

Survey of Temporary Workers 2026

Surveys of temporary workers have been conducted since 2007.

This is the 11th survey of temporary workers in Finland.



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Implementation of the study

OBJECTIVE

The aim of the study was to investigate temporary workers' views on temporary work, their employer, and the client company as a workplace.

DATA COLLECTION

The survey was conducted on behalf of HELA by an external research firm as an online survey from February 26 to April 1, 2026. HELA invited its member companies to participate, and they, in turn, shared the survey link with their own employees.

TARGET GROUP & NUMBER OF RESPONSES

The study's target group consisted of temporary agency workers who either work or have worked at HELA member companies. The languages of the survey were Finnish and English.

A total of 5,272 employees from 47 different companies responded to the survey. We received 777 responses in English.

EXPERTS, BONDATA RESEARCH

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Key findings



Key findings 1/2

50 %

of the respondents work through a staffing company because there have been jobs available that suit them.

89 %

would recommend working through a staffing company to their friends and acquaintances.
89 % (+0) / 2024

41 %

are studying or have another job in addition to temporary agency work.
44% (-3) / 2024

60 %

of the respondents would like to work more hours in their current life situation.
54% (+6) / 2024

25 %

were unemployed before finding a job at a staffing company.
24% (+1) / 2024

59 %

have received a job offer from a staffing company within a week.
62% (-3) / 2024

These are the areas where we have performed best:

1. My employer has handled payroll and other employment matters appropriately (4,49/5).
2. The individuals responsible for recruitment were professional and competent (4,46)
3. The job interview went very well (4,44)

Areas for improvement include:

1. My supervisor at the client company provides feedback on my work (3,78/5)
2. My employer cares about the well-being of its employees (3,92)
3. My employer has provided me with sufficient information regarding employment matters (3,92).

Key findings 2/2

These are the areas where we have performed best:

1. When I was applying for a job at a staffing company it was important to me that the company operated responsibly (+0,12)
2. I am satisfied with my current (primary) employer and do not wish to move to another company in the staffing industry (+0,12)
3. I have been able to apply and develop my skills in my current job (+0,11)

Areas for improvement include:

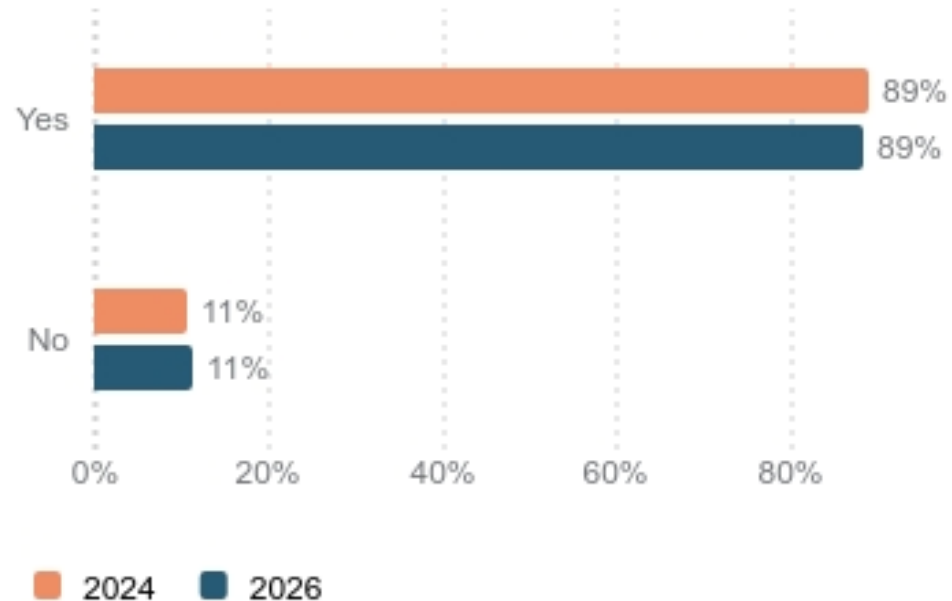
1. I found a job quickly through a staffing company (-0,09)
2. My supervisor at the client company provides feedback on my work (-0,02)
3. My experience working at a staffing company has been positive (-0,02)

Recommendation

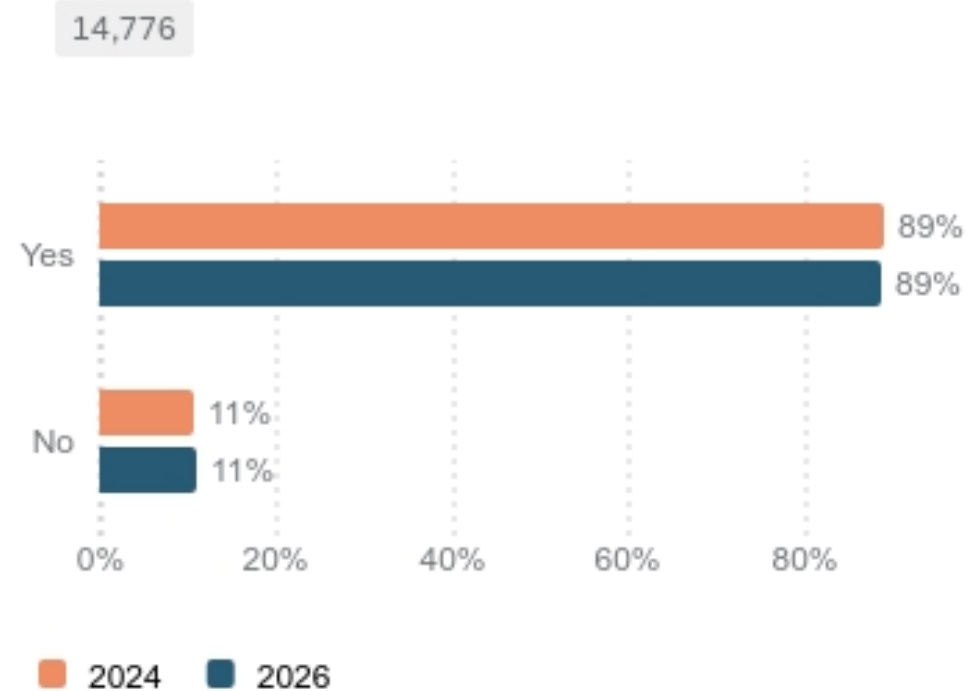


Willingness to recommend has remained stable

Would you recommend working through a staffing company to your friends? 14,776



Would you recommend working through your most recent staffing company to your friends? 14,776

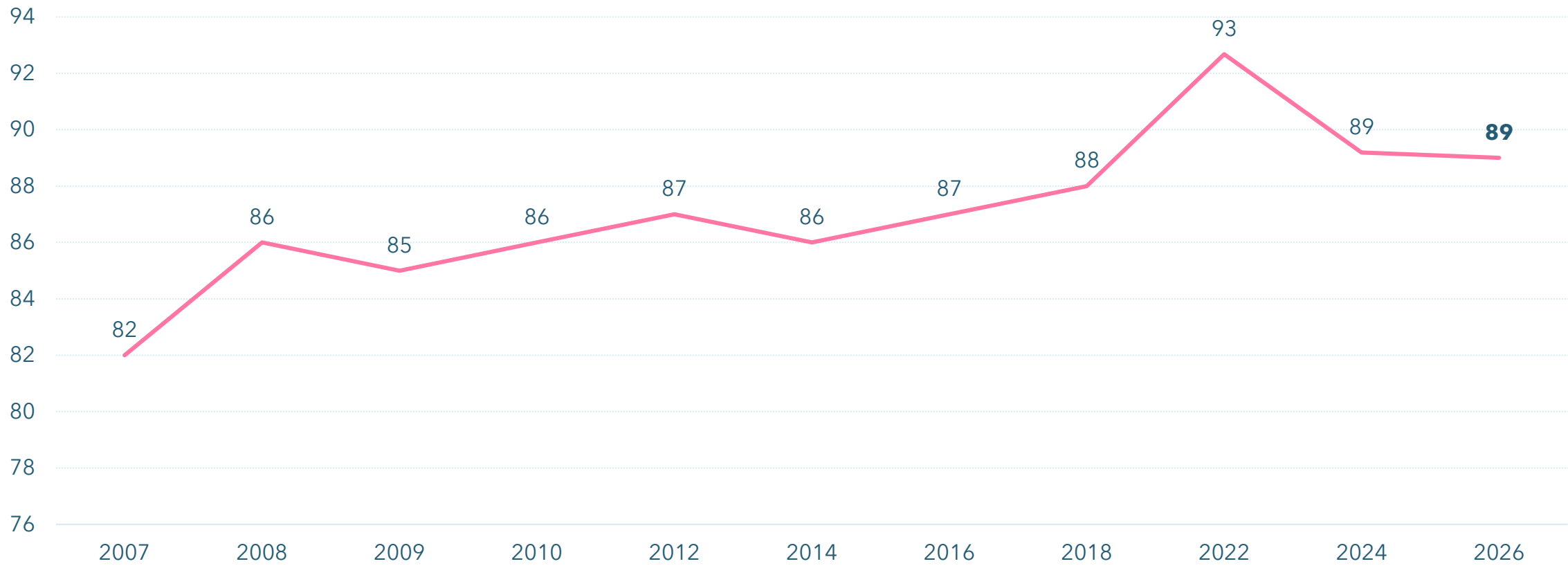


In the respondents' experience, there is no difference between working through a staffing company in general and whether they would recommend the specific staffing company through which they most recently worked.

* 14,776 is the total number of respondents in 2024 and 2026.

Trend of recommending

Would you recommend working through a staffing company to your friends?
(Percentage of "Yes" responses; the previous statement was: "I can recommend...")



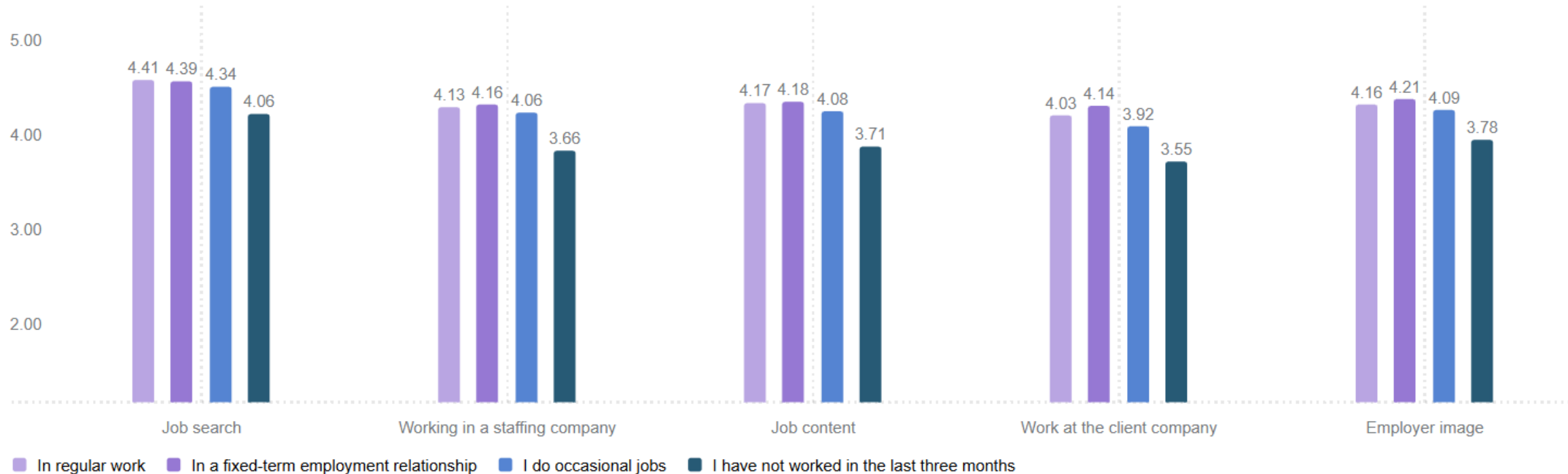
No major differences in willingness to recommend across different types of employment – whether the respondent has been hired has a greater impact

Scale

1 = completely disagree

5 = completely agree

Willingness to recommend under the current employment agreement



Reasons for the recommendation

Number of feedback responses regarding the reasons for the recommendation: 1,621

1) Flexibility and a personal work-life balance

- You can choose your own workdays and hours to fit your schedule.
- It's easy to combine this work with school, another job, family, or seasonal work (e.g., in Lapland during the winter).
- Among different types of employment, gig workers are the most likely to recommend this option.

2) An easy and quick way to find work

- You can start working quickly, and the recruitment process is perceived as smooth.

