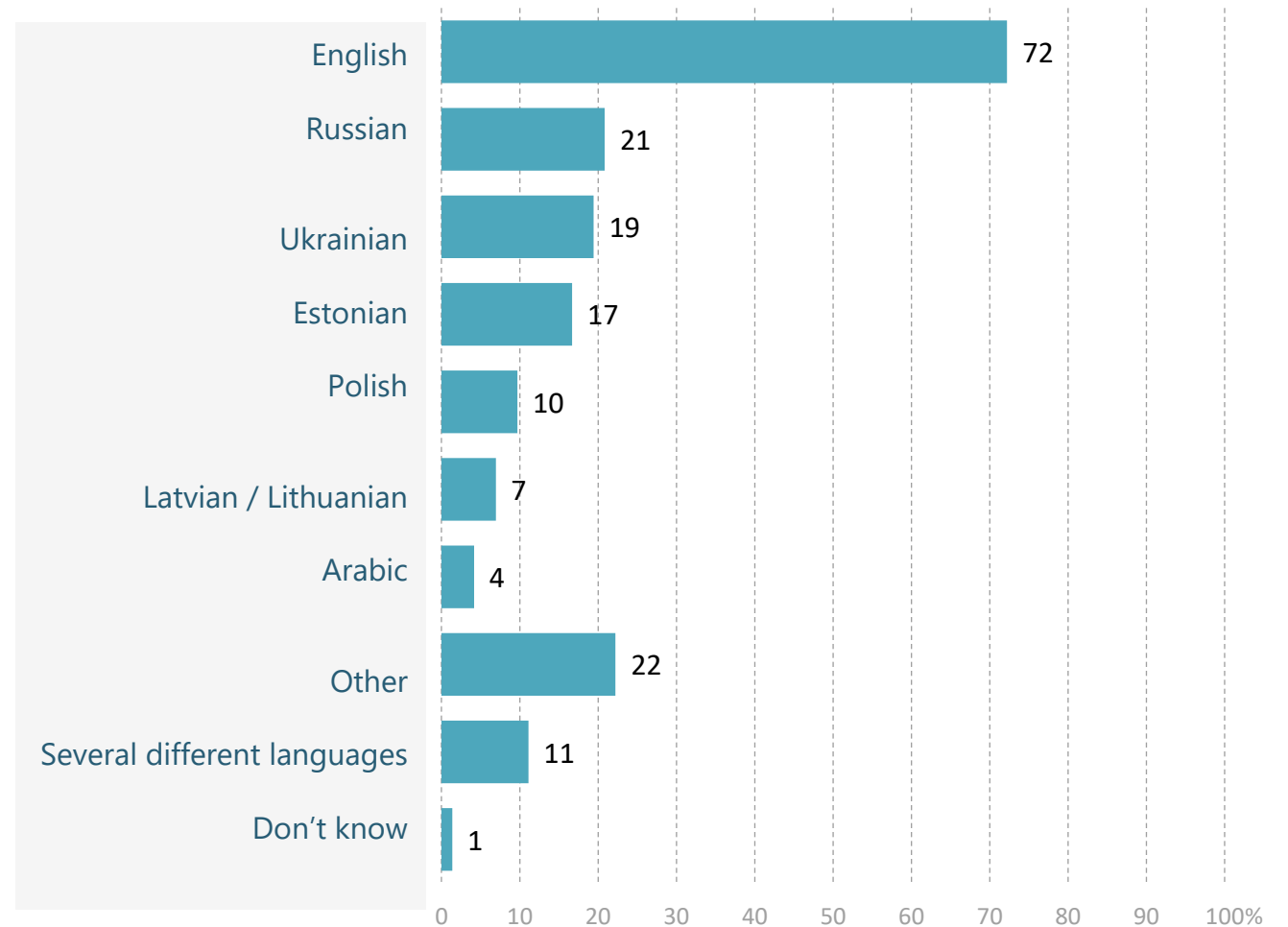
Kaikki vastaajat, n=202
All respondents, n= 202

Have you used foreign-language temporary agency workers?



