

Contingency Worker Engagement

A comparison study between employee engagement and
contingency worker engagement

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What you are going to see:

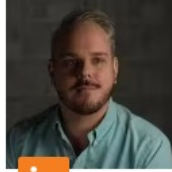
- Terms of reference
- Survey process
- Survey population
- Key findings
- Next steps

MEET THE GROUP

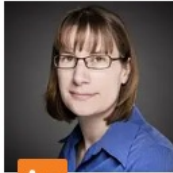


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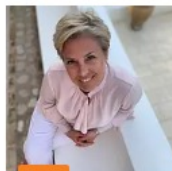


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FOLLOW US



CONTENT CATEGORIES

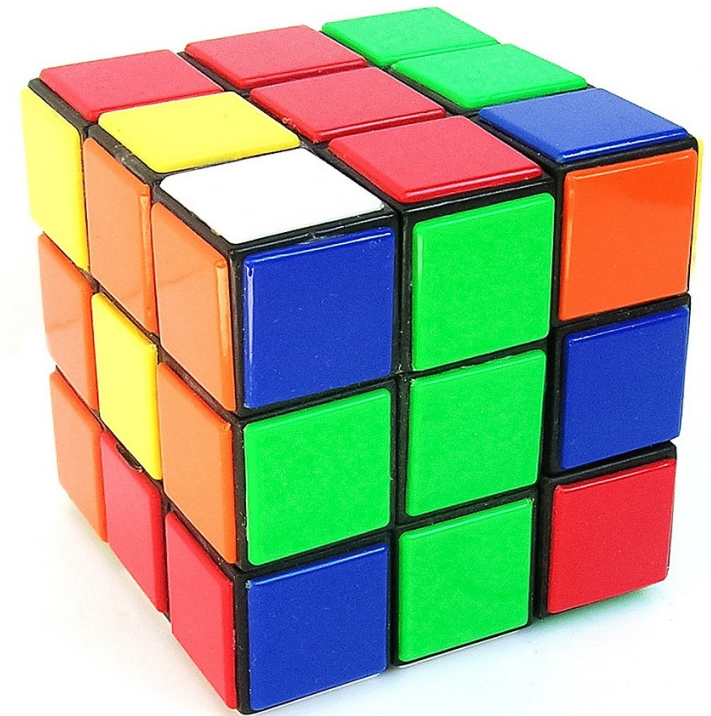
- ▶ #EFS10YearsOn
- ▶ #OneChange
- ▶ Case Studies
- ▶ Crisis and Change
- ▶ CSR and Sustainability
- ▶ Culture and Working Environment
- ▶ Effective Communication
- ▶ Employee Engagement News
- ▶ Employee Voice
- ▶ Engaging Managers
- ▶ Flexible and Remote Working
- ▶ Inclusion and Diversity
- ▶ Innovation
- ▶ Insights, Data and Surveys
- ▶ Learning and Development
- ▶ Pay & Benefits
- ▶ Performance Management
- ▶ Personal Development
- ▶ Practical Tools and Resources
- ▶ Productivity
- ▶ Recruitment
- ▶ Resources by Role
- ▶ Strategic Leadership

Terms of reference: the objective of our study

Our purpose is to understand the issues that employers and contingency workers face regarding employee (or rather worker) engagement.

Key questions are evolving such as:

- What are the legal constraints surrounding worker engagement?
- What is impact on the customer experience and productivity?
- Does anyone care?



Contingent labour market grows on average by 10% each year.

On average contingent labour makes up 10% of an organisations workforce, but in some sectors it's as high as 20% with some tech companies reporting up to 50%.

(source:  **OutSource**
an APSCO Global company)