3) Diverse job opportunities and experience

- A wide variety of jobs and industries through a single company. A good way to try out different tasks, gain work experience, and develop professional skills.

4) Extra income and side jobs

An easy way in particular for students, retirees, and part-time workers to earn extra money. You can work exactly as much as you need to, putting "extra cash in your pocket."

5) Opportunity for permanent employment / career development

- Many report having secured permanent positions at client companies through staffing companies.
- The opportunity to demonstrate their skills in practical work and thereby advance their careers.

6) Perceived reliability and support from the employer

- Pay checks arrive on time, and administrative matters (contracts, hours) are handled properly.
- Contact persons are easy to reach; they assist with paperwork, occupational health, and problem situations.

7) Freedom and variety

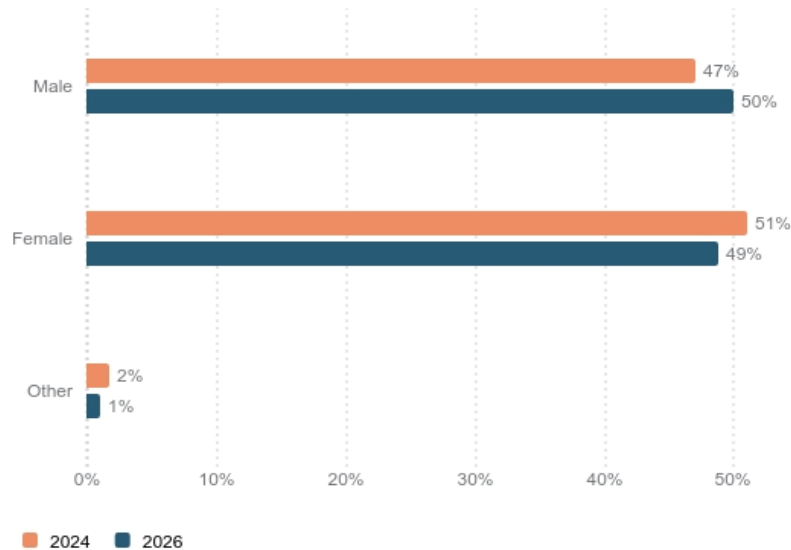
- Varied work environments keep the job meaningful.
- The opportunity to change jobs more easily if the position doesn't feel like a good fit.

Respondents

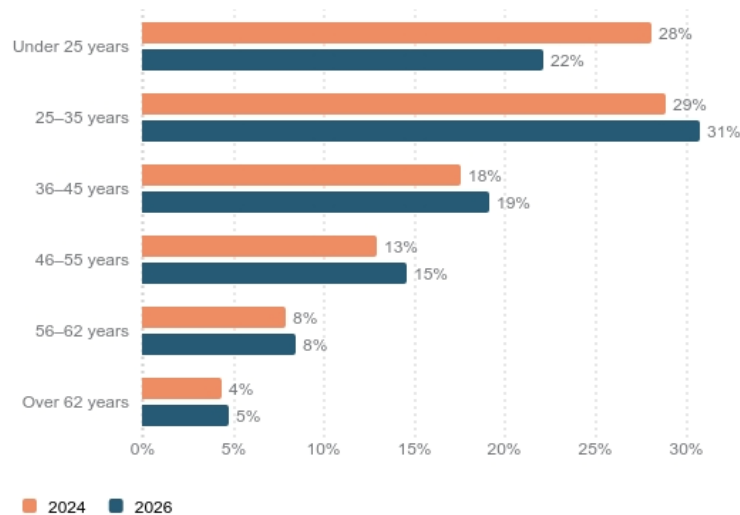


Respondent background information 1/2

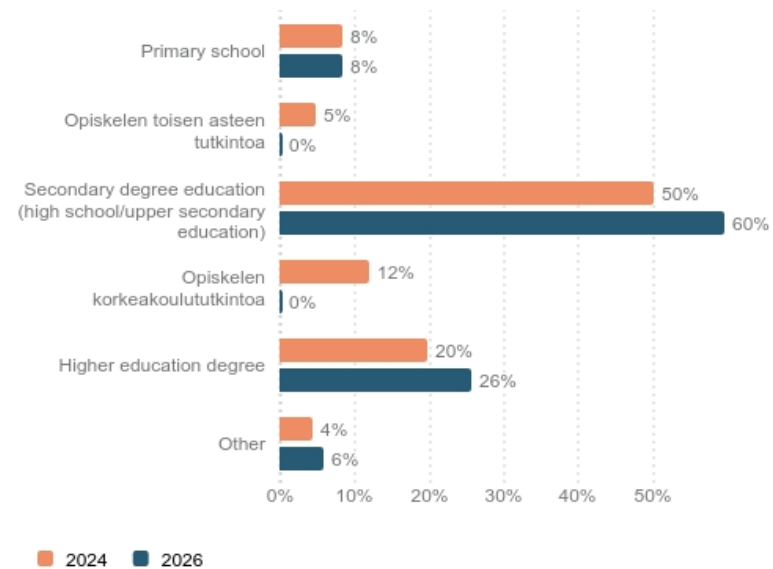
What is your gender? 14,776



Your age (years)? 14,776

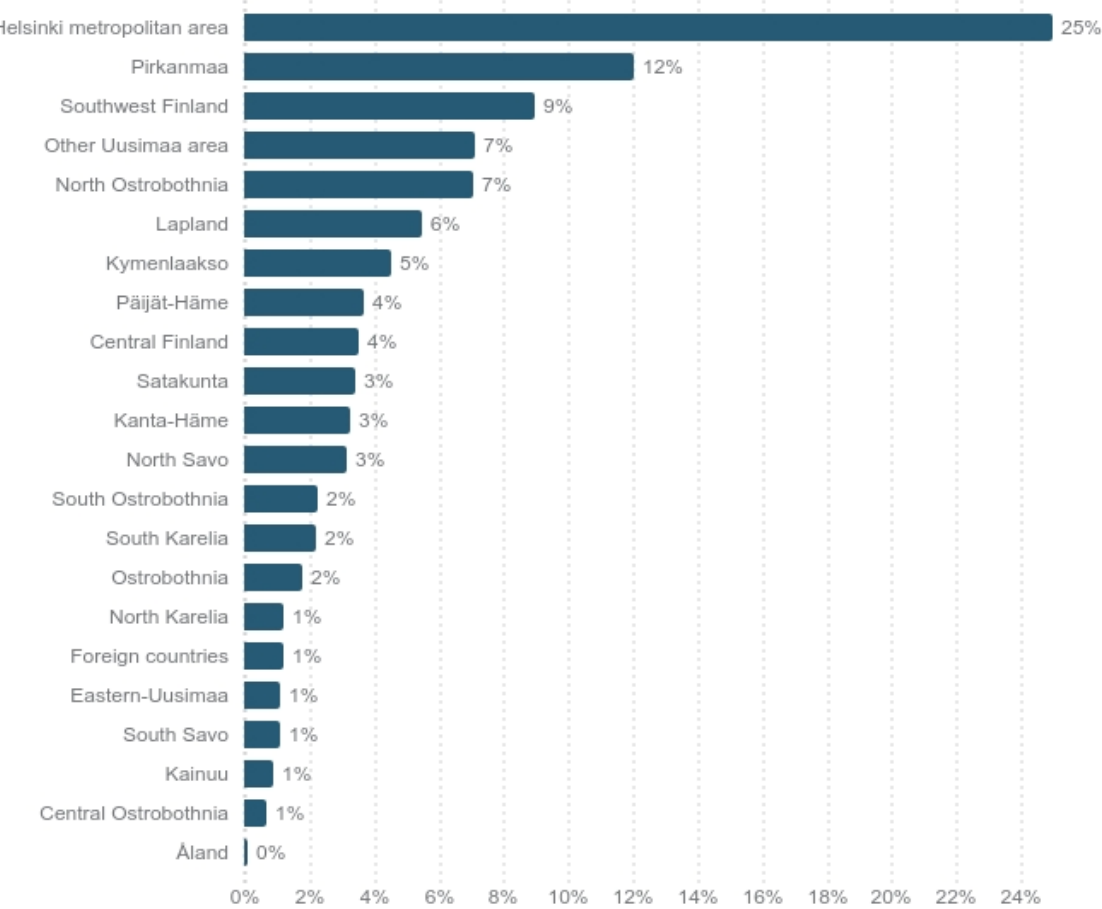


What is the degree of your education? 14,776



Respondent background information 2/2

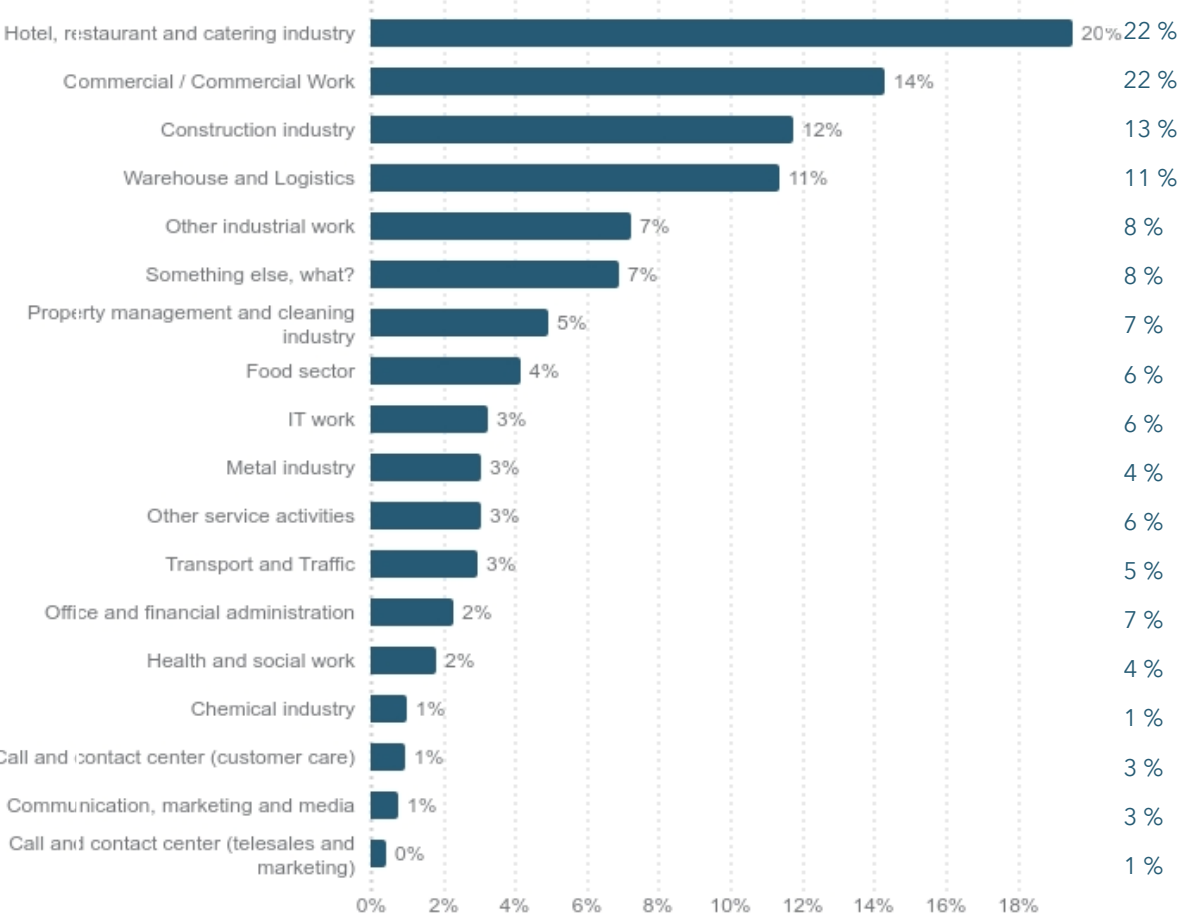
In which county do you live? 5,272



Industry, which I currently work / have worked previously? 5,272

2024:

27 %
13 %
9 %
8 %
7 %
3 %
2 %
3 %
6 %
3 %
3 %
4 %
3 %
1 %
2 %
2 %
1 %
1 %
1 %
2 %
1 %
0 %