Kaikki vastaajat, n=202
All respondents, n= 202

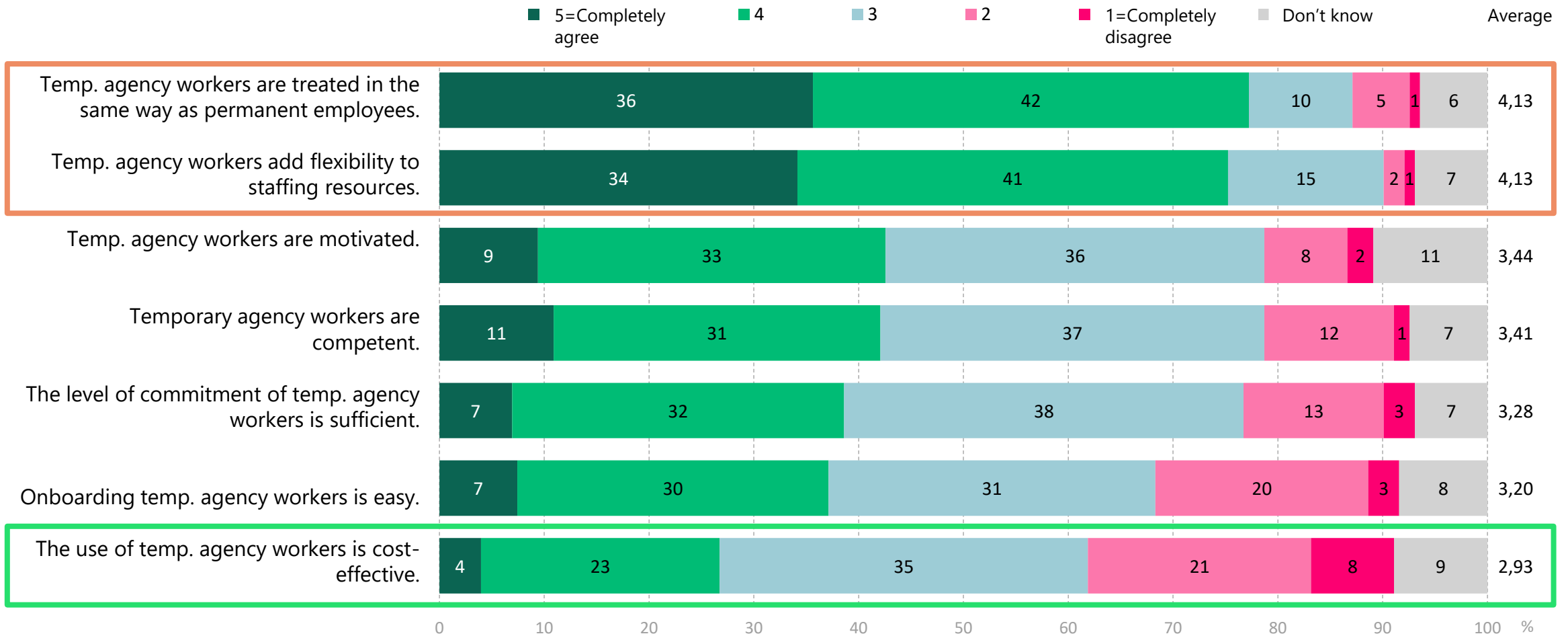
What language(s) have the temporary agency workers spoken?



On käytetty vieraskielistä työvoimaa, n=72
Foreign-language workers have been used, n=72