Feeling secure

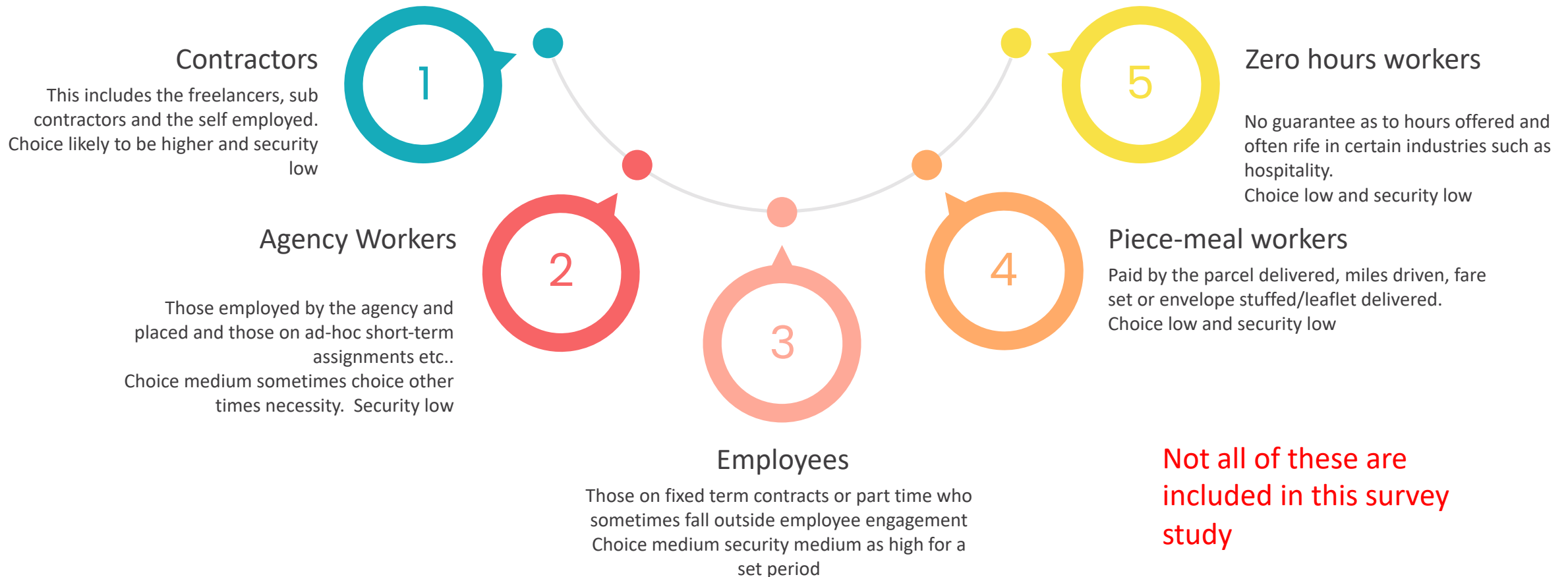
Our initial thoughts on what affects
engagement levels of contingency
workers (pre-survey)

Having choice

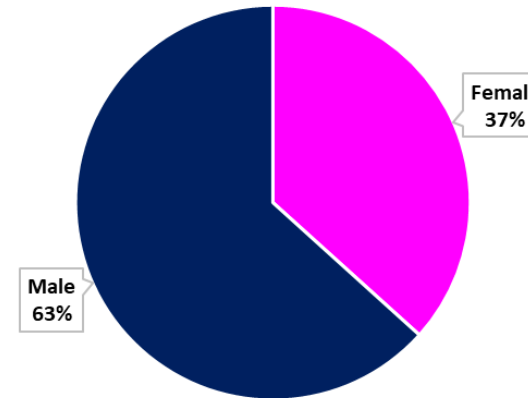
