

FACT SHEET

Temporary Work & Job Satisfaction

Facts and Figures

Job satisfaction is a key indicator today: it is regarded as a measure of the quality of the employer-employee relationship and is a priority for many companies, not least because it is closely linked to the quality of work and economic success — including productivity. Against this backdrop, it is particularly noteworthy that the latest BIBB/BAuA Labour Force Survey 2024 attests to high levels of job satisfaction and good working conditions in the temporary work sector and highlights a clearly positive trend between 2012 and 2024. The title of the accompanying factsheet therefore already asserts that the sector is “undergoing change” and has undergone “positive transformations”.

The 2024 Labour Force Survey was conducted by the German Federal Institute for Vocational Education and Training (BIBB) in cooperation with the Federal Institute for Occupational Safety and Health (BAuA) and represents the eighth wave of a series of surveys that have been carried out at regular intervals since 1979. Its primary aim is to provide an ongoing description of the world of work in Germany and to document changes in working conditions and requirements. Key stakeholders such as the Federal Ministry of Labour and

Social Affairs (BMAS) use the results of the BIBB/BAuA Labour Force Survey as an important empirical basis for shaping labour market and employment policy.

Above-average job satisfaction despite demanding conditions

Specifically, in 2024, 95% of the temporary workers surveyed were (very) satisfied with their work overall. This represents an increase of 19 percentage points compared with 2012 (76%). Temporary work thus exceeds the average for all respondents, which stands at 92 per cent, and that of most economic sectors.

Temporary work also offers good working conditions in terms of other satisfaction indicators. 92% of temporary workers are (very) satisfied with the nature and content of their work, and 92% also stated that they were (very) satisfied with the working atmosphere. Given the specific circumstances of temporary work, this positive trend carries even greater significance. When temporary workers are placed, a

JOB SATISFACTION BY ECONOMIC SECTOR (2024)



relationship is formed between the temporary work agency, the client organisation and the temporary workers — the so-called triangular relationship.

This means that temporary workers face particular challenges due to changing assignments and workplaces with varying job requirements. This involves adapting to new work processes, different organisational structures and internal communication channels, as well as changing environmental conditions. Furthermore, 40% of temporary workers are mainly employed in industries, where physically demanding tasks and stressful environmental factors are more common. In addition, 55% carry out so-called support activities, which, across all sectors, are associated with less autonomy and a higher degree of monotony.

Temporary work is not second-class work — including in terms of pay

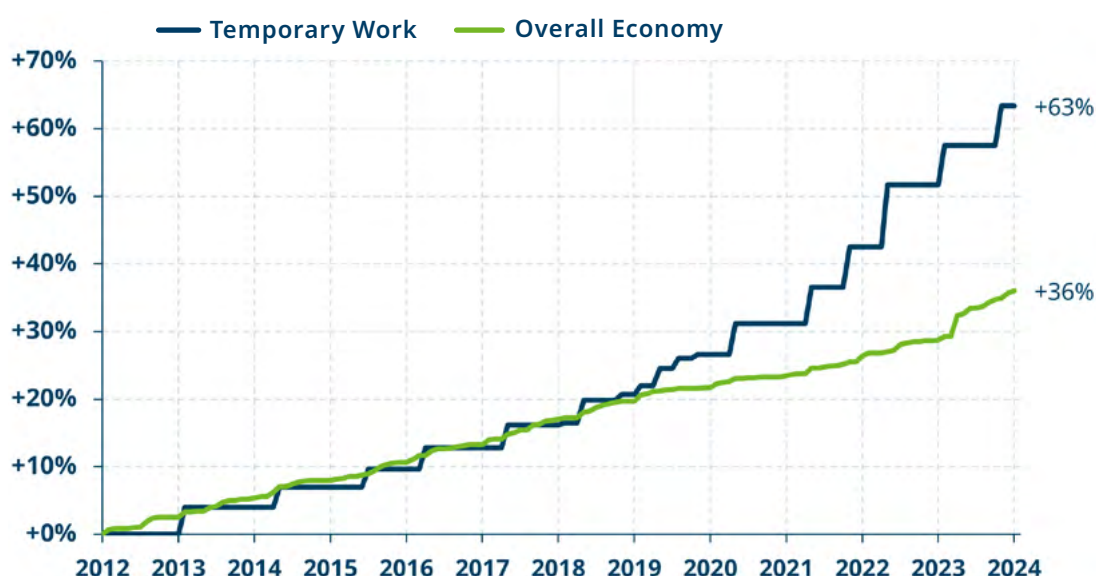
Further evidence of the high standards in the temporary work sector is the significant rise in satisfaction with earnings. According to the 2024 Labour Force Survey, this rose by 33 percentage points between

2012 and 2024 — from 41% to 74% — marking the strongest increase of any sector of the economy.

The BAuA cites “generous collective agreement pay rises and steadily rising minimum wages” as the key drivers of this increase. This assessment is underpinned by wage trends: according to the Federal Statistical Office, the average collectively agreed wage in the temporary work sector rose by 63% between 2012 and 2024, whilst the economy as a whole recorded growth of 36% over the same period. In addition, at the request of the parties to the collective agreement for the temporary work sector, the Federal Ministry of Labour and Social Affairs (BMAS) regularly sets a generally binding minimum wage for temporary work, which, in accordance with pay group 1 of the DGB/GVP collective wage agreement, currently stands at 14.96 euros — significantly above the statutory minimum wage of 13.90 euros.

Against this background, it is inappropriate to categorically dismiss temporary work as atypical or even precarious ‘second-class employment’. After all, the sector now provides good working conditions and a high level of job satisfaction — as officially documented.

COLLECTIVE WAGE TRENDS IN THE TEMPORARY WORK SECTOR AND THE OVERALL ECONOMY



Source: German Association of Personell Service Providers, German Federal Office of Statistics

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