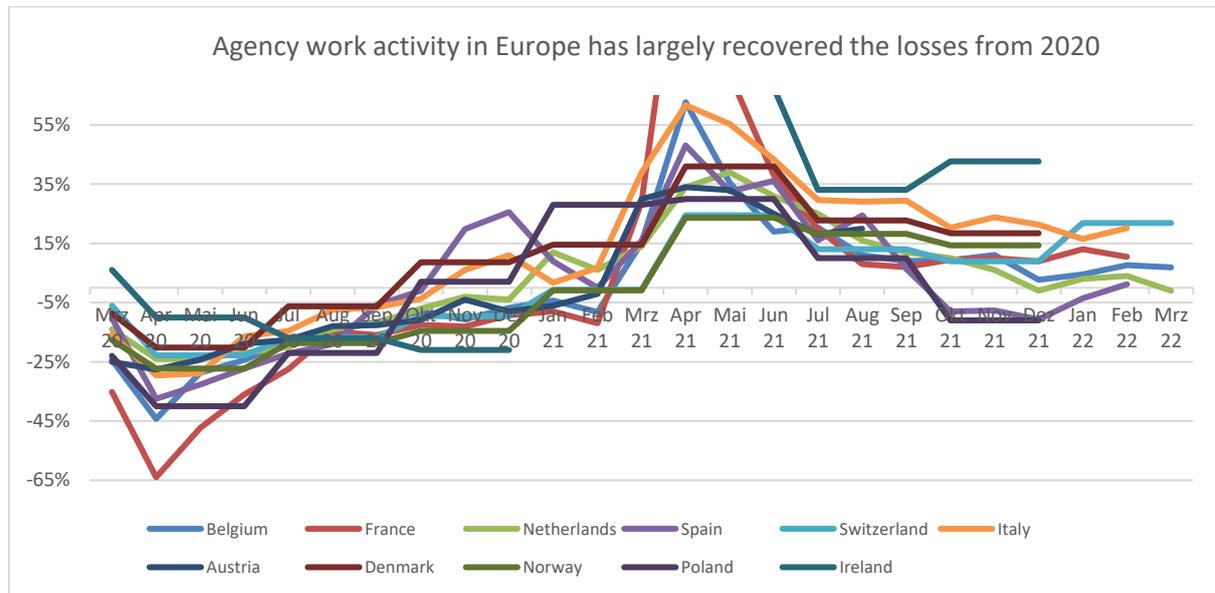


## Development of the agency work sector – statistical briefing

The agency work sector has taken significant and unprecedented hits due to the Covid-19 pandemic and the containment measures (e.g. government-ordered workplace closures). In many countries, activity dropped below levels during the 2009 recession, but the sector gradually recovered since then and is close to or above pre-crisis levels in most countries.

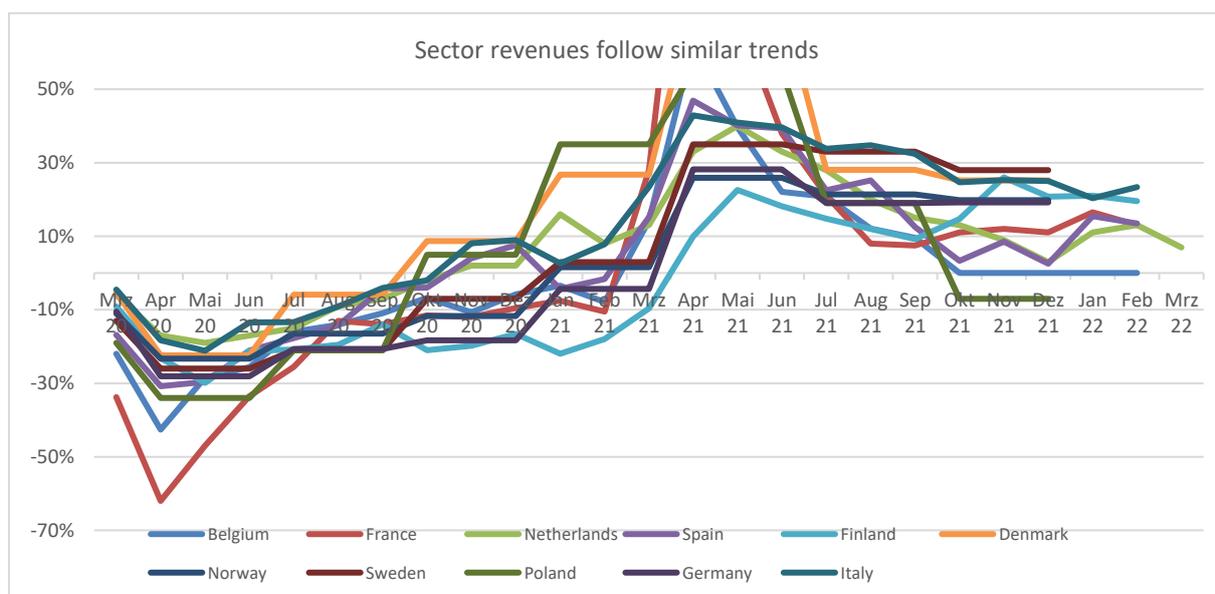
**Figure 1: Europe - Agency workers' hours worked, y-o-y % change**