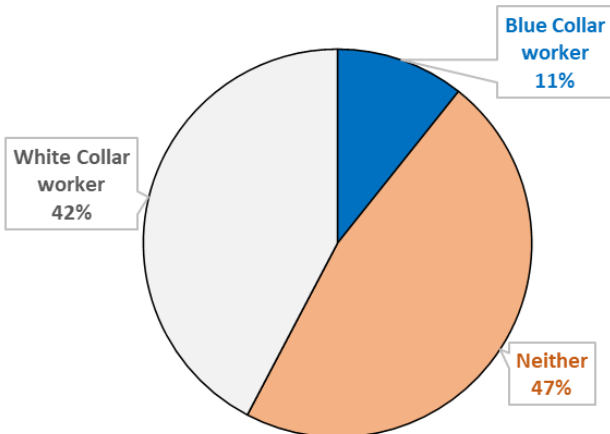
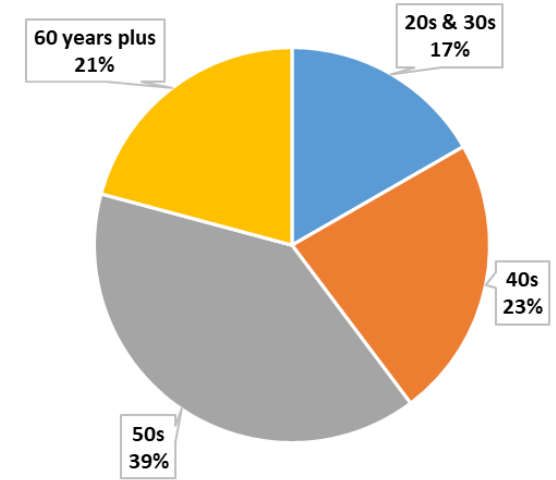
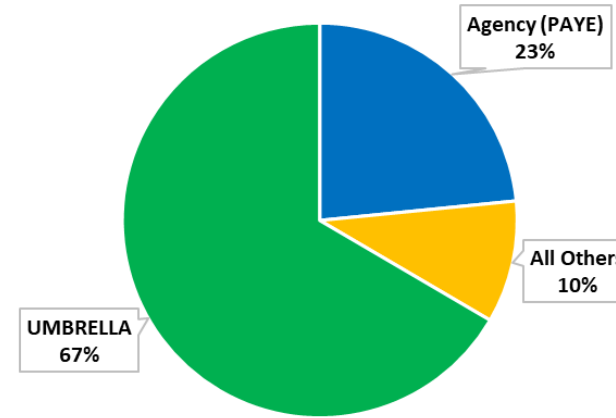
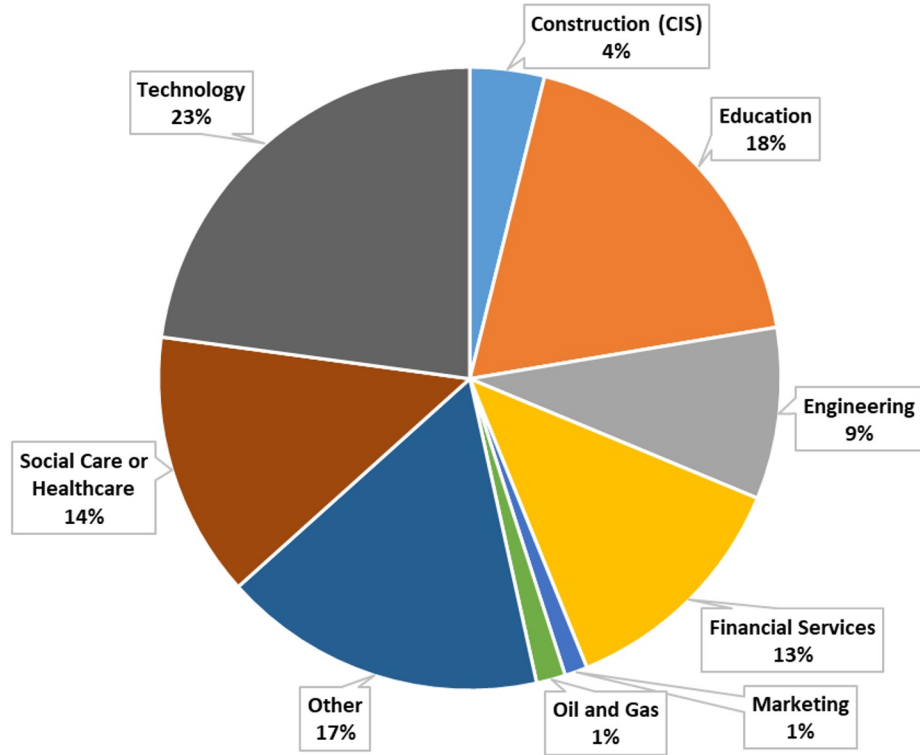
Having little choice