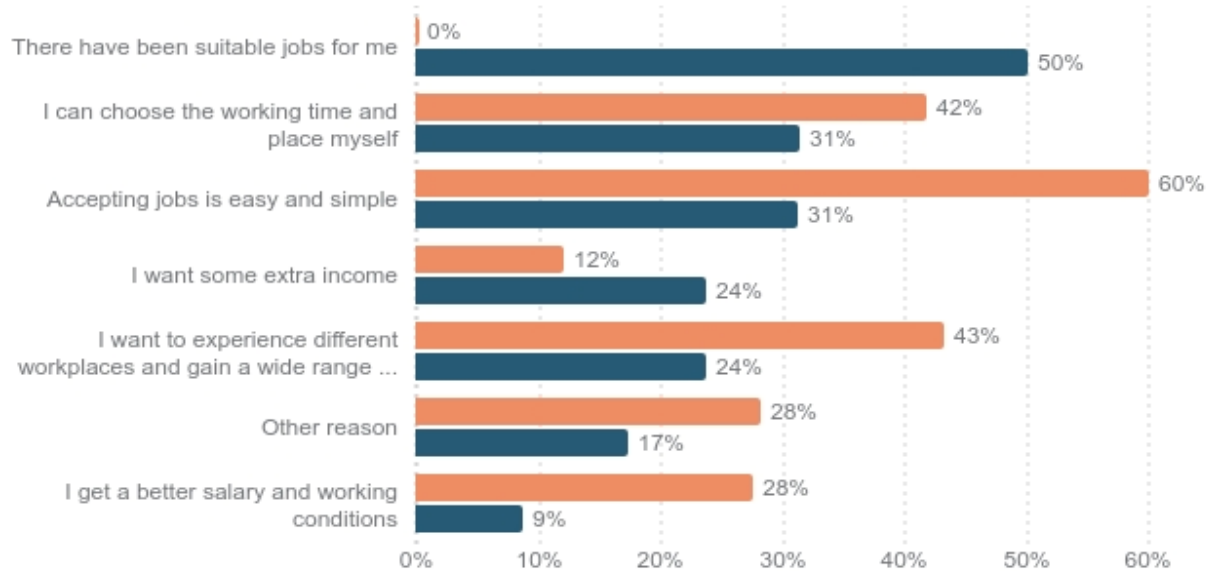
2024

22 %
22 %
13 %
11 %
8 %
8 %
7 %
6 %
6 %
4 %
6 %
5 %
7 %
4 %
1 %
3 %
3 %
1 %

Availability of work is a major attraction factor

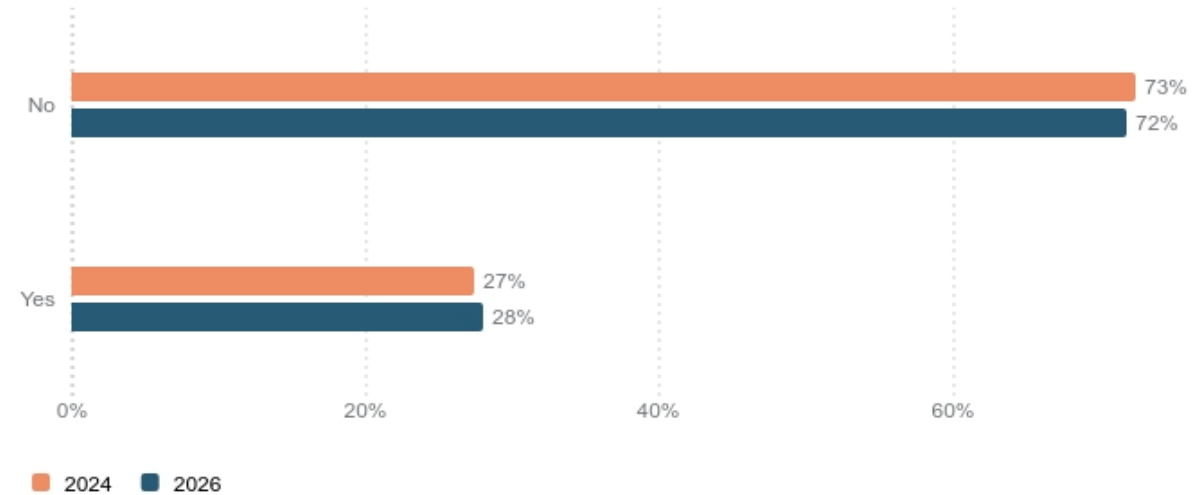
Why are you working through a staffing company? You can choose multiple options.

13,726



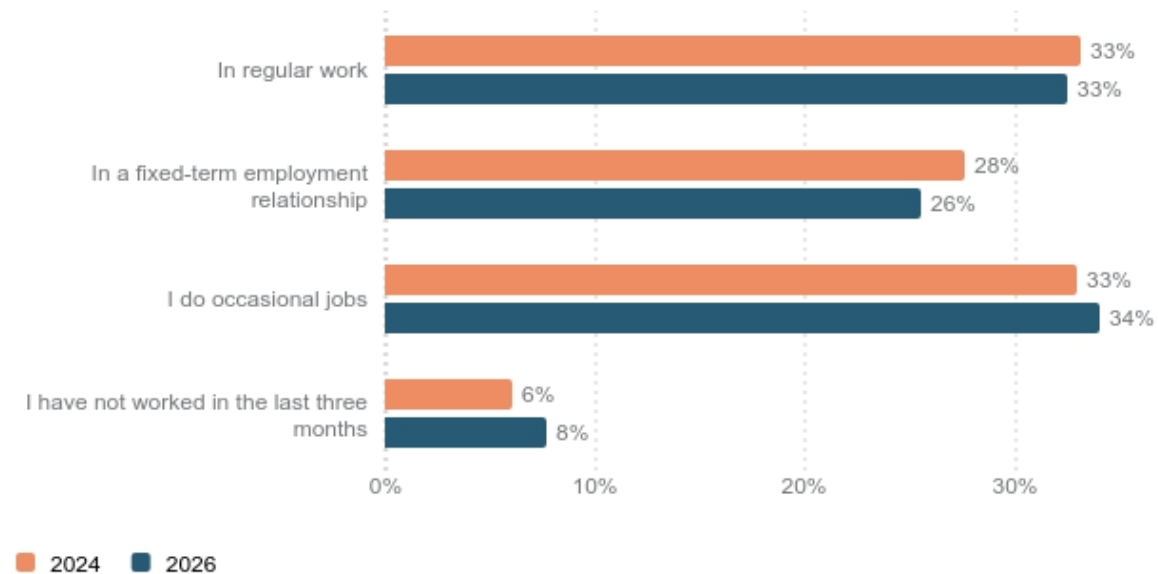
During the past year, have you been working through more than one staffing company?