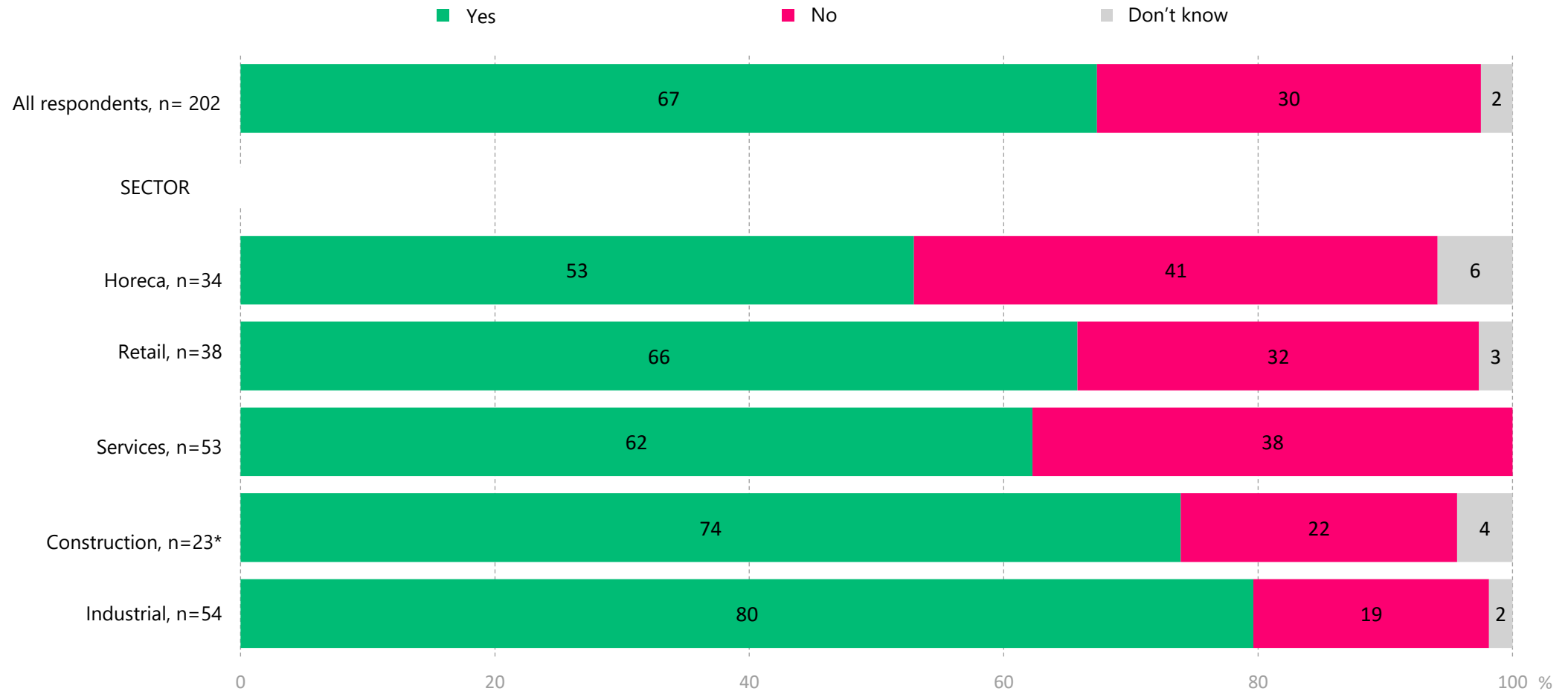
What is your company's opinion on the following issues?

If your company has not used temporary agency workers, please answer based on perceptions.