Feeling insecure

Terms of reference: who's in scope as contingency workers in our research



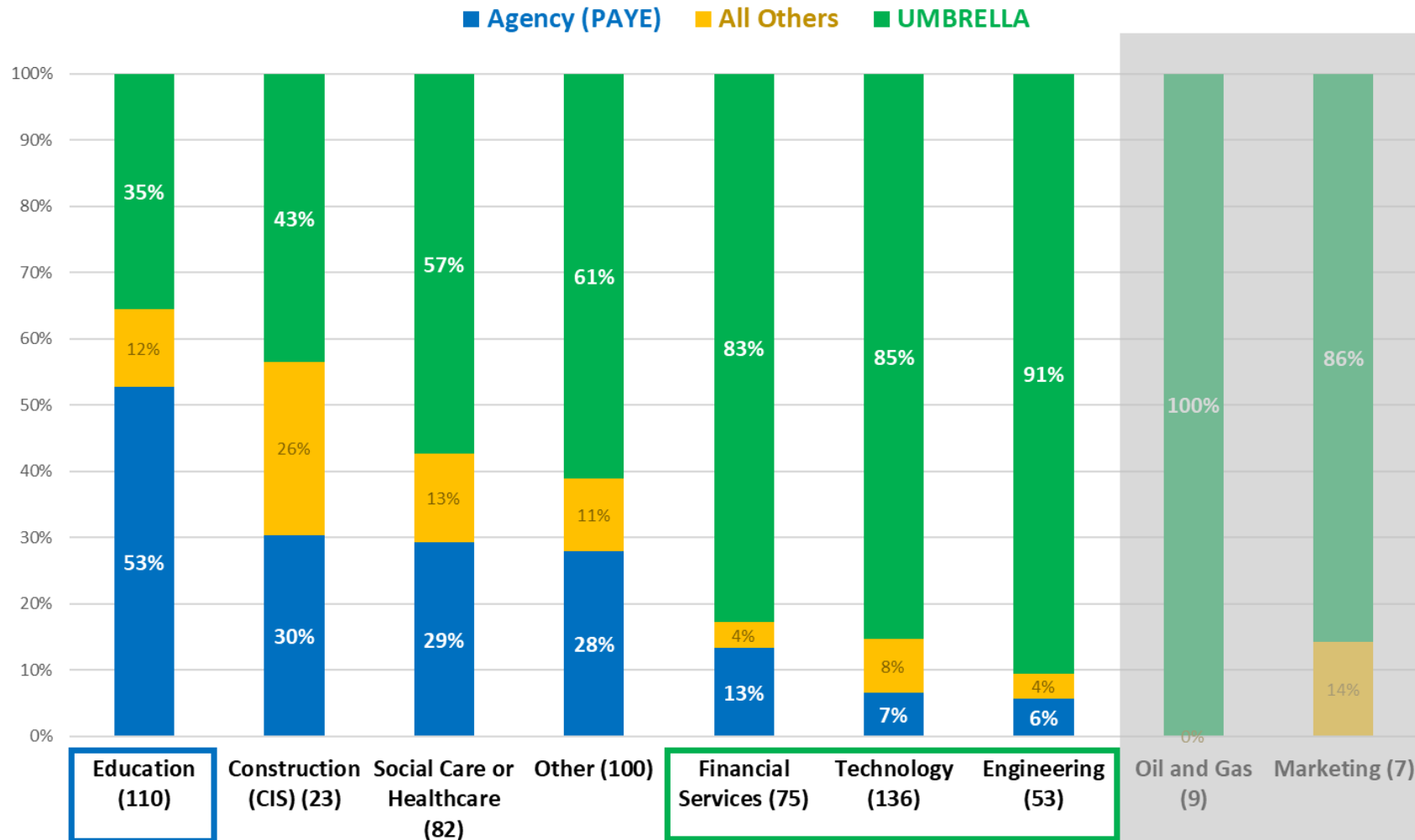
Contingency Worker Survey – results



649 respondents
 Typical time: 4 minutes 34 seconds
 Survey open 3 November to 30 November 2022

Contingency Worker Survey – results

Q1. What type of contract do you have?



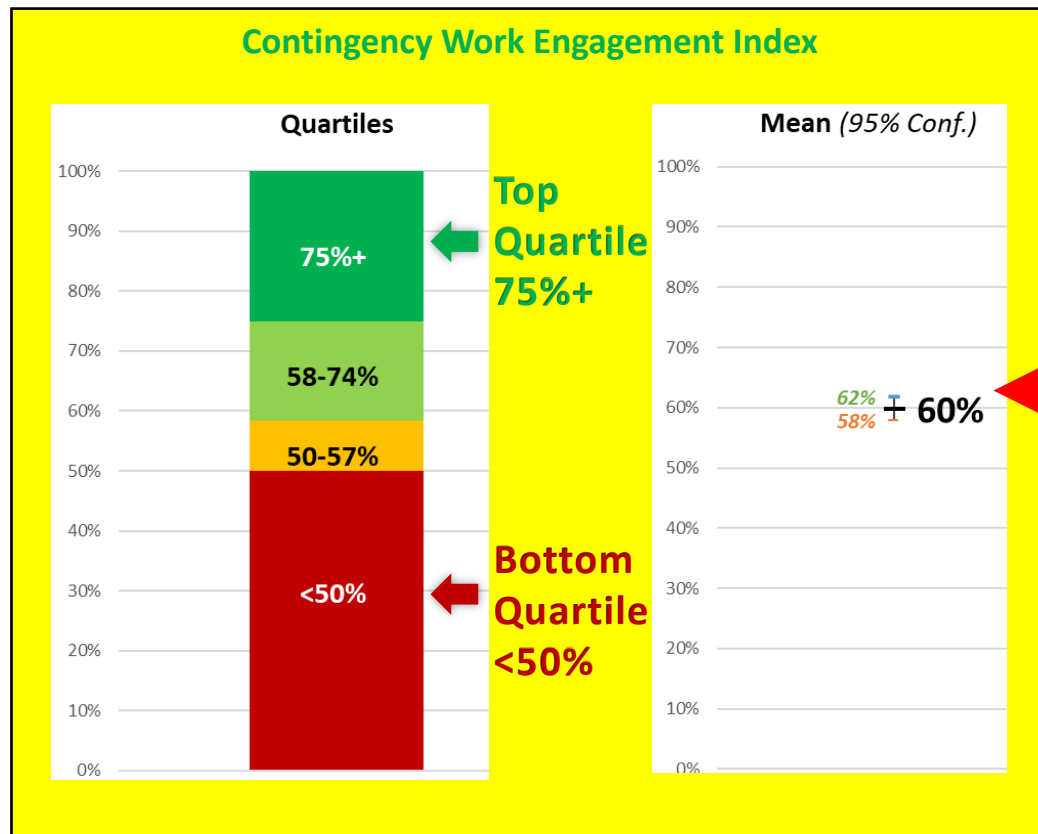
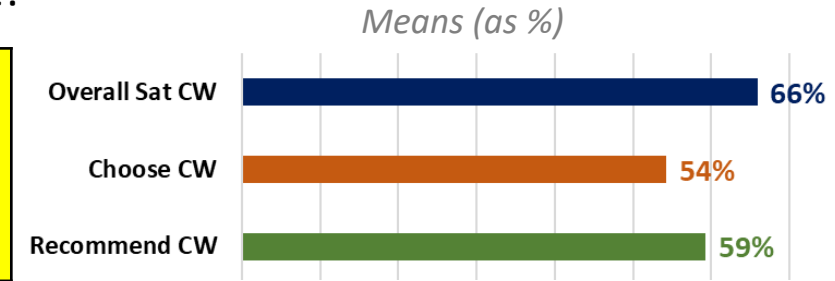
Key finding:

Most people in the education sector consider themselves agency workers.

Contingency Worker Survey – results

How does employee engagement compare with contingency worker engagement?

Overall Sat CW	Overall, how satisfied are you working on a contingency basis?	Contingency Work Engagement Index
Choose CW	I would choose to be a Contingency Worker even if suitable alternative employment was also available	
Recommend CW	I would recommend being a Contingency Worker	



EFS UK Employee Engagement:
62%
(August 2022)

Key finding:

In this study engagement levels of employees and contingency workers are very similar.