14,776

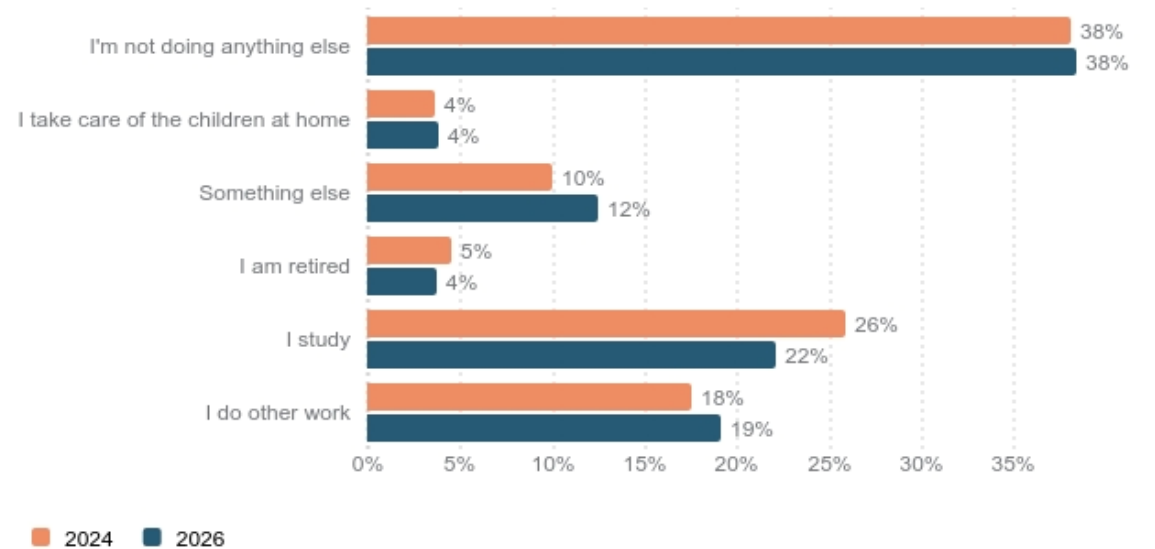


Employment type

I am currently working... 14,776

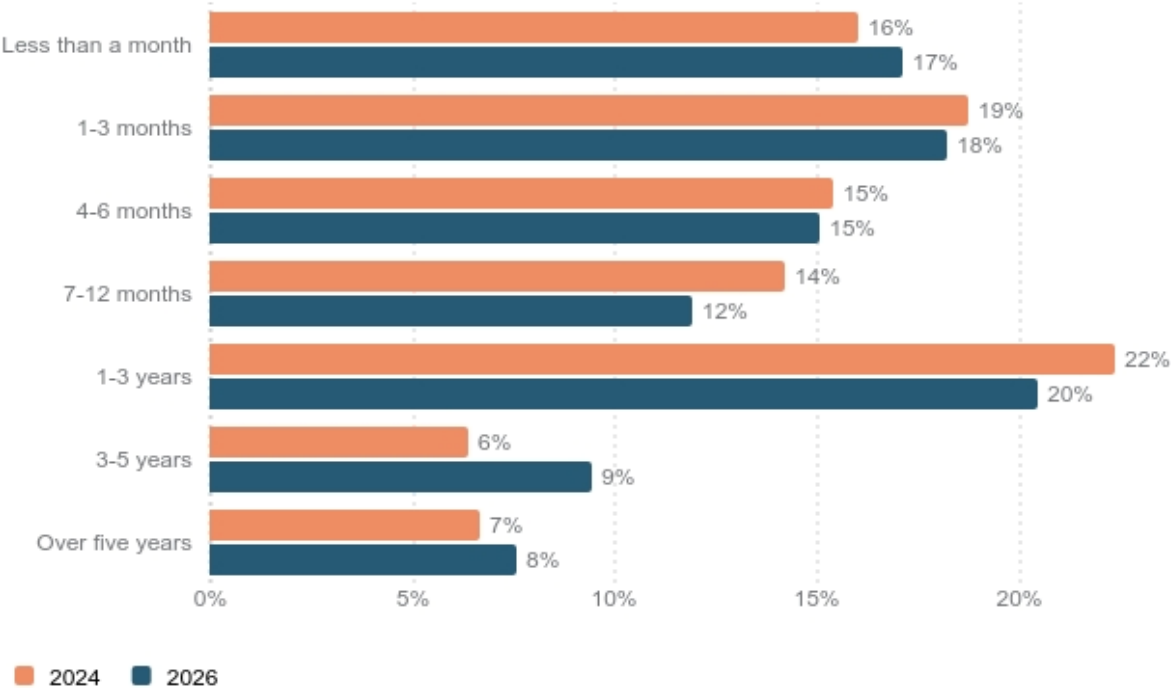


In addition to my work in a staffing company 14,776

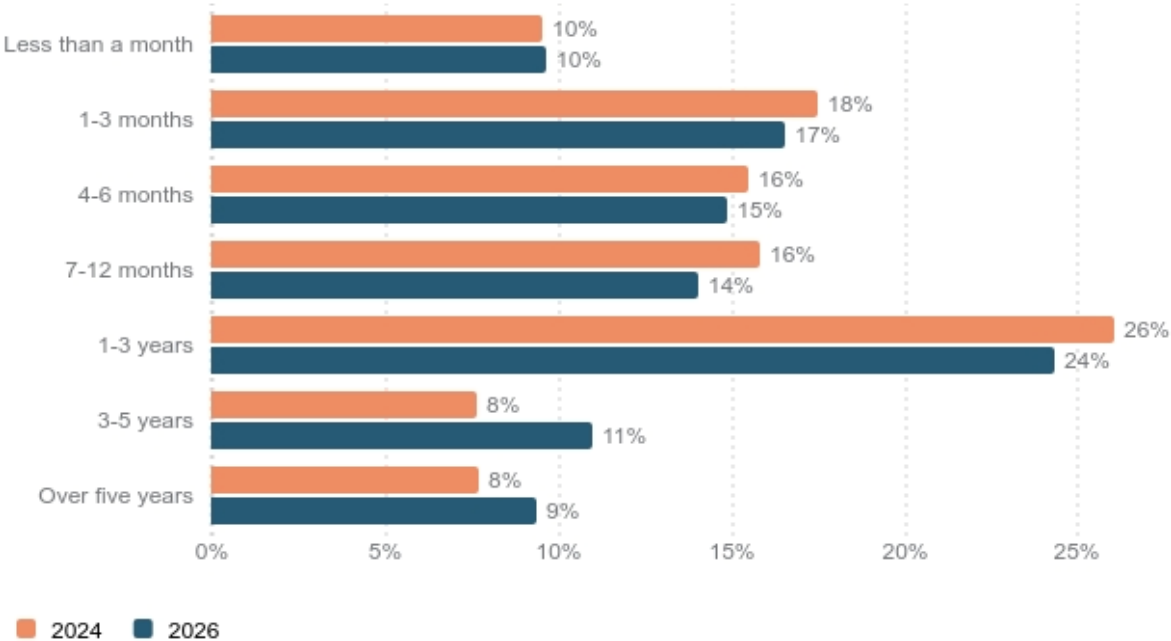


Duration of the employment relationship

I have been working in the most recent client company for 14,776



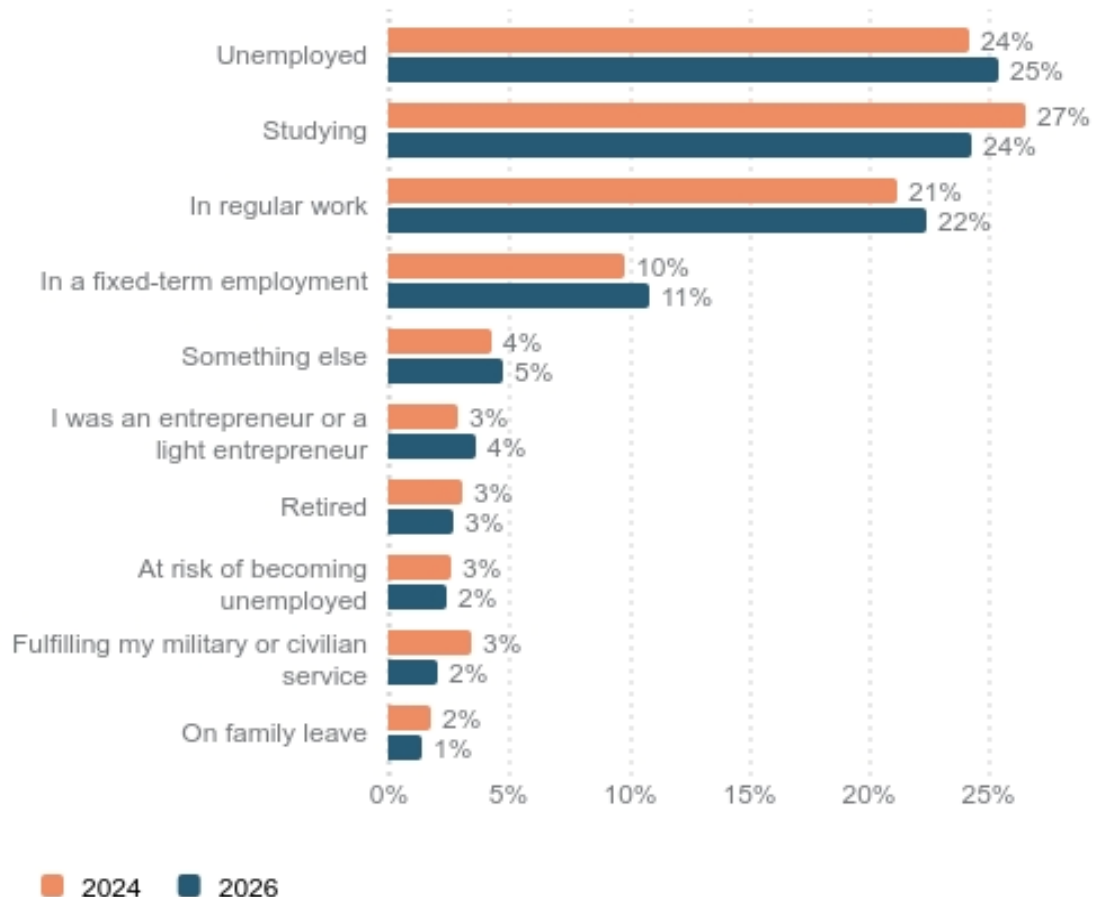
I've been working through my current staffing company in one or more employment contract in total 14,775



A quarter were unemployed before finding a job at a staffing company

Prior the most recent job I accepted from the staffing company, I

was... 14,776



Results by topic

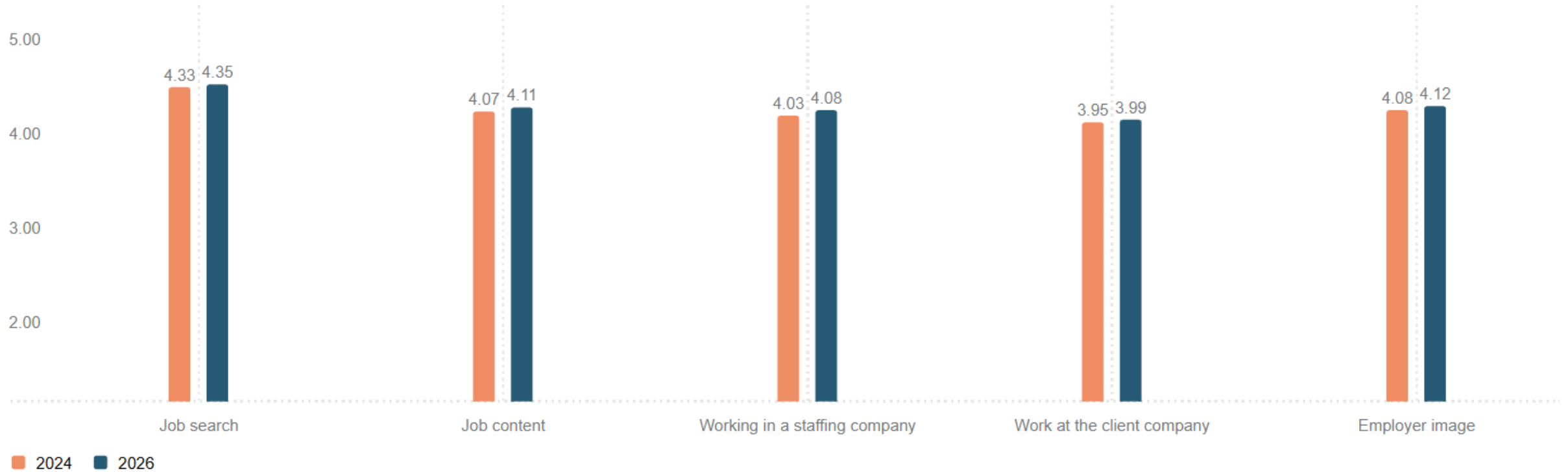


Research themes

-  **Job Search**
-  **Job Content**
-  **Working in a staffing company**
-  **Work at the client company**
-  **Employer image**

All theme-based averages have improved slightly since 2024

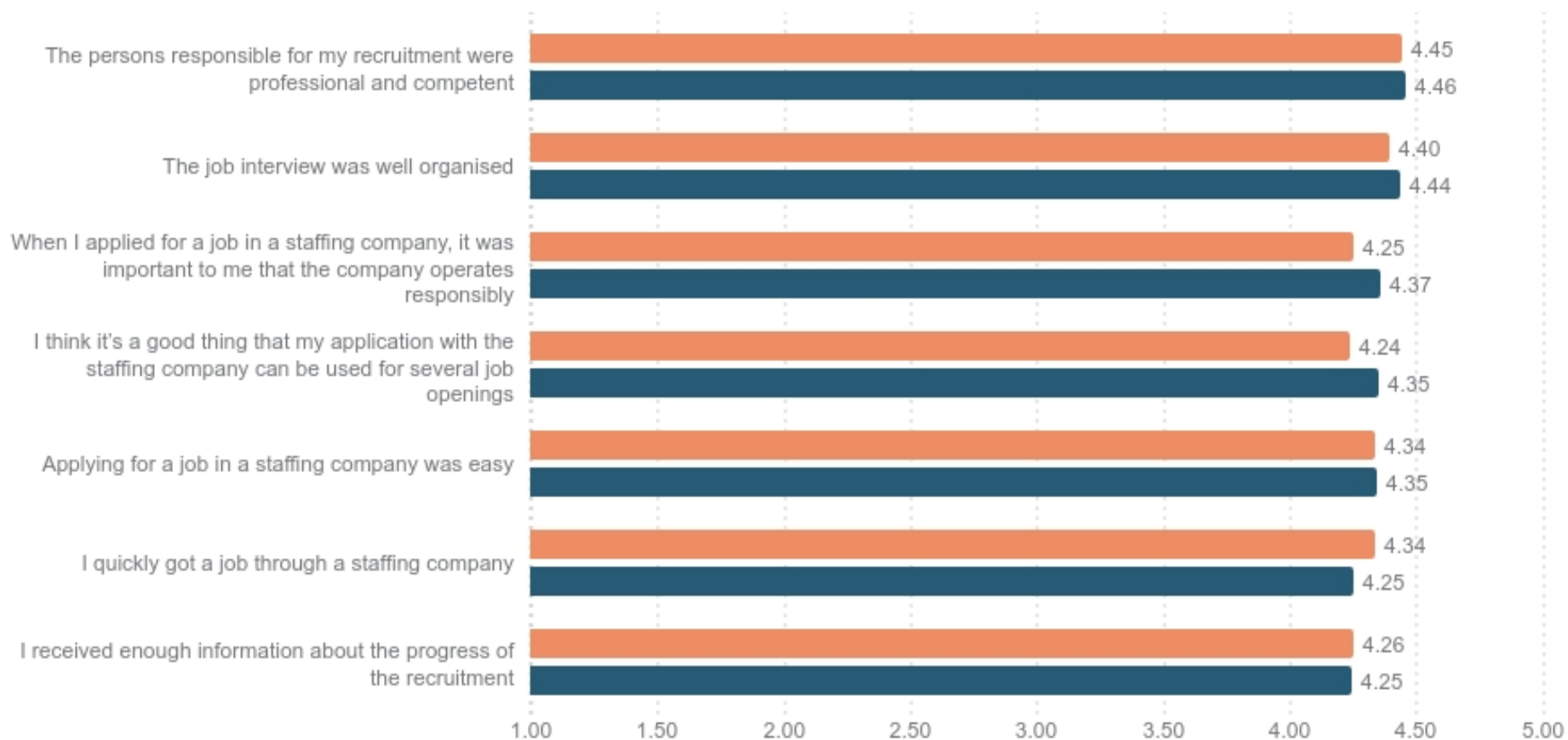
Scale
1 = completely disagree
5 = completely agree



Job Search - Averages

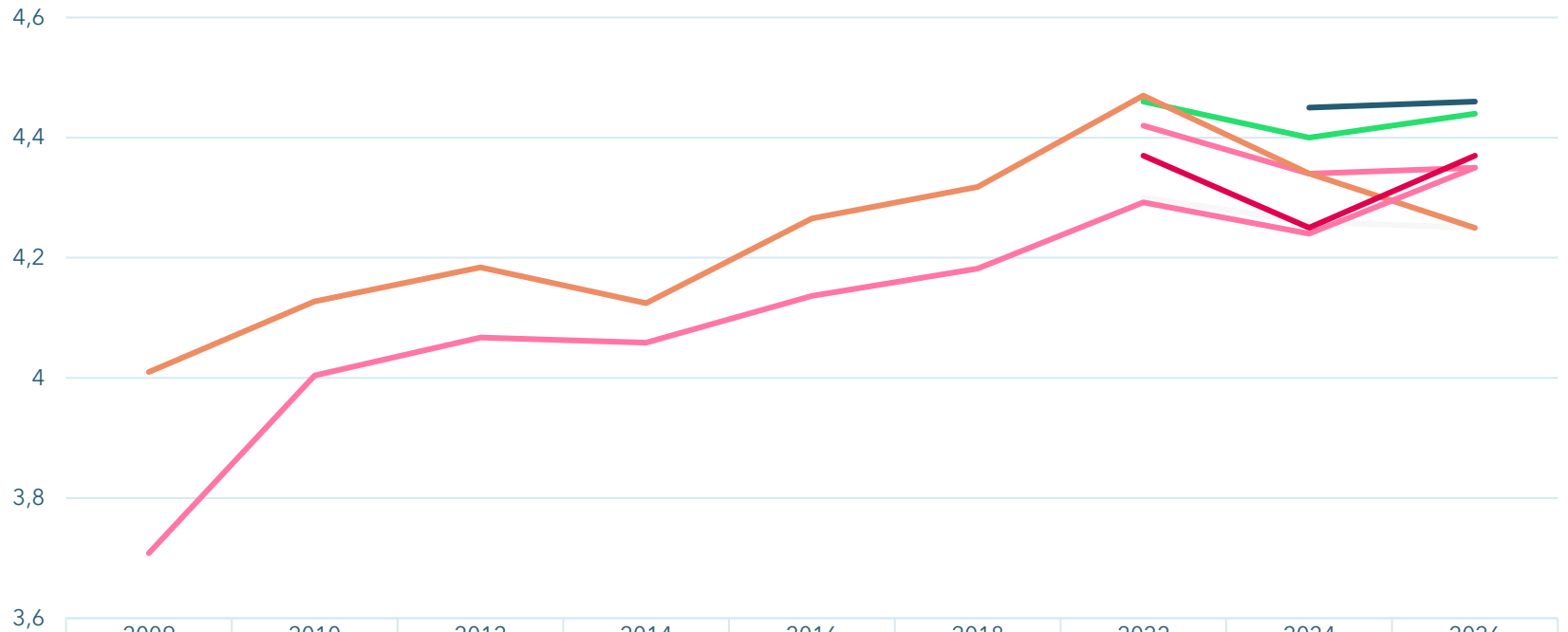
How do you feel about the following statements? 14,750