Source: WEC national federations. Note: Ireland figures refer to y-o-y % changes in the number of agency workers.

[Link to the data](#)

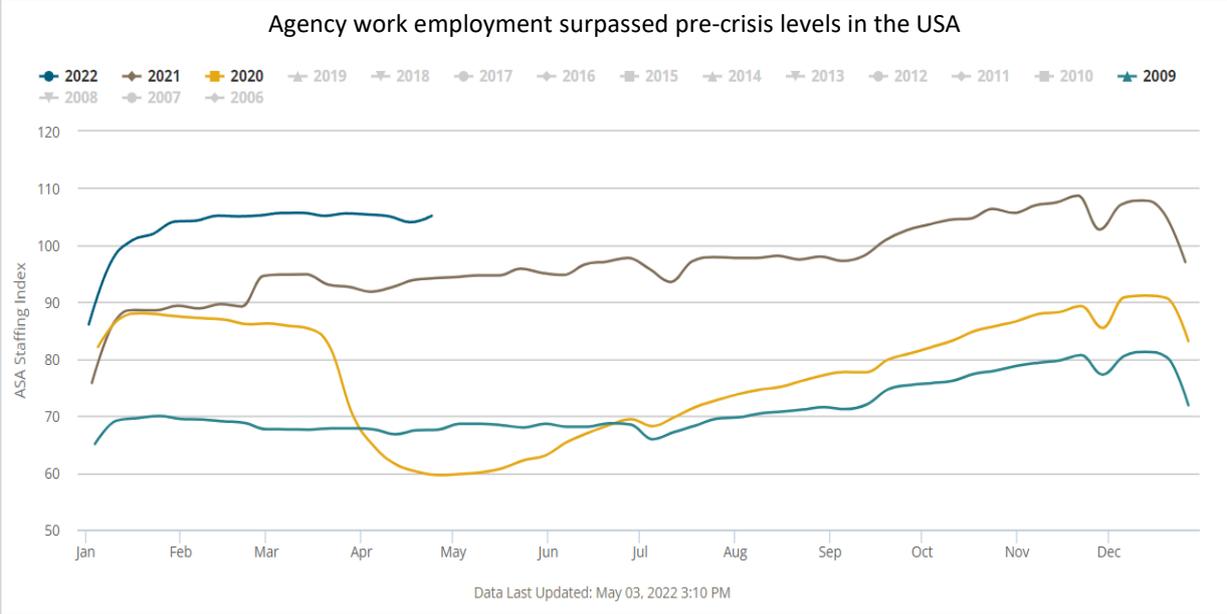
**Figure 2: Europe - Agency work revenues, y-o-y % change**