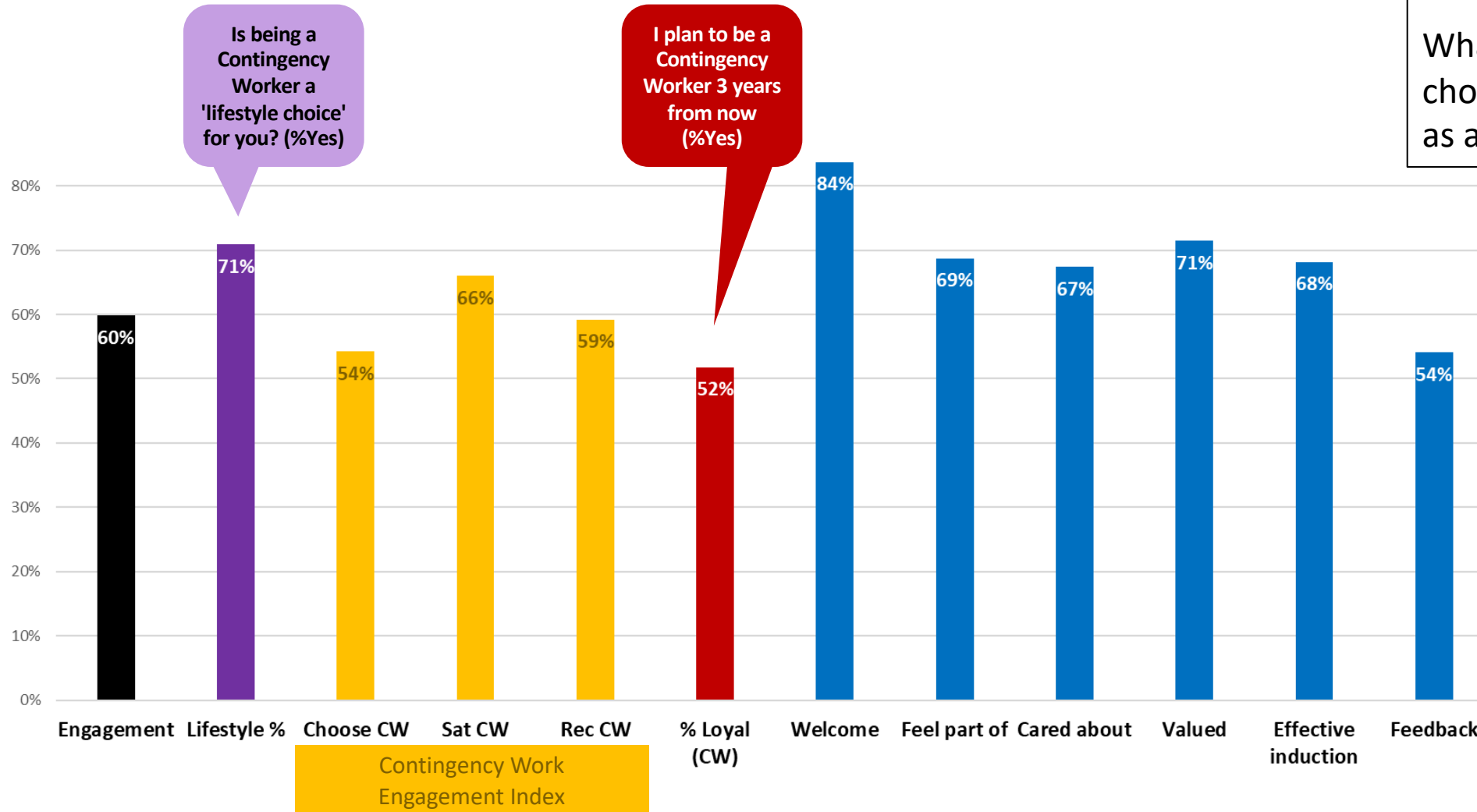
Key question:

How satisfied are we with the levels of engagement of contingency workers?