The Use of Recruitment Services

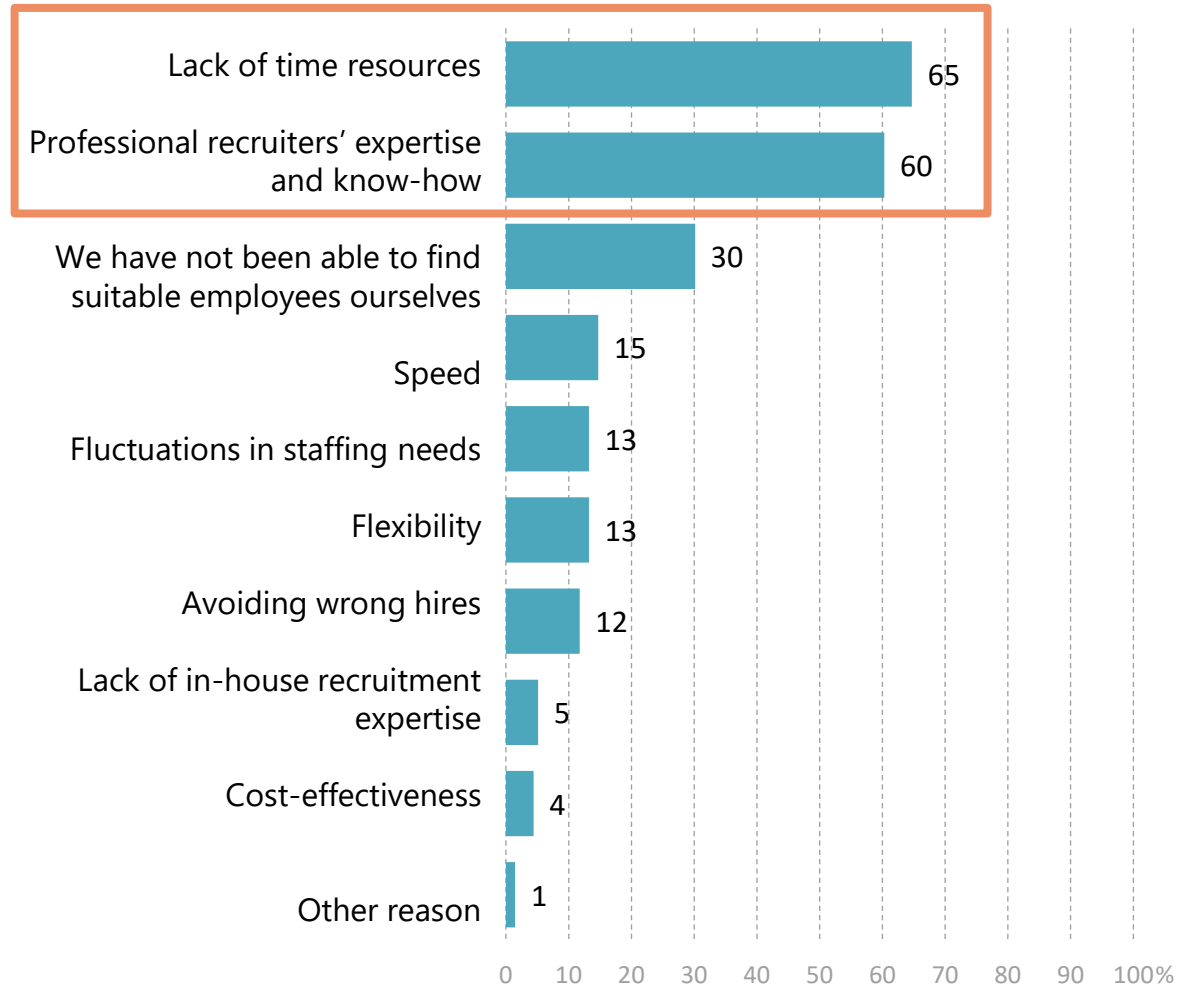
Has your company used recruitment services provided by staffing and recruitment companies?