Source: WEC national federations

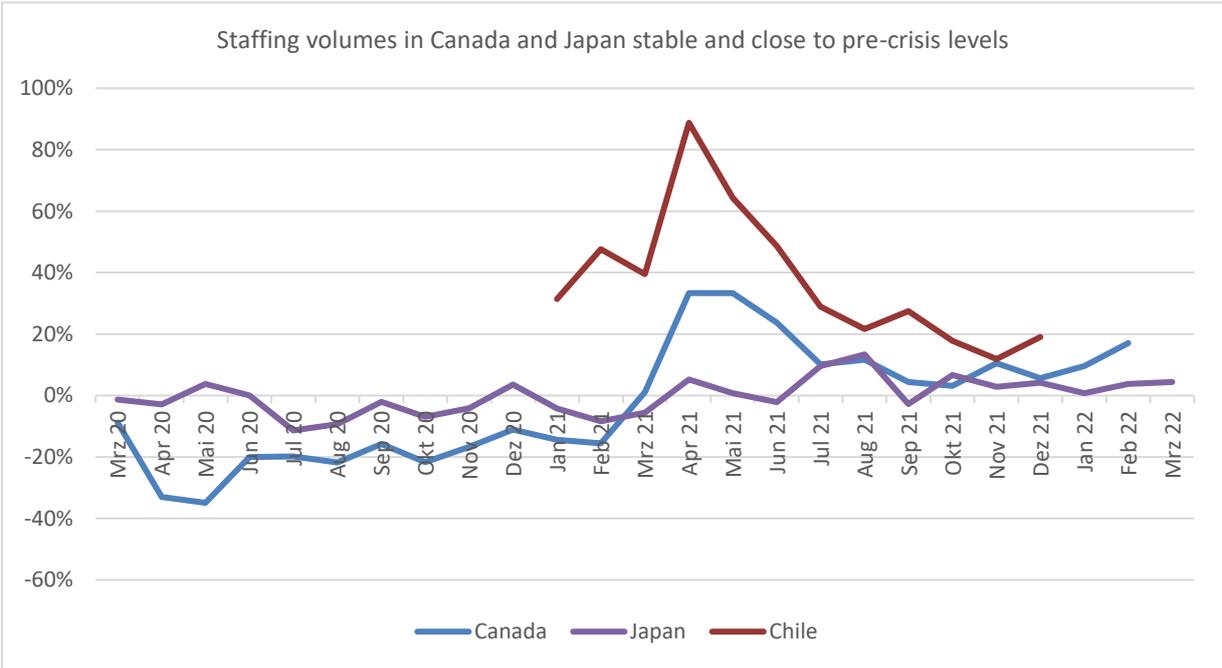
[Link to the data](#)

**Figure 3: USA - ASA Staffing Index, 2009, 2020, 2021 & 2022**



Source: <https://americanstaffing.net/staffing-research-data/asa-data-dashboard/asa-staffing-index/>