Contingency Worker Survey – results

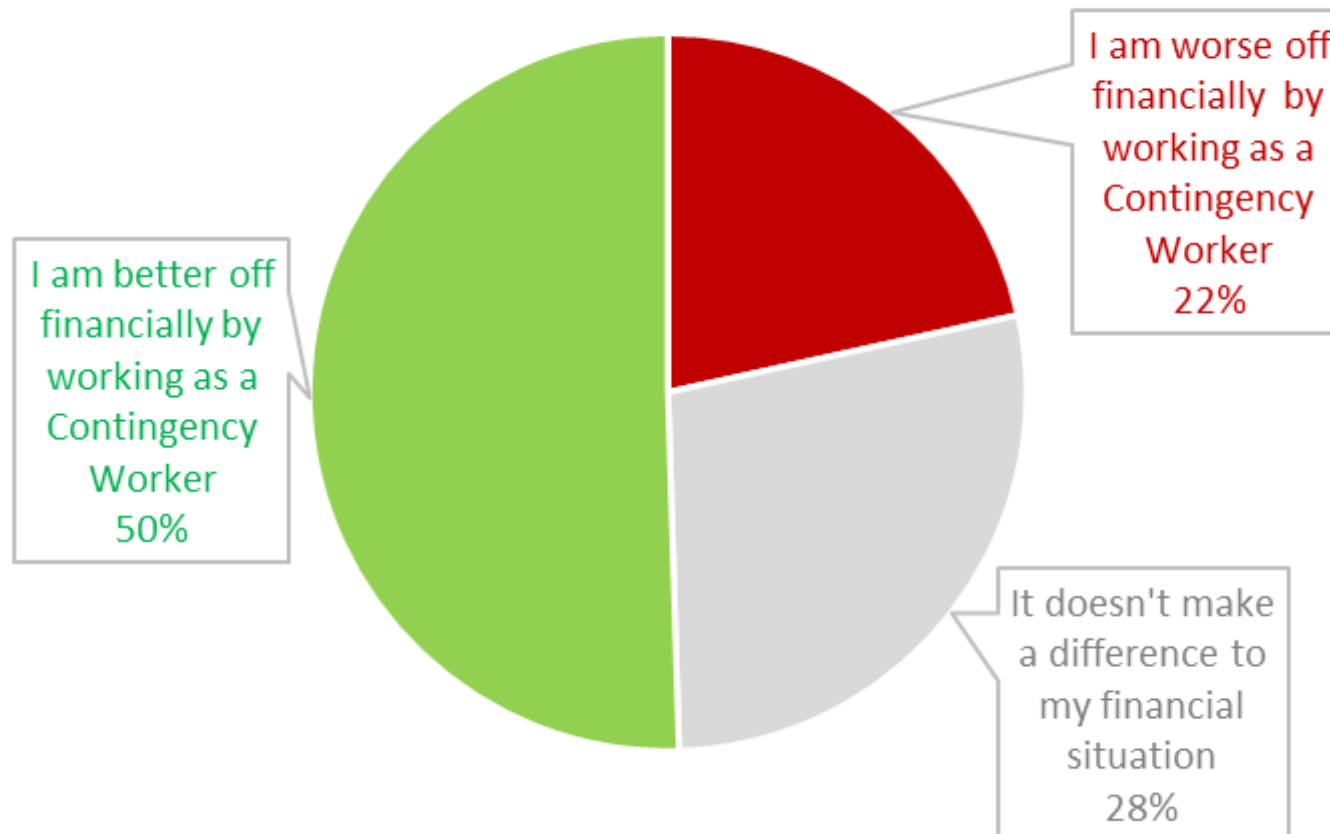
Headline results

Key question:
 What is the link between lifestyle choice and loyalty to remaining as a contingency worker?



Contingency Worker Survey – results

How does being a contingency worker impact financially?



Key finding:

More than 1 in 5 respondents are financially worse off being a contingency worker

Key question 1:

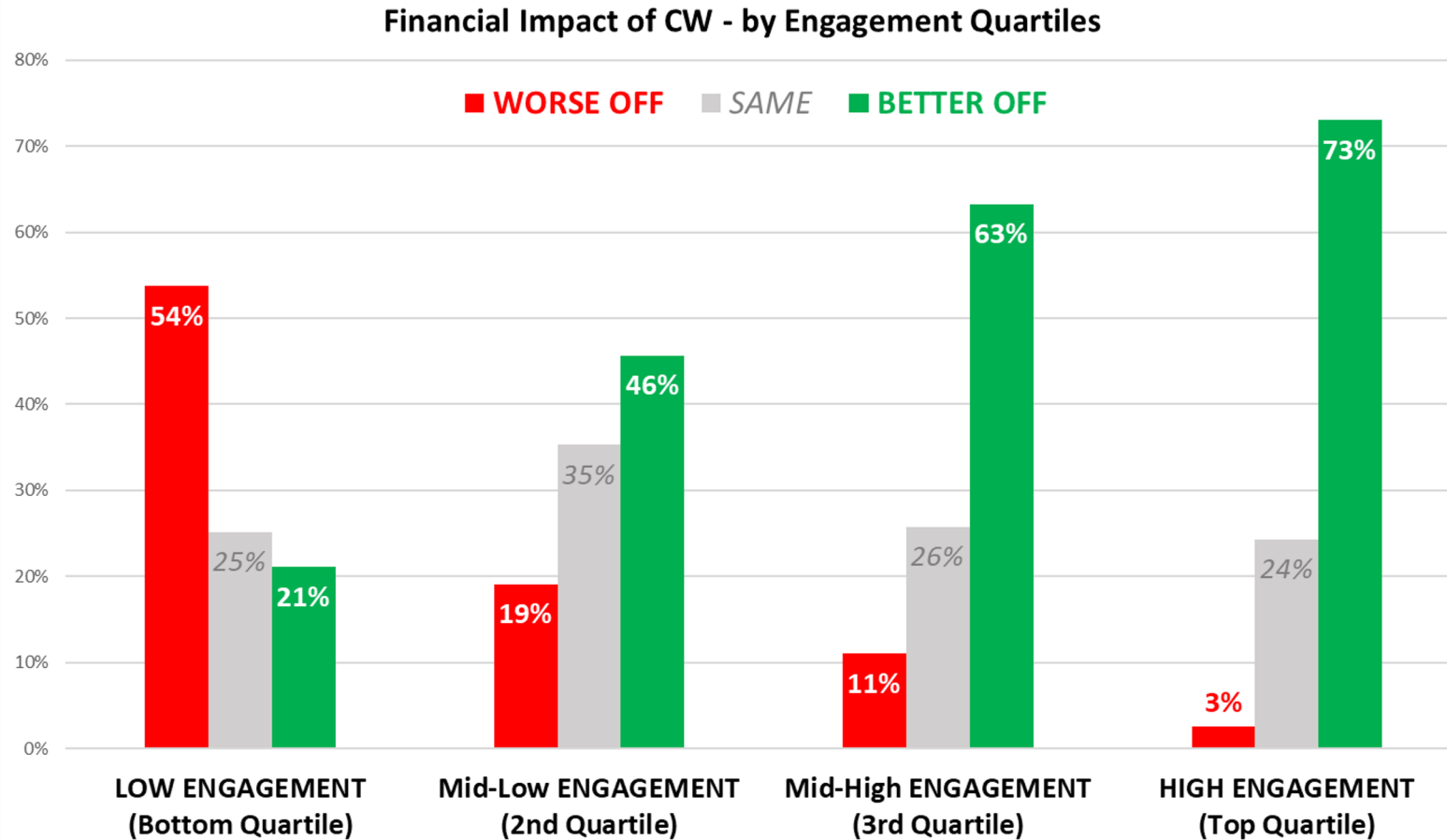
Why do 22% of respondents choose to be contingency workers?