Kaikki vastaajat, n=202
All respondents, n= 202

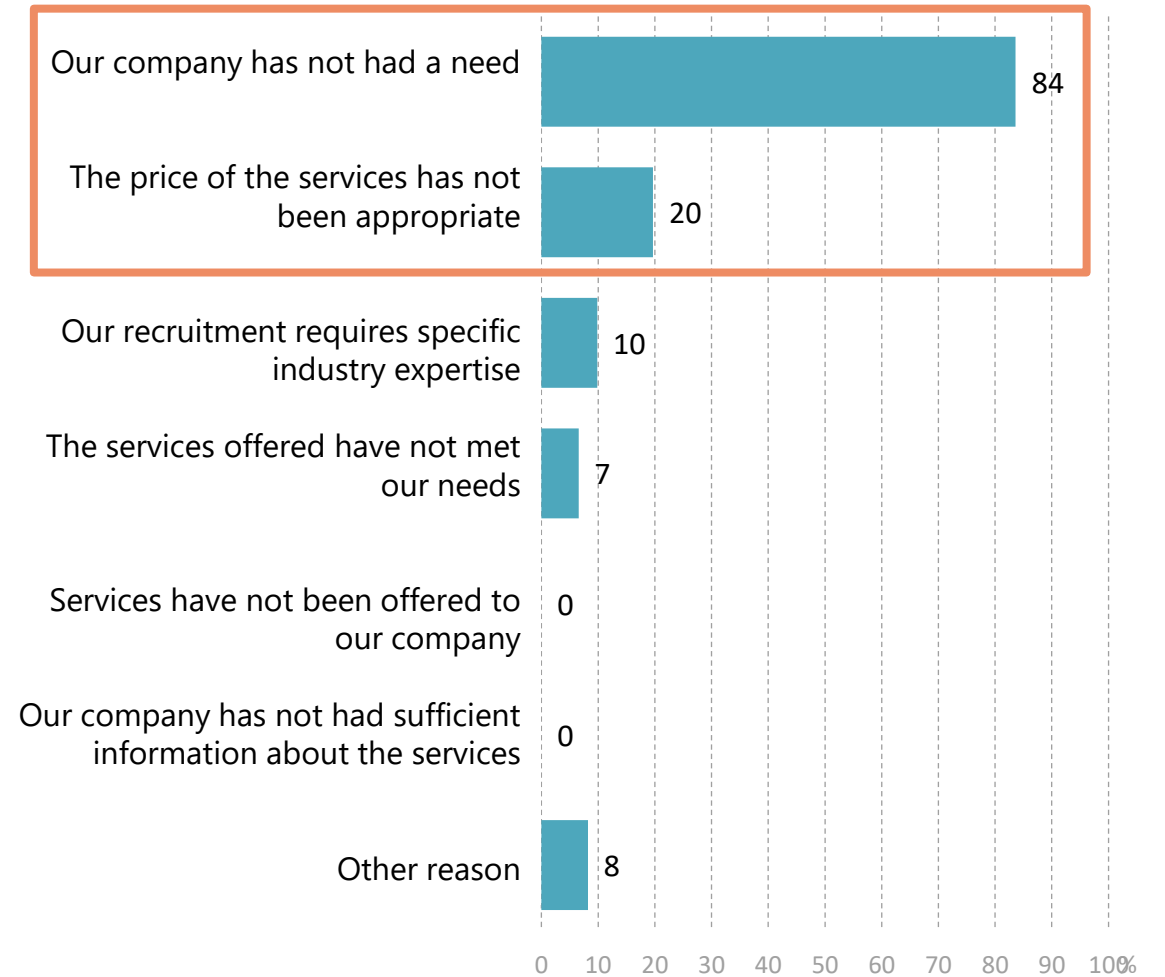
*) Alhainen vastaajamäärä, tulos suuntaa antava
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What have been the main reasons for using recruitment services?



On käytetty rekryointipalveluita, n=136
Recruitment services have been used, n=136