Scale:
1 = completely disagree...
5 = completely agree



2024 2026

Job Search – Development



Applying for a job in a staffing company was easy							4,42	4,34	4,35
The job interview was well organised							4,46	4,40	4,44
I received enough information about the progress of the recruitment							4,30	4,26	4,25
The persons responsible for my recruitment were professional and competent								4,45	4,46
I quickly got a job through a staffing company	4,01	4,13	4,18	4,12	4,27	4,32	4,47	4,34	4,25
I think it's a good thing that my application with the staffing company can be used for several job openings	3,71	4,00	4,07	4,06	4,14	4,18	4,29	4,24	4,35
When I applied for a job in a staffing company, it was important to me that the company operates responsibly							4,37	4,25	4,37

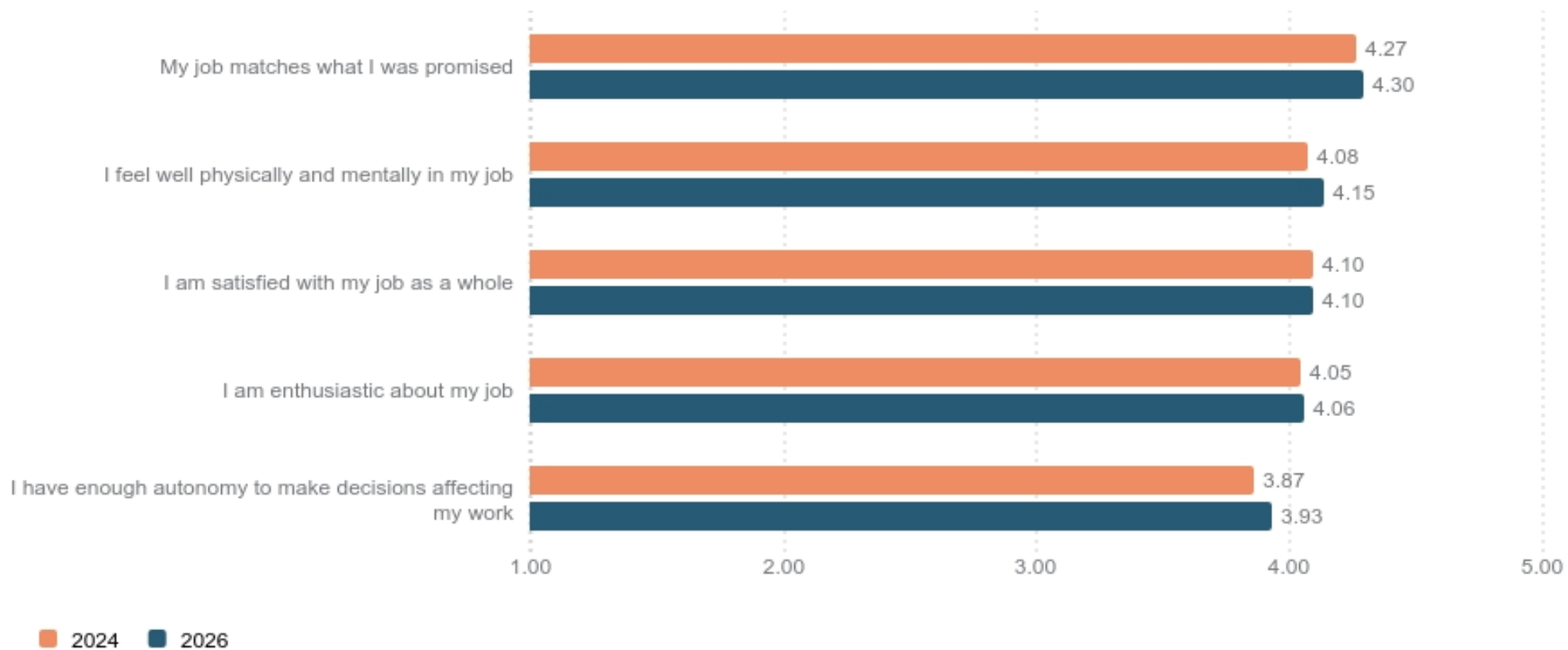
Job content – averages

Scale:

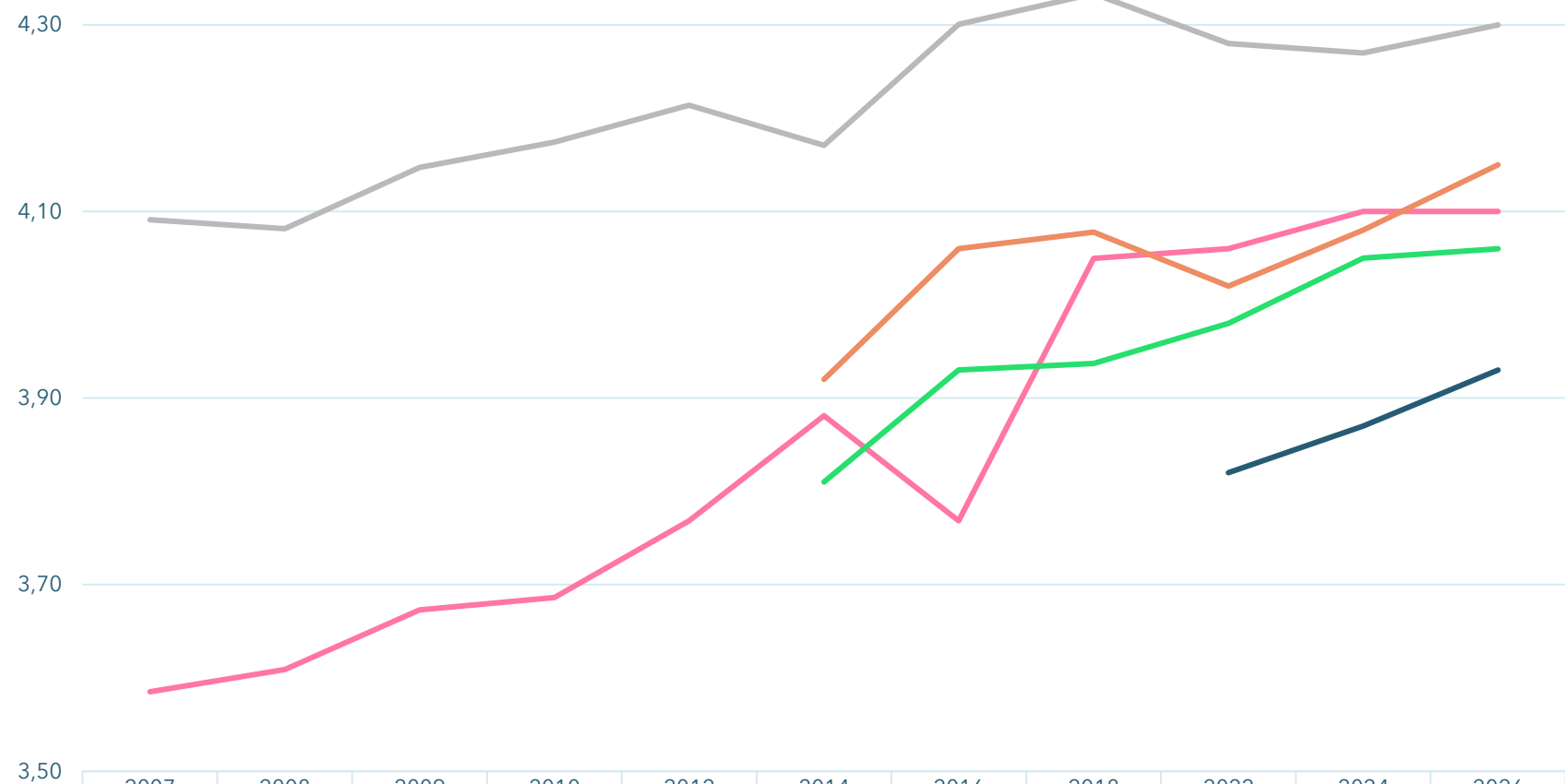
1 = completely disagree...

5 = completely agree

How do you feel about the following statements? 14,748



Job content – development

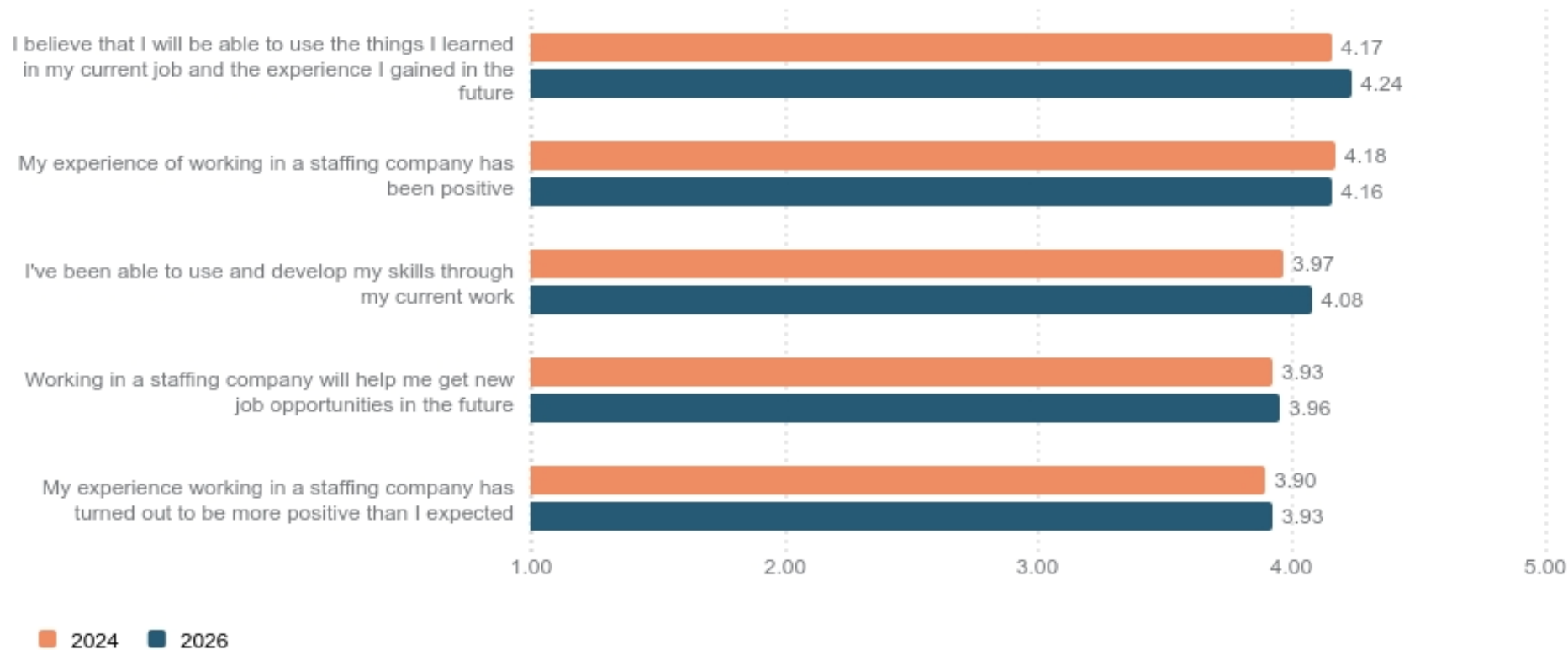


	2007	2008	2009	2010	2012	2014	2016	2018	2022	2024	2026
I am satisfied with my job as a whole	3,59	3,61	3,67	3,69	3,77	3,88	3,77	4,05	4,06	4,10	4,10
I am enthusiastic about my job						3,81	3,93	3,94	3,98	4,05	4,06
My job matches what I was promised	4,09	4,08	4,15	4,17	4,21	4,17	4,30	4,33	4,28	4,27	4,30
I have enough autonomy to make decisions affecting my work									3,82	3,87	3,93
I feel well physically and mentally in my job						3,92	4,06	4,08	4,02	4,08	4,15