Key question 2:

How does this impact levels of engagement?

Contingency Worker Survey – results

How does financial impact correlate with contingency worker engagement?



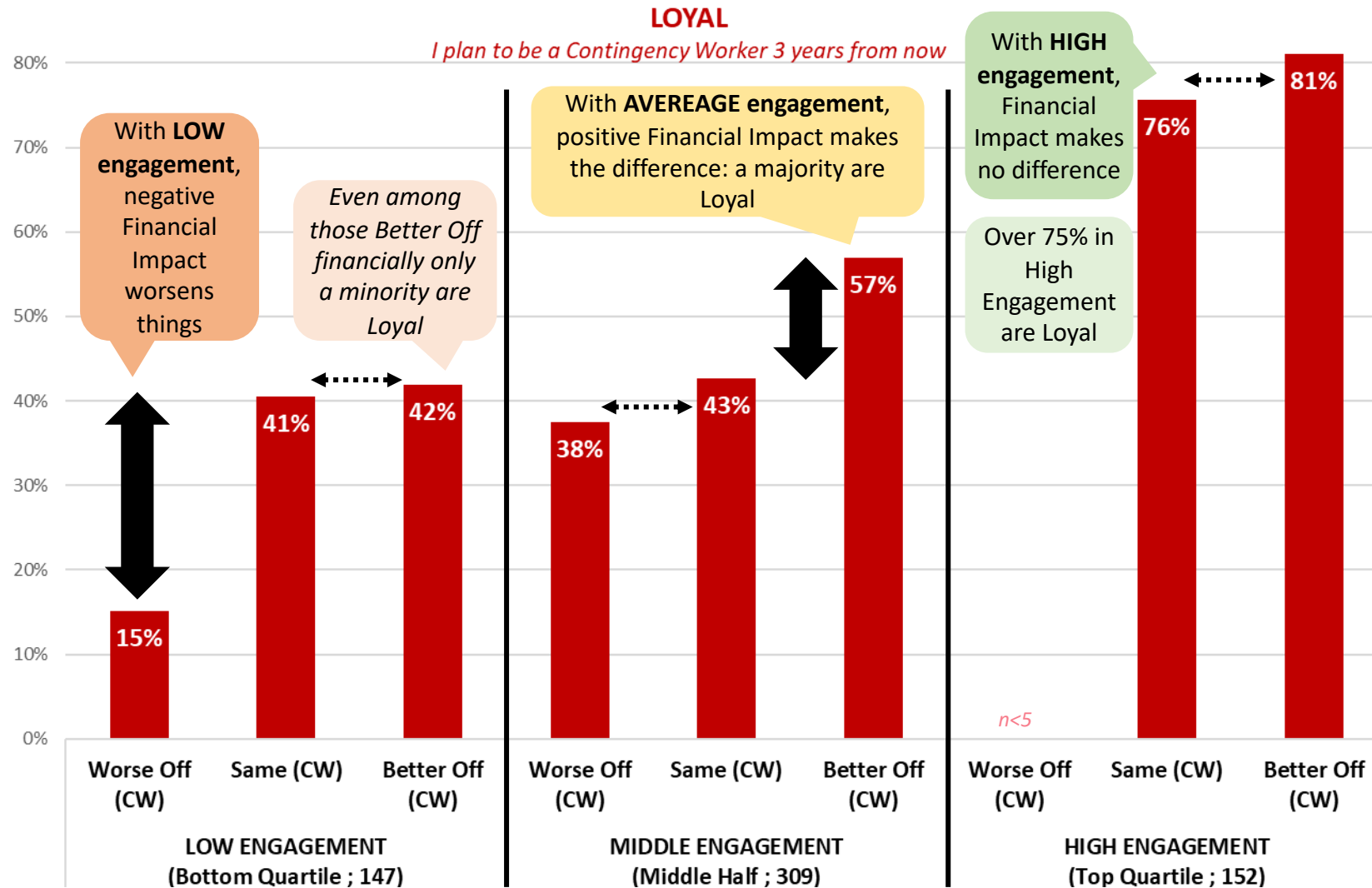
Key finding:
Financial impact and levels of engagement are linked.