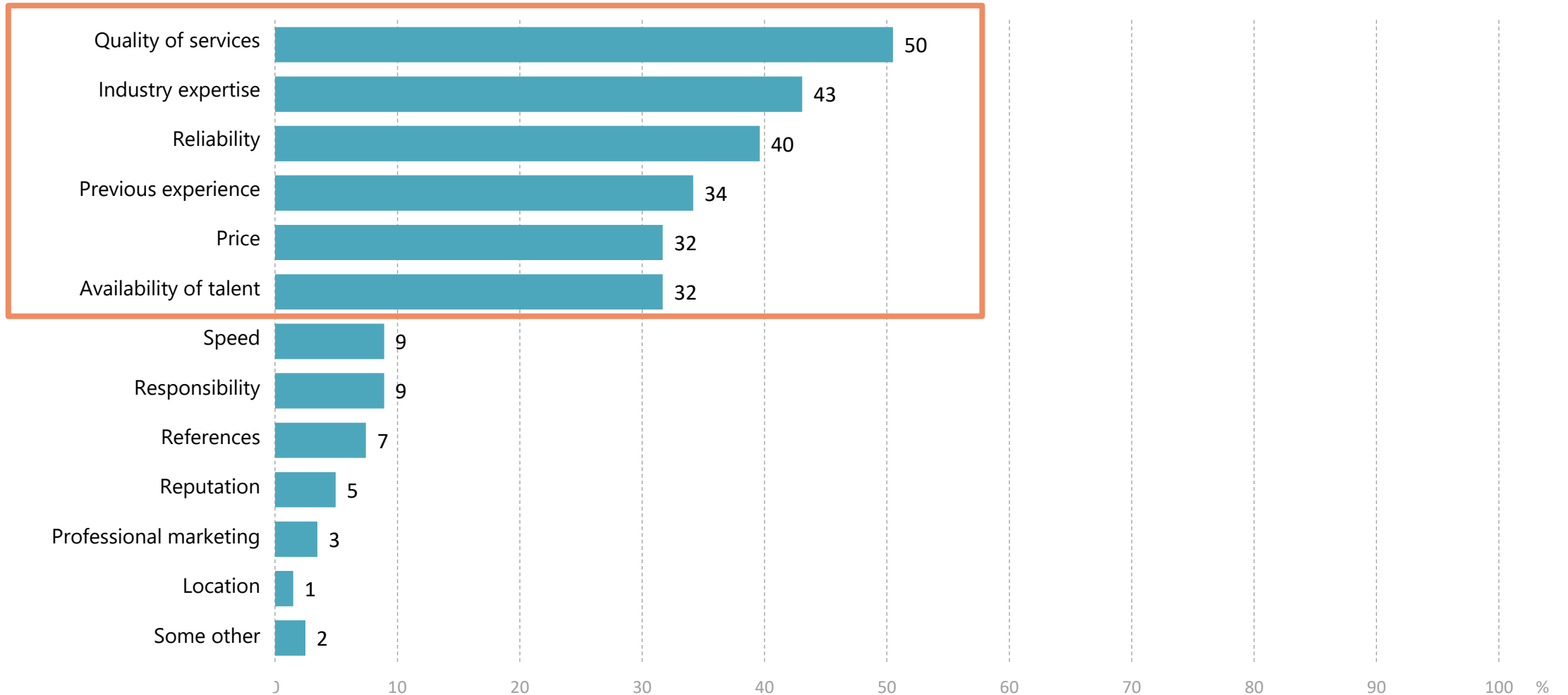
What are the main reasons why you have not used recruitment services provided by staffing and recruitment companies?



Ei ole käytetty rekryointipalveluita, n=61
Recruitment services have not been used, n=61