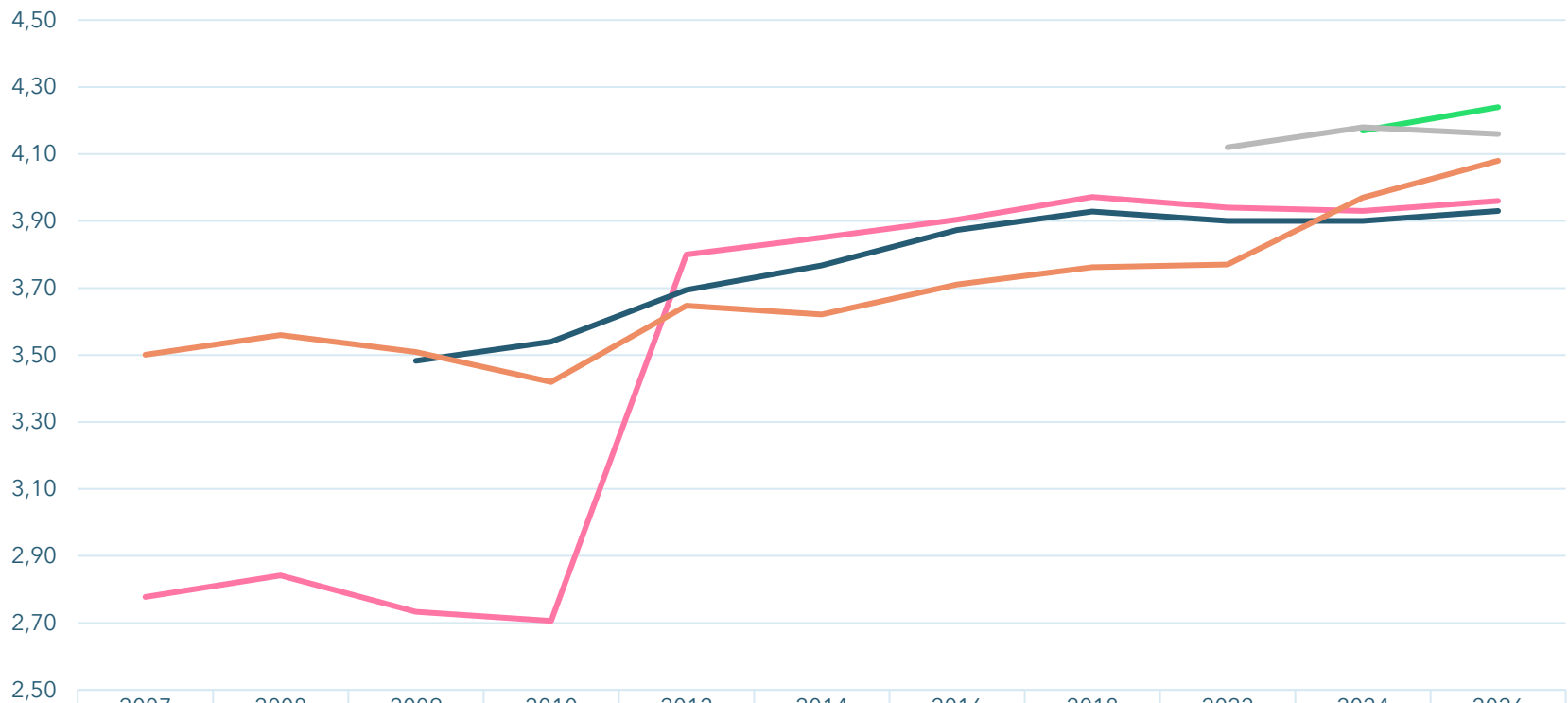
Working in a staffing company – averages

Scale:
1 = completely disagree...
5 = completely agree

How do you feel about the following statements? 14,759



Working in a staffing company – development

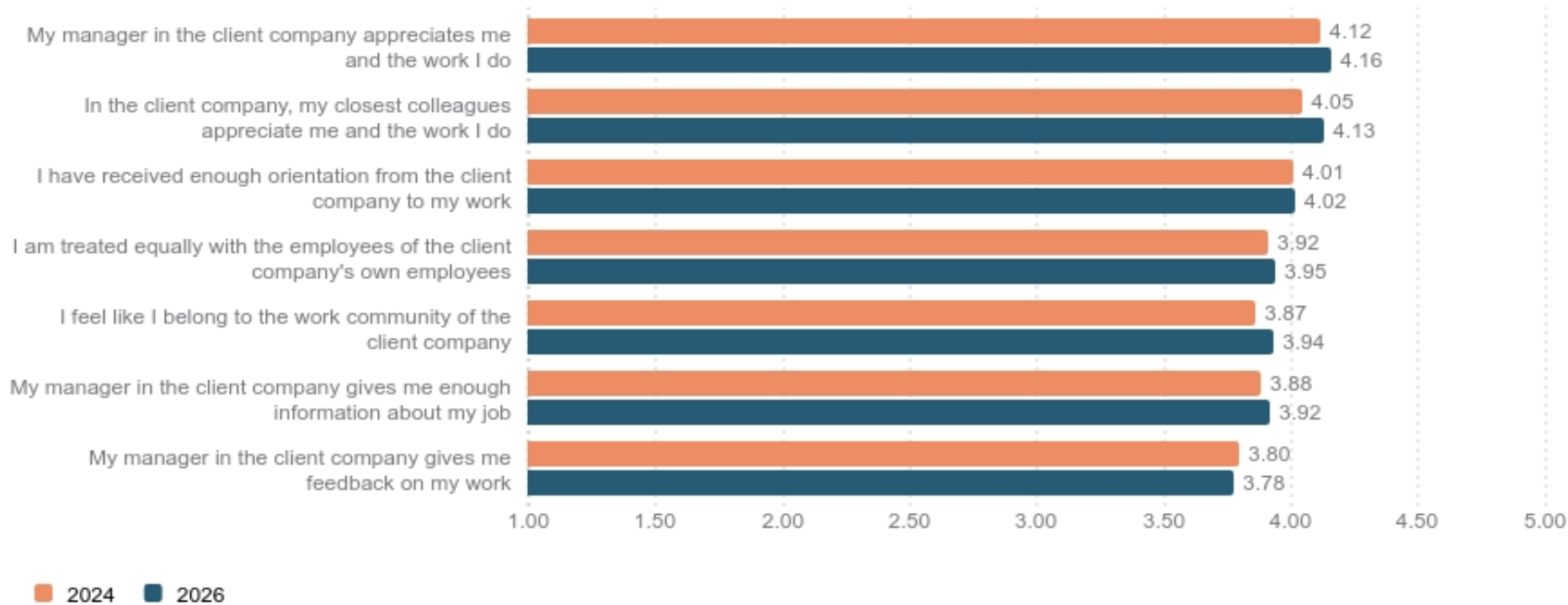


	2007	2008	2009	2010	2012	2014	2016	2018	2022	2024	2026
Working in a staffing company will help me get new job opportunities in the future	2,78	2,84	2,73	2,71	3,80	3,85	3,90	3,97	3,94	3,93	3,96
I believe that I will be able to use the things I learned in my current job and the experience I gained in the future										4,17	4,24
My experience of working in a staffing company has been positive									4,12	4,18	4,16
My experience working in a staffing company has turned out to be more positive than I expected			3,48	3,54	3,69	3,77	3,87	3,93	3,90	3,90	3,93
I've been able to use and develop my skills through my current work	3,50	3,56	3,51	3,42	3,65	3,62	3,71	3,76	3,77	3,97	4,08

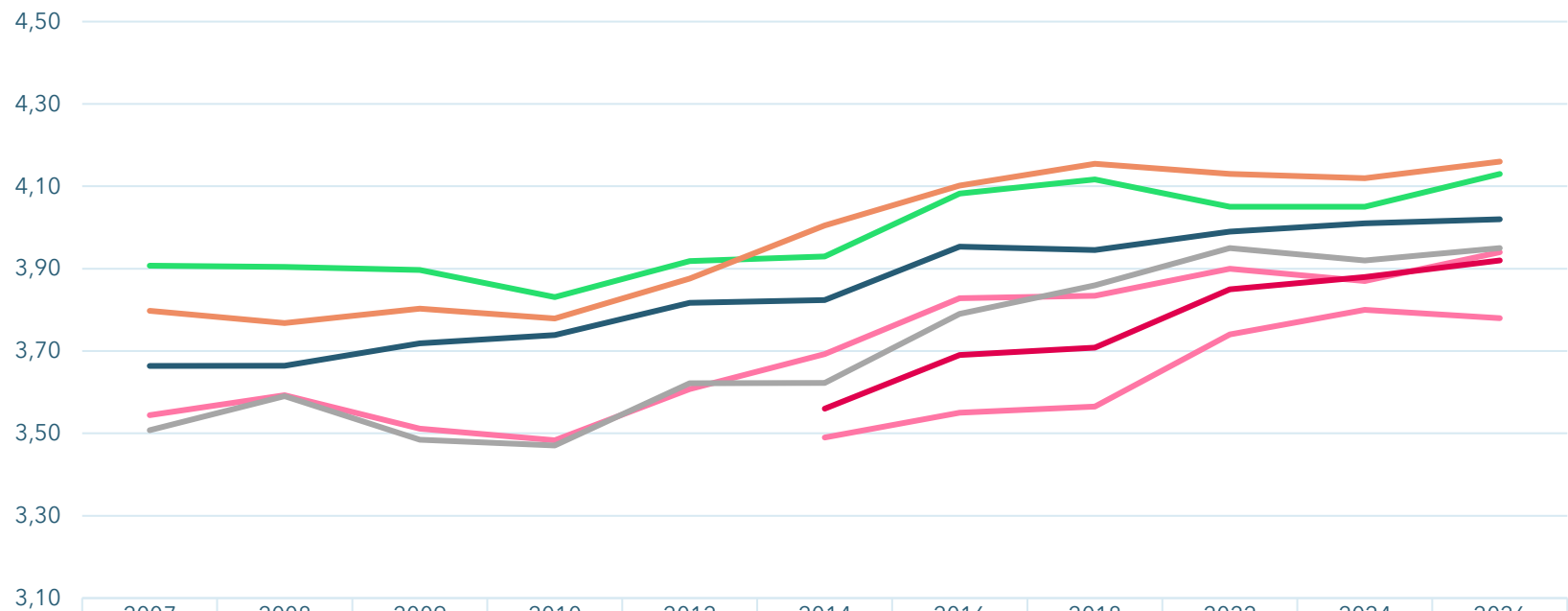
Work at the client company – averages

Scale:
1 = completely disagree...
5 = completely agree

In this section, rate your current or most recent workplace. A manager refers here to your manager in your client company where you actually work 14,731