Key question:
What are the productivity and customer service level costs of lower paid contingency workers?



Contingency Worker Survey – results

How does financial impact and loyalty correlate with contingency worker engagement?



Key finding:
Financial impact, loyalty and levels of engagement are linked.

Key question:
What are the productivity and customer service level costs of lower paid contingency workers?

Contingency Worker Survey – results



Summary:

1. Employee engagement and contingency worker engagement are on par (but low).
2. Financial impact and engagement are linked for contingency workers.
3. Financial impact and loyalty to stay as a contingency worker does correlate with engagement.

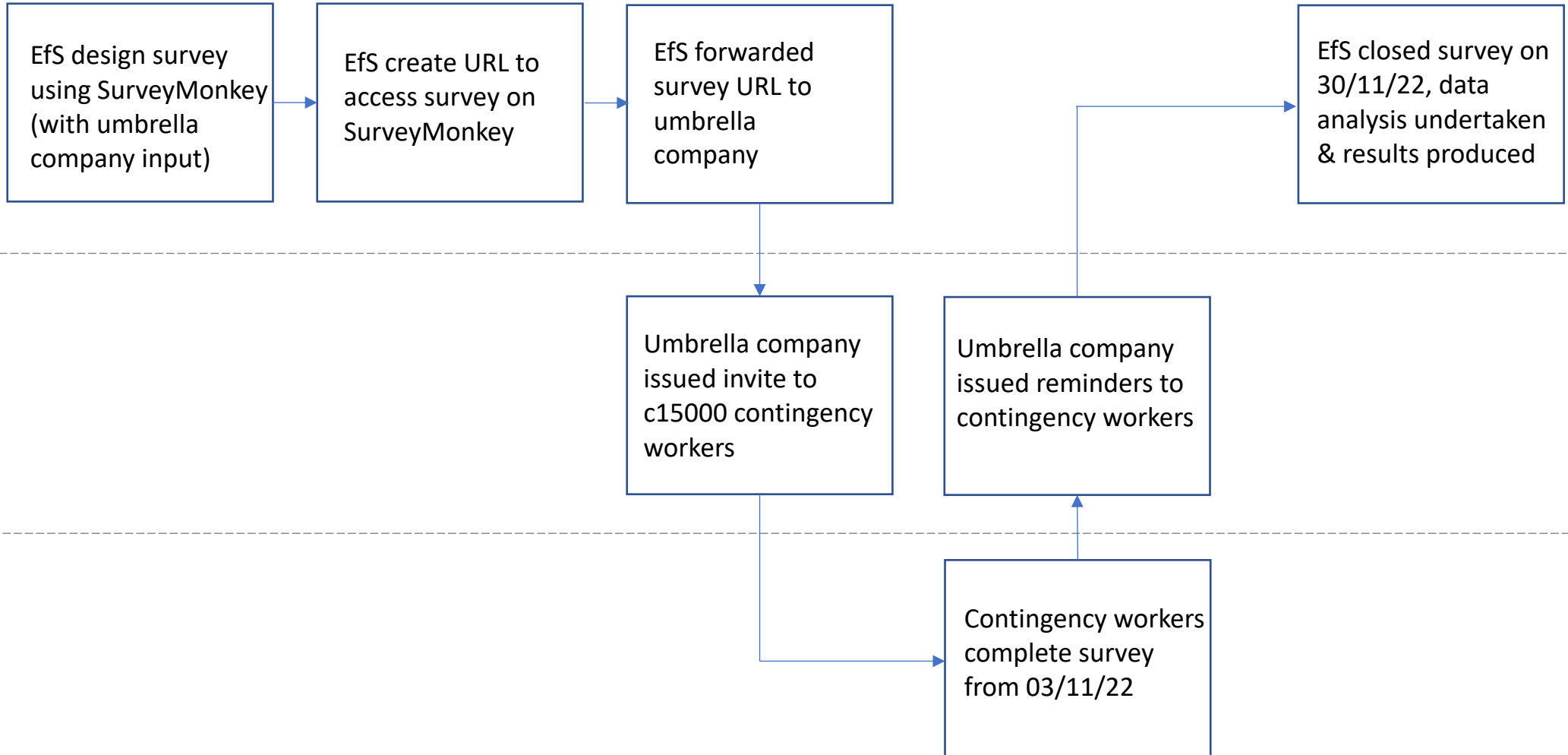


Our next steps:

1. Undertake further surveys using wider contingency population.
2. Identify trends.
3. Make recommendations based on findings.

Appendix 1: Our survey process

Contingency Worker Survey – process flow



Umbrella company

Contingency workers