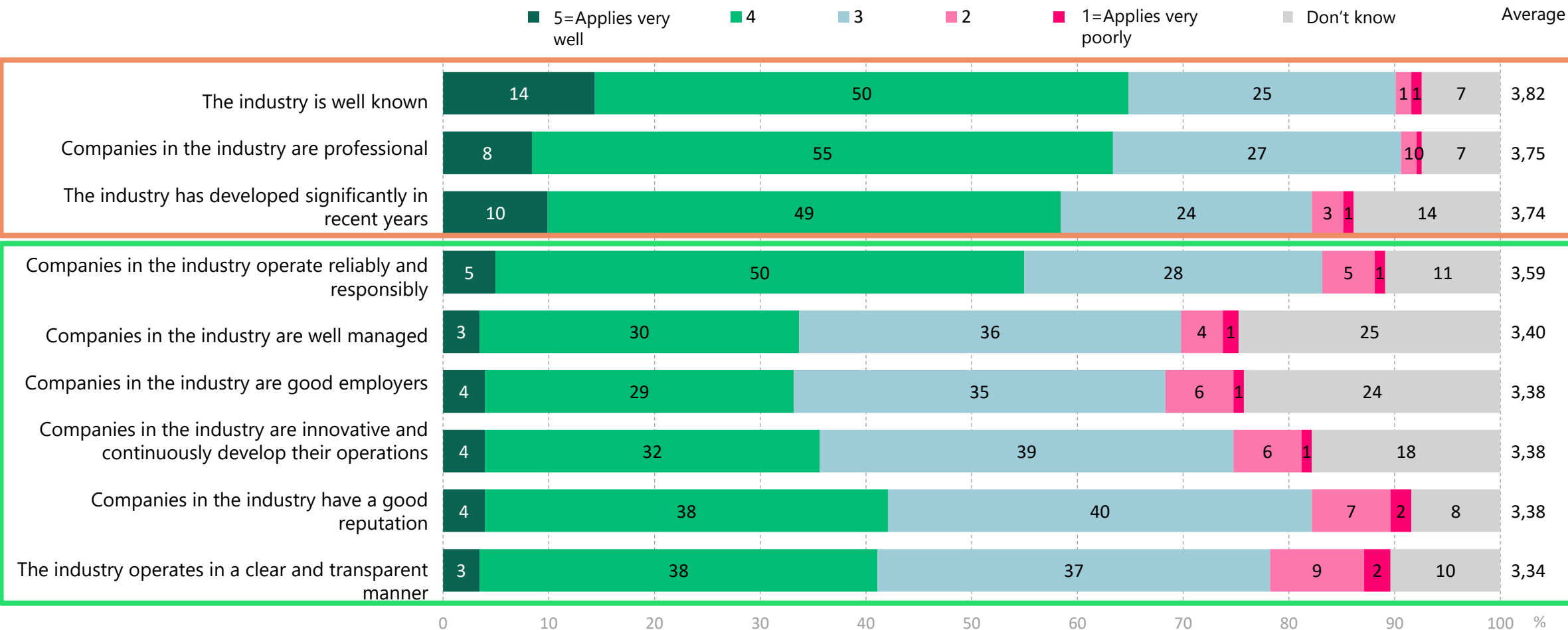
General Information

On what basis have you selected, or would you select, a staffing and recruitment company?



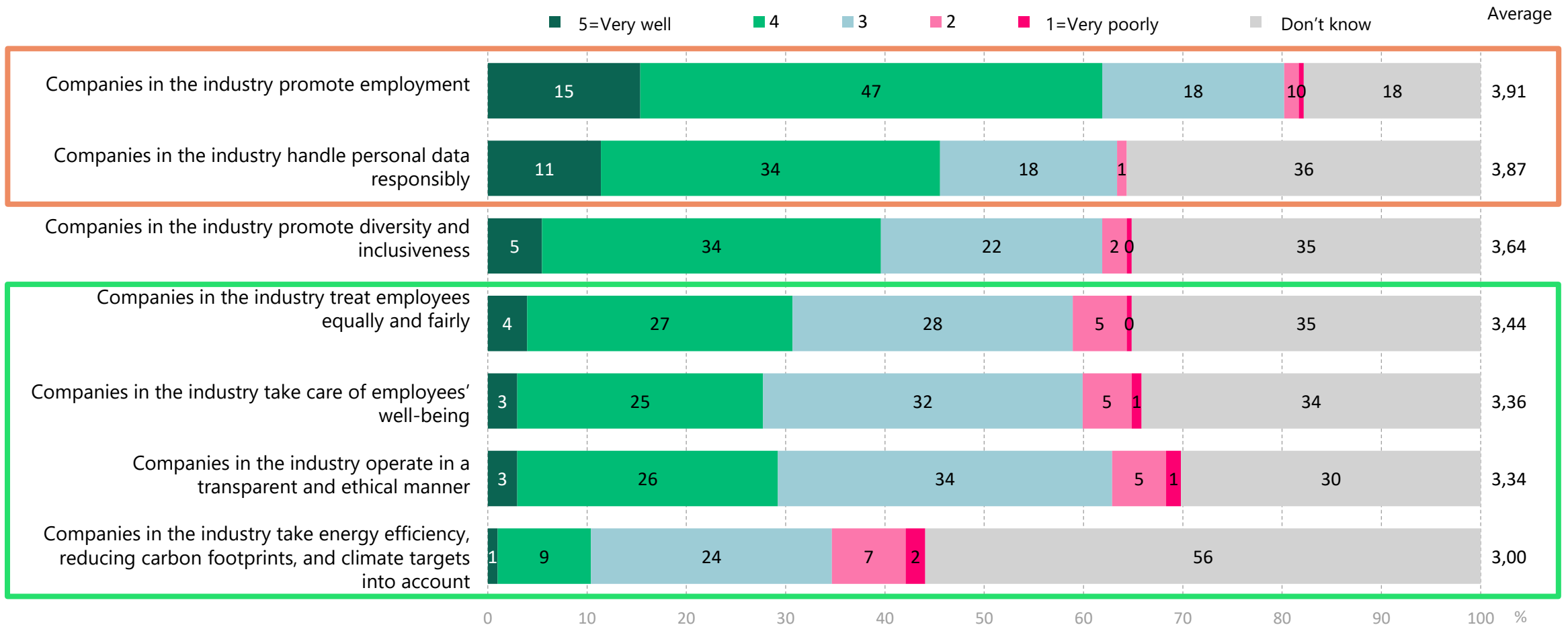
Kaikki vastaajat, n=202
All respondents, n=202

How well do the following statements apply to staffing and recruitment companies? Please answer based on your experience or perceptions.