Work at the client company – development

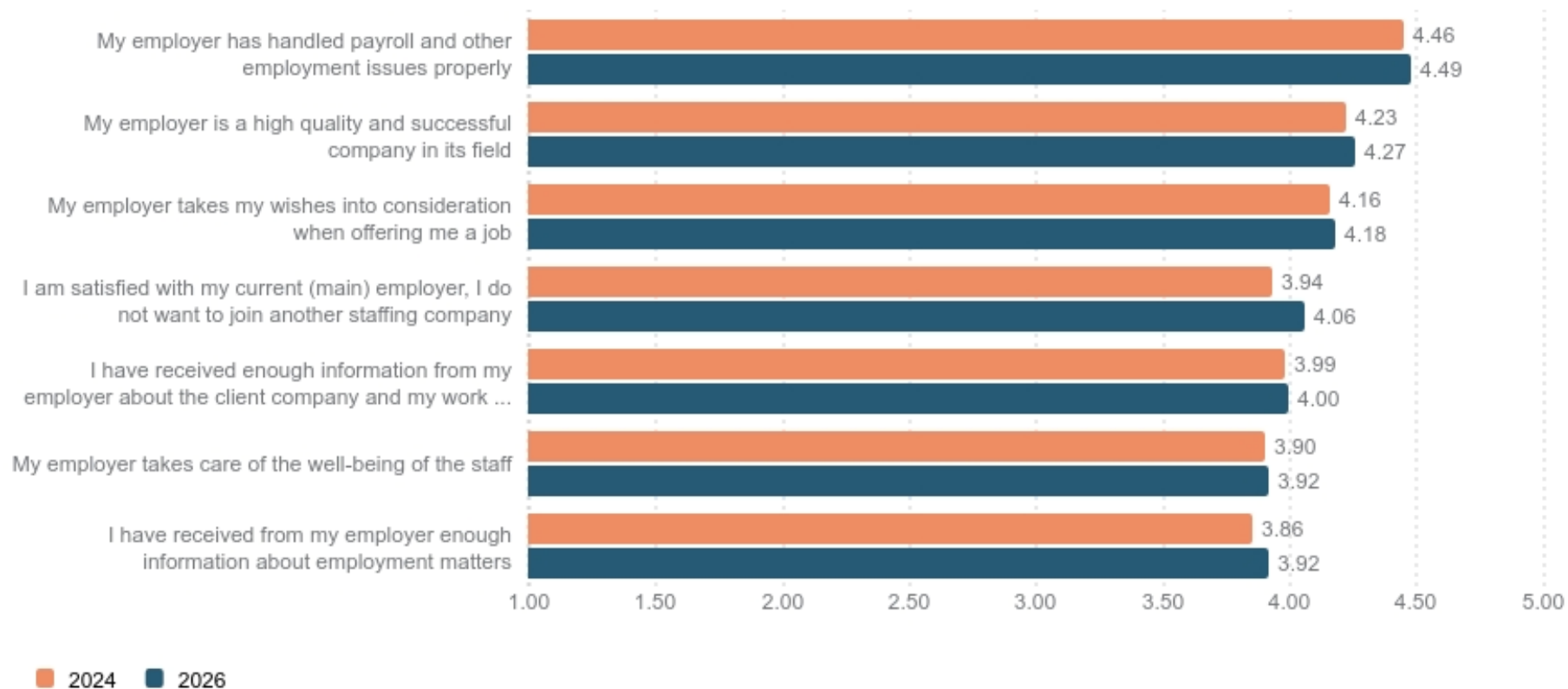


	2007	2008	2009	2010	2012	2014	2016	2018	2022	2024	2026
I feel like I belong to the work community of the client company	3,54	3,59	3,51	3,48	3,61	3,69	3,83	3,83	3,90	3,87	3,94
In the client company, my closest colleagues appreciate me and the work I do	3,91	3,90	3,90	3,83	3,92	3,93	4,08	4,12	4,05	4,05	4,13
I am treated equally with the employees of the client company's own employees	3,51	3,59	3,48	3,47	3,62	3,62	3,79	3,86	3,95	3,92	3,95
I have received enough orientation from the client company to my work	3,66	3,66	3,72	3,74	3,82	3,82	3,95	3,95	3,99	4,01	4,02
My manager in the client company appreciates me and the work I do	3,80	3,77	3,80	3,78	3,88	4,00	4,10	4,15	4,13	4,12	4,16
My manager in the client company gives me feedback on my work						3,49	3,55	3,56	3,74	3,80	3,78
My manager in the client company gives me enough information about my job						3,56	3,69	3,71	3,85	3,88	3,92

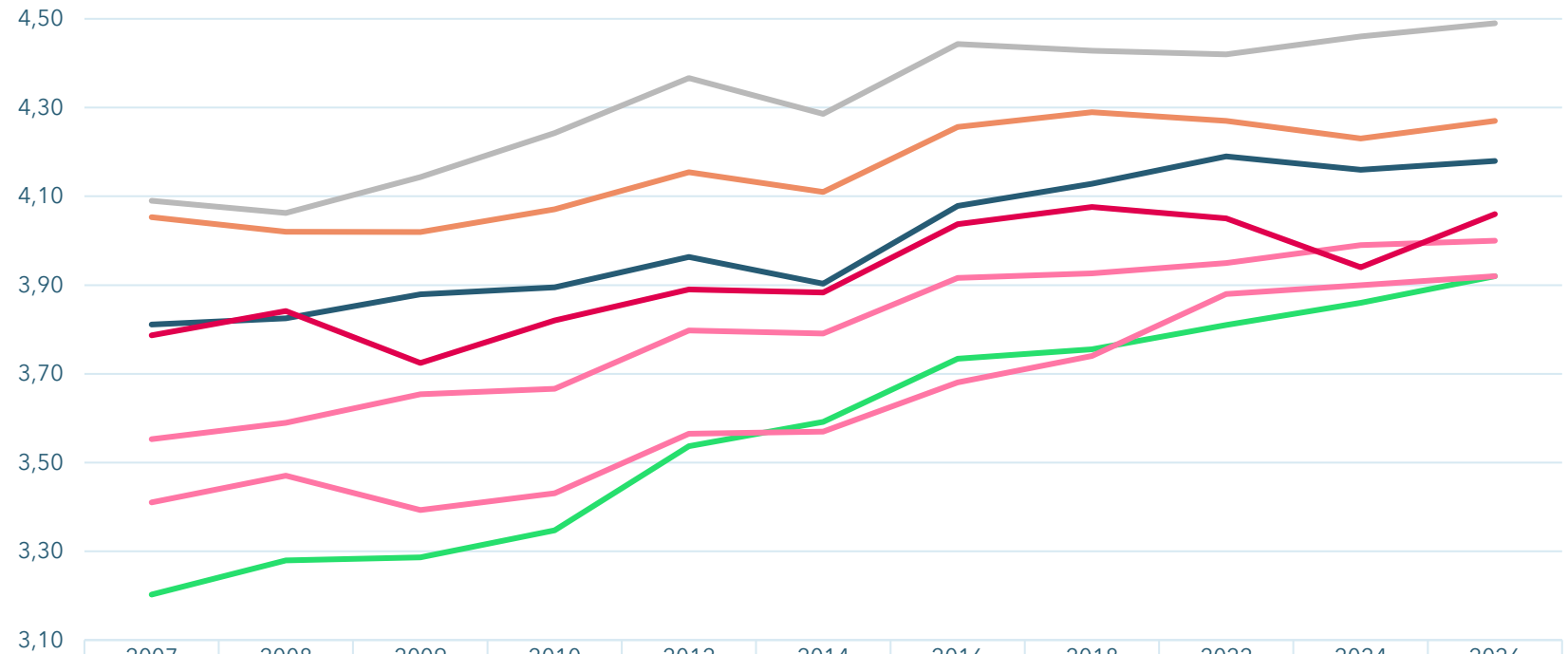
Employer image – averages

Scale:
1 = completely disagree...
5 = completely agree

How do you feel about the following statements? Employer refers here to the staffing company. 14,755



Employer image – averages



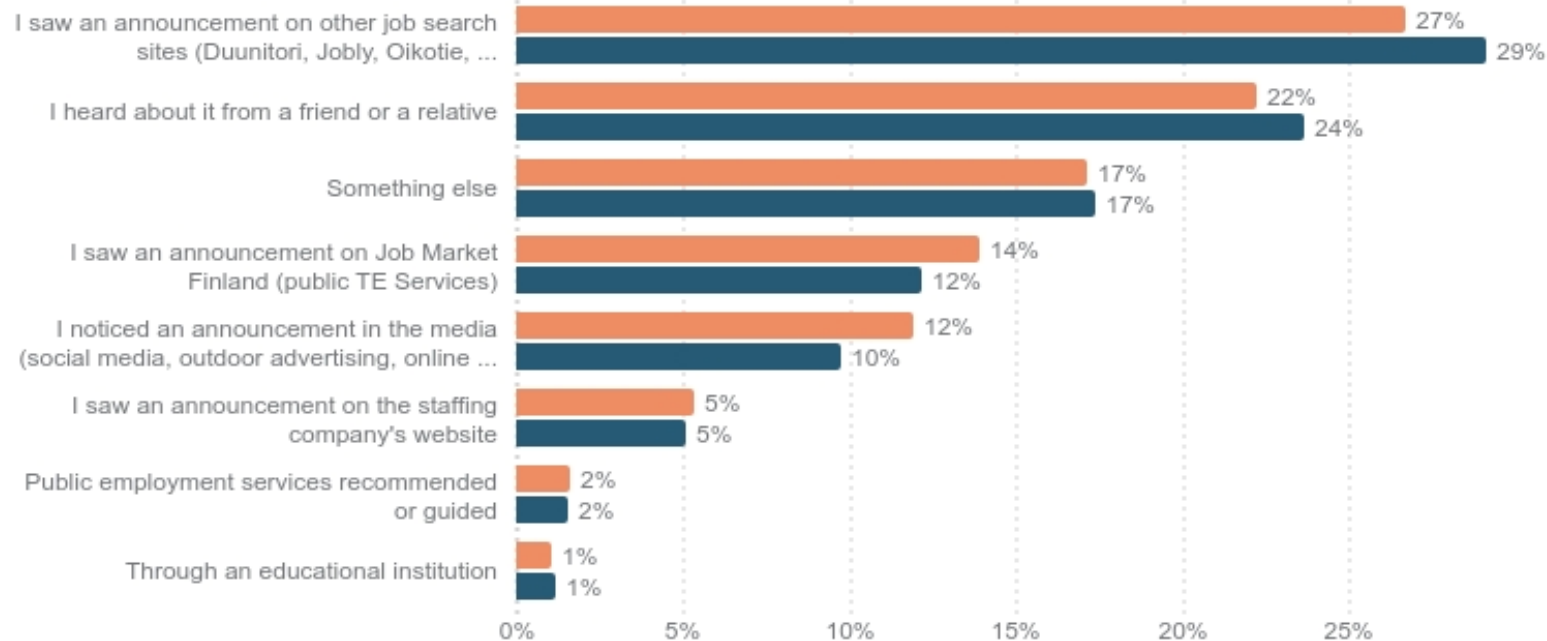
	2007	2008	2009	2010	2012	2014	2016	2018	2022	2024	2026
I have received enough information from my employer about the client company and my work tasks	3,55	3,59	3,65	3,67	3,80	3,79	3,92	3,93	3,95	3,99	4,00
I have received from my employer enough information about employment matters	3,20	3,28	3,29	3,35	3,54	3,59	3,73	3,76	3,81	3,86	3,92
My employer has handled payroll and other employment issues properly	4,09	4,06	4,14	4,24	4,37	4,29	4,44	4,43	4,42	4,46	4,49
My employer takes my wishes into consideration when offering me a job	3,81	3,83	3,88	3,89	3,96	3,90	4,08	4,13	4,19	4,16	4,18
My employer is a high quality and successful company in its field	4,05	4,02	4,02	4,07	4,15	4,11	4,26	4,29	4,27	4,23	4,27
My employer takes care of the well-being of the staff	3,41	3,47	3,39	3,43	3,56	3,57	3,68	3,74	3,88	3,90	3,92
I am satisfied with my current (main) employer, I do not want to join another staffing company	3,79	3,84	3,72	3,82	3,89	3,88	4,04	4,08	4,05	3,94	4,06

