



## FACT SHEET

### Personnel service providers as integration partners

## Facts and Figures

Personnel service providers play a key role in integrating individuals who face particular challenges in entering or re-entering the German labor market. Whether they are individuals with a refugee background, people who have been living here for some time but have only limited German language skills, or those who have been unemployed for extended periods due to barriers to employment such as serious illness, they require close, comprehensive support and guidance in entering the workforce.

Personnel service providers are well placed to provide all of this. Whether it is accompanying people to official appointments, helping them get to and from work, or assisting with finding accommodation, recruitment agencies play a vital guiding role in helping people integrate into the labour market. In light of Germany's increasing shortage of both labour and skilled workers, they are thus indispensable integration service providers in the labour market. After all, taking up employment is also a key prerequisite for social integration. The results speak for themselves: according to a 2024 OECD study on the state of integration of immigrants, the employment rate among immigrants in Germany stands at 70 per cent – sig-

nificantly higher than in most other comparable EU countries.

### Access to the job market for refugees

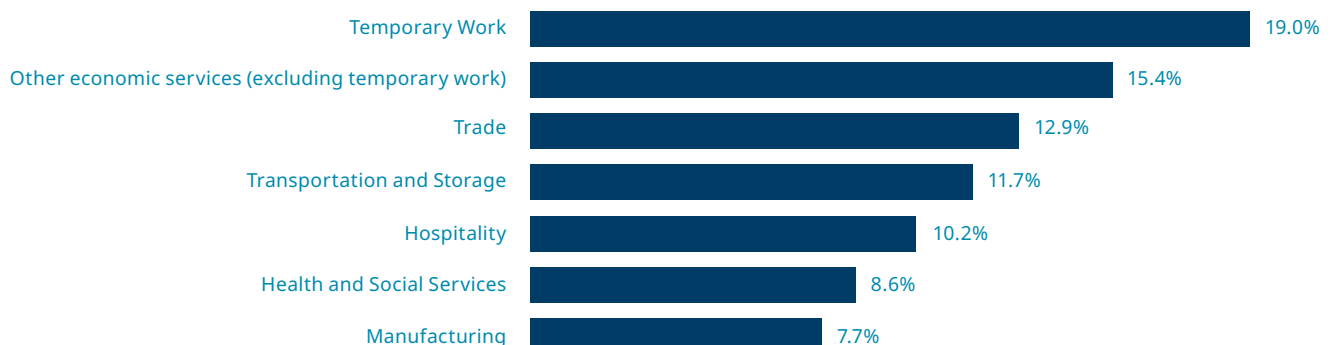
As early as the 2015/2016 refugee crisis, the personnel services industry demonstrated its role as a key partner in supporting the labour market integration of refugees. This remains unchanged to this day: according to data from the Federal Employment Agency (BA), in the first five months of 2025, nearly 93,000 asylum seekers\* ended their unemployment by taking up social security-covered employment.

Temporary agency work also plays a significant role in facilitating labour market entry for refugees from Ukraine: as of 31 December 2024, 16,111 Ukrainian nationals were employed in the sector. Around 11% of Ukrainians who took up employment subject to social security contributions in the first five months of 2025 did so in the temporary work sector. This puts the sector ahead of even the manufacturing in-

\* Persons from the Top 8 countries of origin for asylum seekers as well as Ukraine

### EMPLOYMENT OF UNEMPLOYED REFUGEES FROM THE TOP 8 COUNTRIES OF ORIGIN OF ASYLUM SEEKERS, AS WELL AS UKRAINE

Percentage of all employment subject to social security contributions, based on the months of January to May 2025.



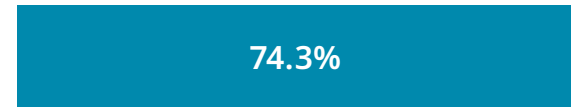
dustry. This is a remarkable achievement, given that temporary work accounts for less than 2% of total employment.

### An opportunity for individuals who are distant from the labour market

Germany's economy has been in recession for several years. The weak economy has also led to a decline in job opportunities for the unemployed, and consequently the risk of long-term unemployment has increased.

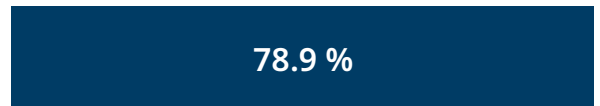
Here too, the personnel services sector plays a key role in promoting integration. According to Federal Employment Agency statistics, in 2024, 65% of temporary workers subject to social insurance contributions who had signed an employment contract with a staffing agency were previously unemployed. Of these, 32% were long-term unemployed, meaning they had been out of work for a year or more. In comparison with other sectors of the economy, temporary agency work also contributes significantly to the market integration of this group. Overall, one in seven jobs taken up by unemployed people receiving basic income support (SGB II citizen's income) was in temporary work.

### 12 MONTHS AFTER ENTERING EMPLOYMENT



#### Temporary Work

Still in social security-covered employment (whether through a Temporary Employment Agency or otherwise)



#### Overall Economy

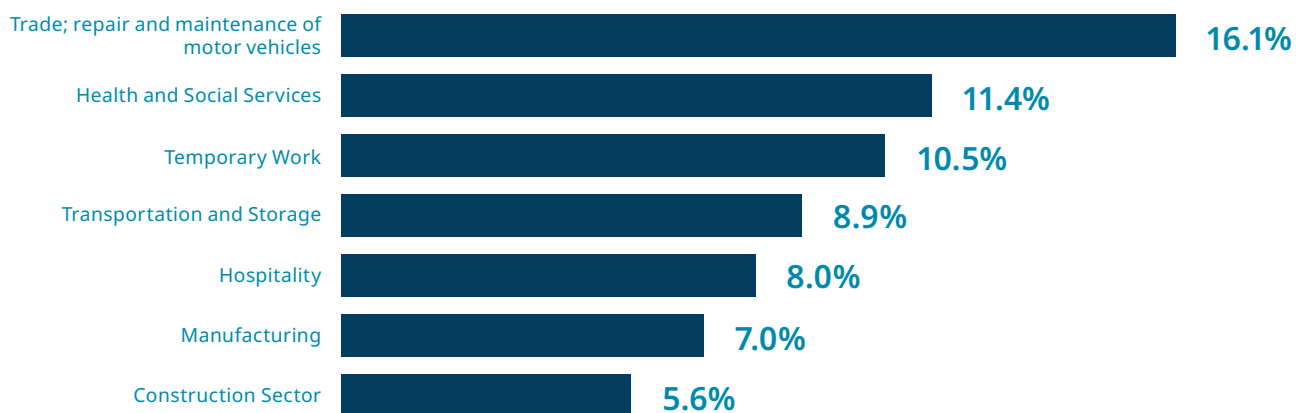
Still in social security-covered employment

Source: Statistics of the Federal Employment Agency, transitions from unemployment to employment subject to social insurance contributions in the period April 2023 – March 2024 and 12 months later

### Sustainable labour market integration

Contrary to frequently made claims, taking up temporary work is a sustainable form of employment. According to data from the Federal Employment Agency (BA), three out of four people who exited unemployment by entering temporary agency work are in social security-covered employment 12 months later, with one third employed in other sectors. In view of the fact that, compared with the overall workforce, many temporary agency workers are employed in low-skilled roles and have limited professional experience, this makes the sector's performance all the more significant.

### KEY SECTORS FOR MOVING FROM LONG-TERM UNEMPLOYMENT INTO EMPLOYMENT



Source: Federal Employment Agency, GVP | Note: Annual average for 2024

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