Kaikki vastaajat, n=202
All respondents, n=202

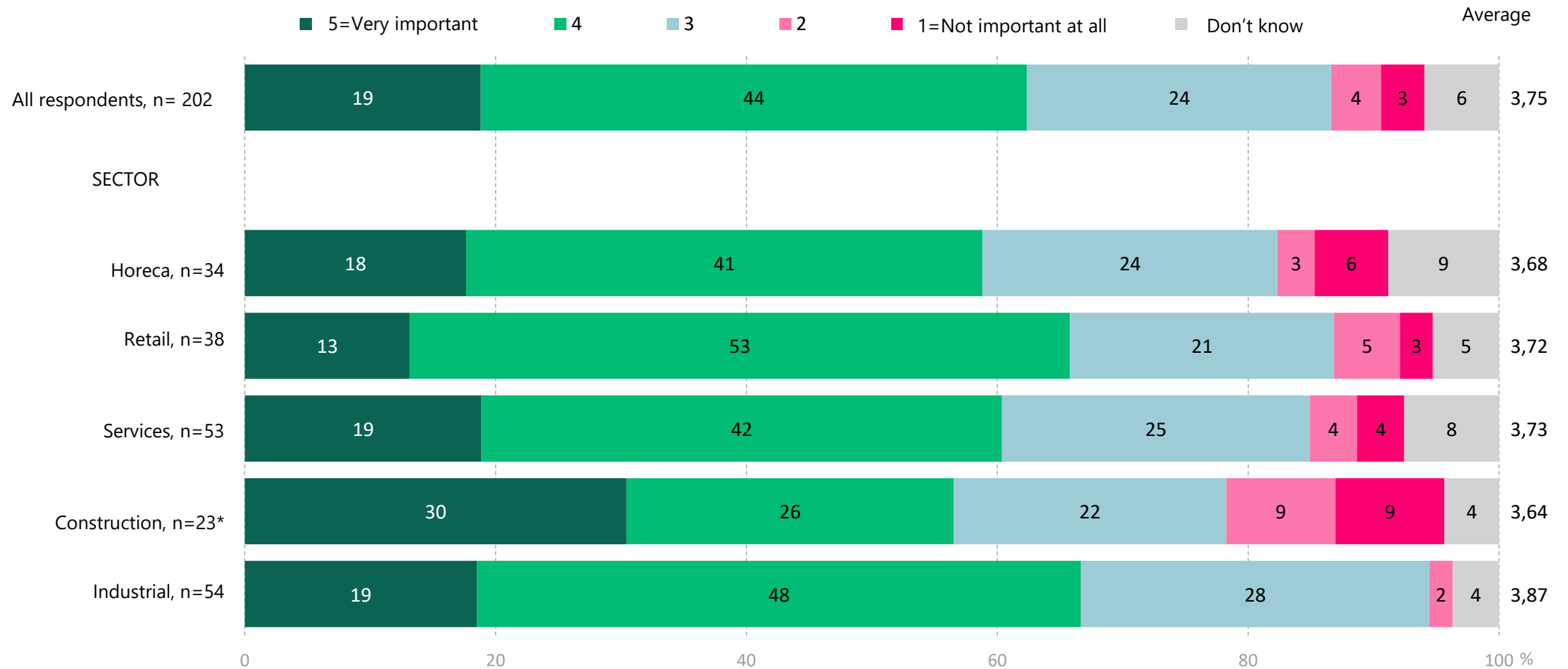
How do you assess how well staffing and recruitment companies have succeeded in their responsibility work in the following areas?



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All respondents, n=202

International Recruiting Services

Finland will face labour shortages in the coming years. How important do you consider the role of the staffing and recruitment services sector in attracting foreign labour to Finland?



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All respondents, n=202

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