Other results



The importance of job search websites and word of mouth has become even stronger

How did you become interested in finding a job from staffing company? 14,776

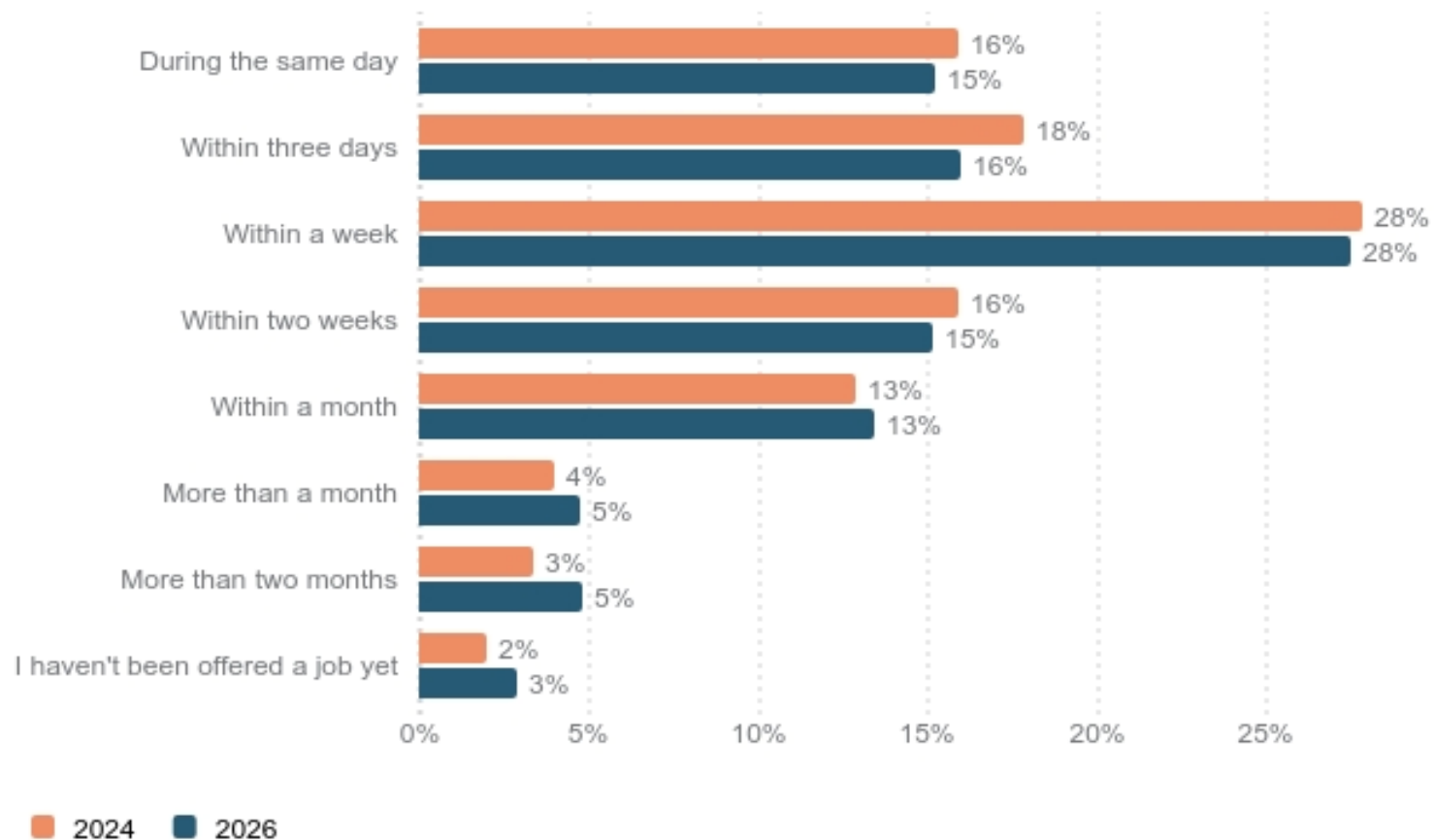


Job search sites are particularly popular among the youngest respondents

2024 2026

The availability of work has slowed down slightly in two years

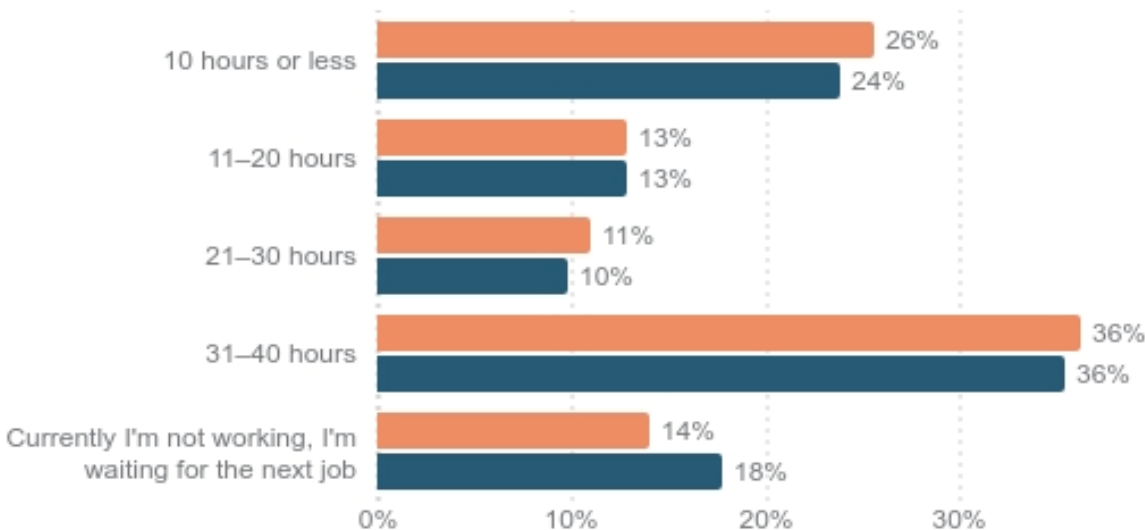
How soon were you offered a job from a staffing company? 14,776



Many of the employees wish for more working hours

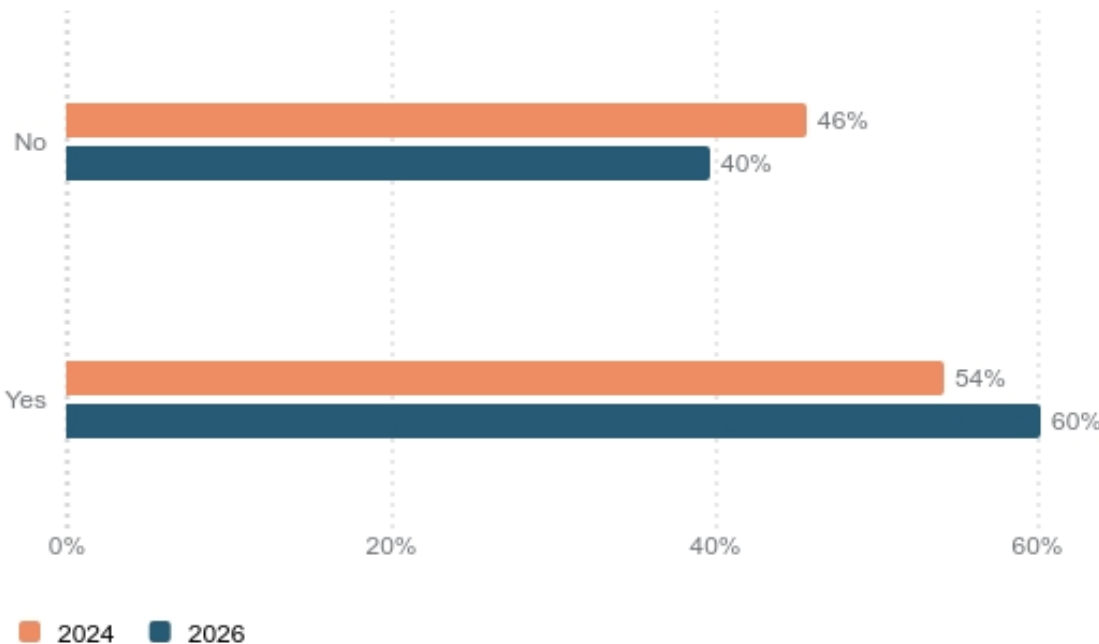
In a week, I currently work through a staffing company on average...

14,776



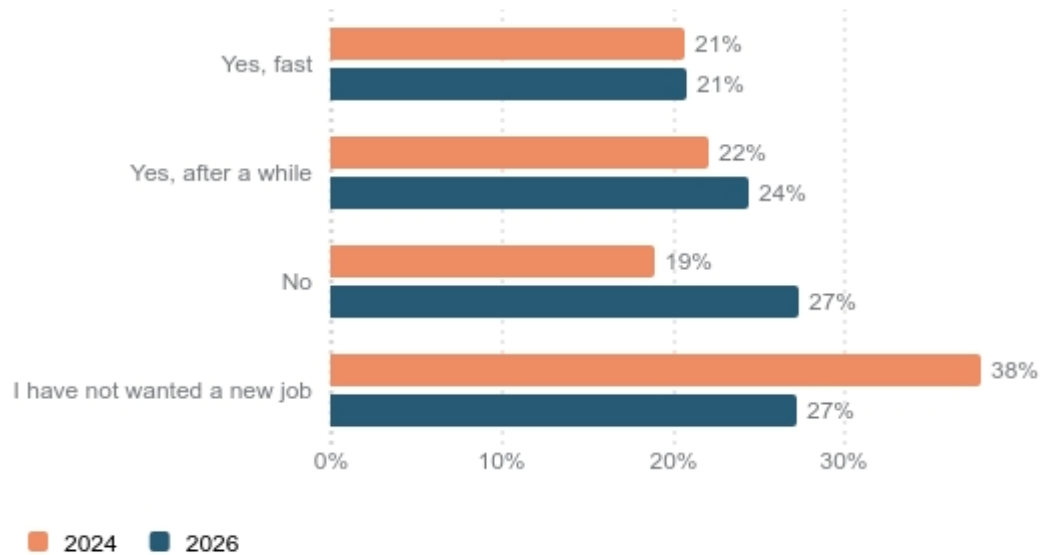
2024 2026

In my current life situation, I would like to have more work hours 14,776

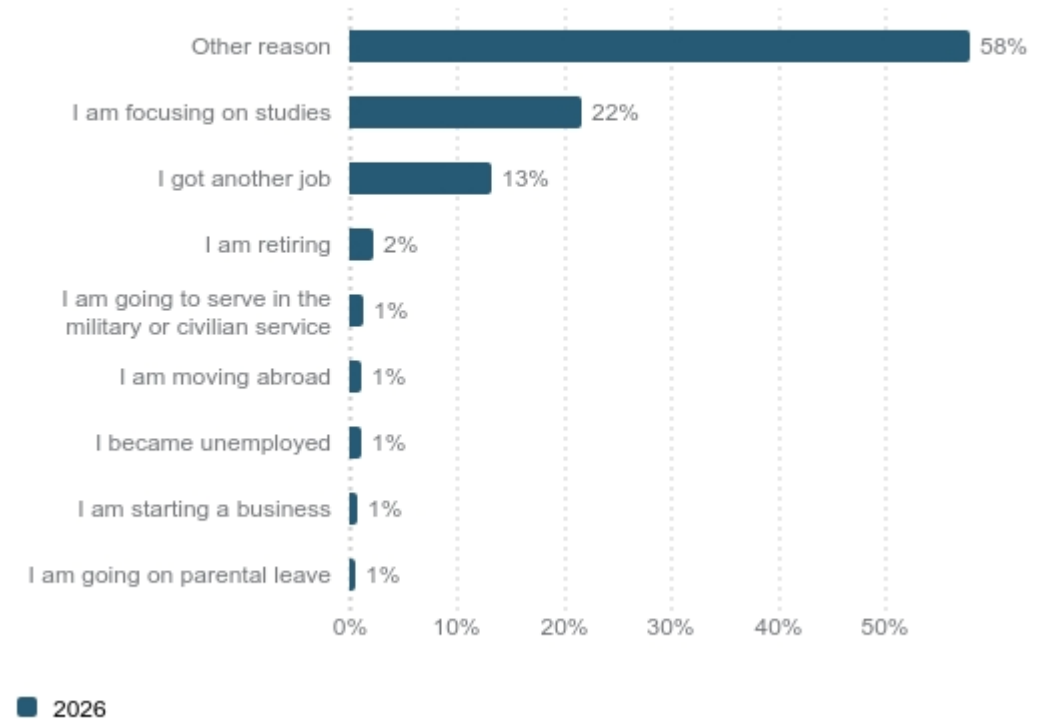


The impact of the economic situation is evident – more people than before have not been able to find a new job

Has the staffing company been able to offer you a new job after your previous one ended? 14,776



I have not wanted a new job, because 1,438



Conclusions



Conclusions 1/2

- **An 89 % willingness to recommend reflects the significant satisfaction of temporary workers.**
- If the economic situation were better, the willingness to recommend might be even higher, as this willingness was influenced by whether the respondent had received work.
- **Temporary work meets the need for flexibility and adapts well to life situations.**
- Temporary work is often done alongside studies or another job, and flexibility is the most important draw.
- **The basics – payroll, contracts, and the recruitment process–work well.**
- Staffing companies are responsible employers and experts in the recruitment sector.
- **Job hunting is perceived as easy, and it is considered important that an application submitted to a staffing company is included in the search for many jobs.**
- Temporary workers consider staffing companies to be important job search channels.

Conclusions 2/2

- **There has been uncertainty regarding job availability and the number of hours.**
- Experiences of slower job placement and a lack of available work reflect the challenges of the current economic situation.
- **Client companies' management and feedback are at a good level, although there is still room for improvement.**
- Developing these areas would make the temporary workers' experience even more positive.
- **Employer reputation is increasingly built on responsibility.**
- The growing importance of responsibility as a job-seeking criterion, along with the overall improvement in theme-specific results, indicate that responsible practices that care for employees are increasingly important for competitive advantage.
- **Respondents felt they could develop and utilize their skills in temporary work and that they would be able to apply those skills in the future.**
- Temporary work helps develop a wide range of skills and advance one's career.

Thank you!

The study was commissioned by Henkilöstöala HELA –
Employment industry Finland

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