**Figure 4: Canada, Chile, Japan – Monthly evolution of agency worker volumes, y-o-y % change**

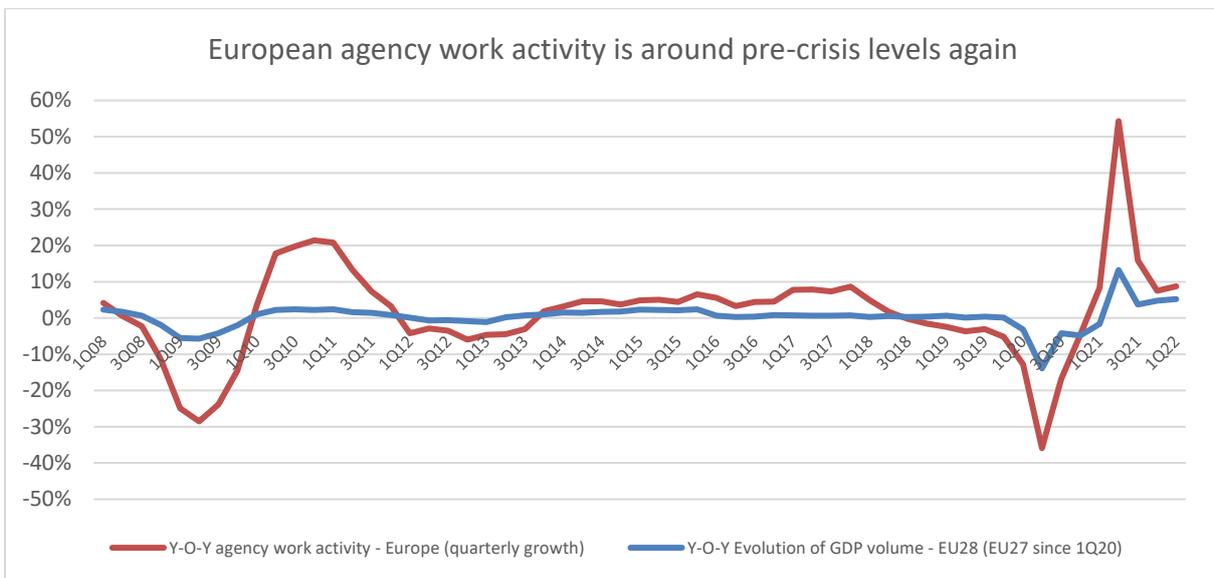


Source: Canada (volume of labour supplied by staffing agencies, y-o-y % change): [SIA Canadian Staffing Index](#). Japan (Dispatched workers from temporary labour agencies, y-o-y % change): [Japan statistical office, monthly LFS](#). Chile (Agency workers in full-time equivalents, y-o-y % change): AGEST

**Global Financial Crisis vs. Covid-19 Crisis**

In comparison to the Global Financial Crisis, the 2020 crisis resulted in steeper drops in agency work activity and GDP in Europe and the US (Figure 5 & 6). The second quarter of 2020 was the lowest point in the downturn. At the same time, the economy and the sector are recovering at a quicker pace than 10 years ago. The European and US agency work markets are growing again on a year-to-year basis since the first quarter of 2021 and are above pre-crisis levels again.

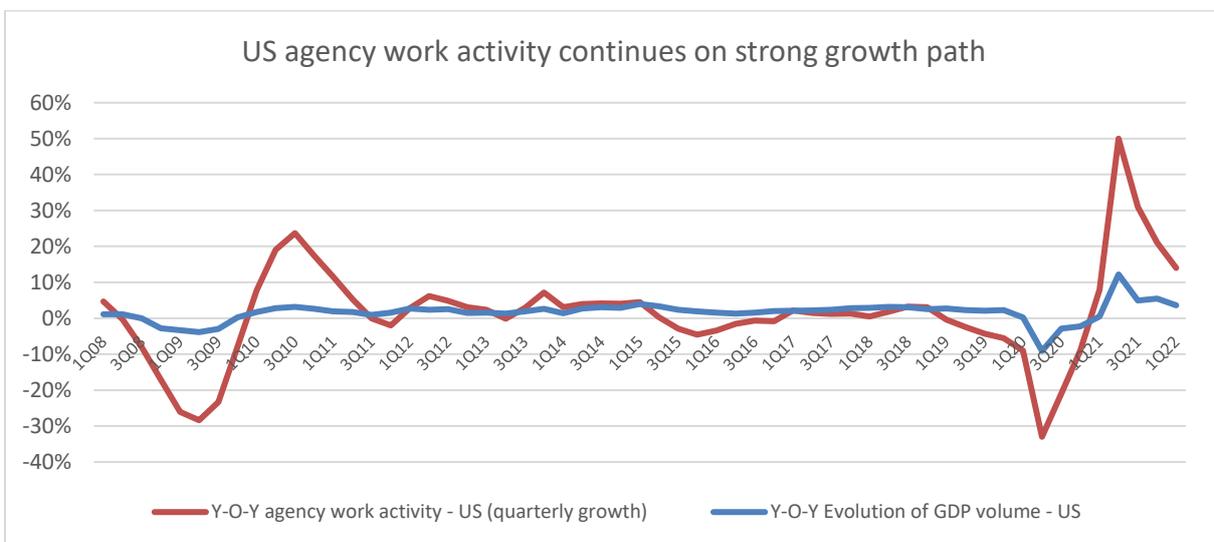
**Figure 5: Europe – Agency work activity vs. GDP growth, 2008-2022, y-o-y % change**



Source: WEC National Federations and Eurostat.

[Link to the data](#)

**Figure 6: USA – Agency work activity vs. GDP growth, 2008-2022, y-o-y % change**

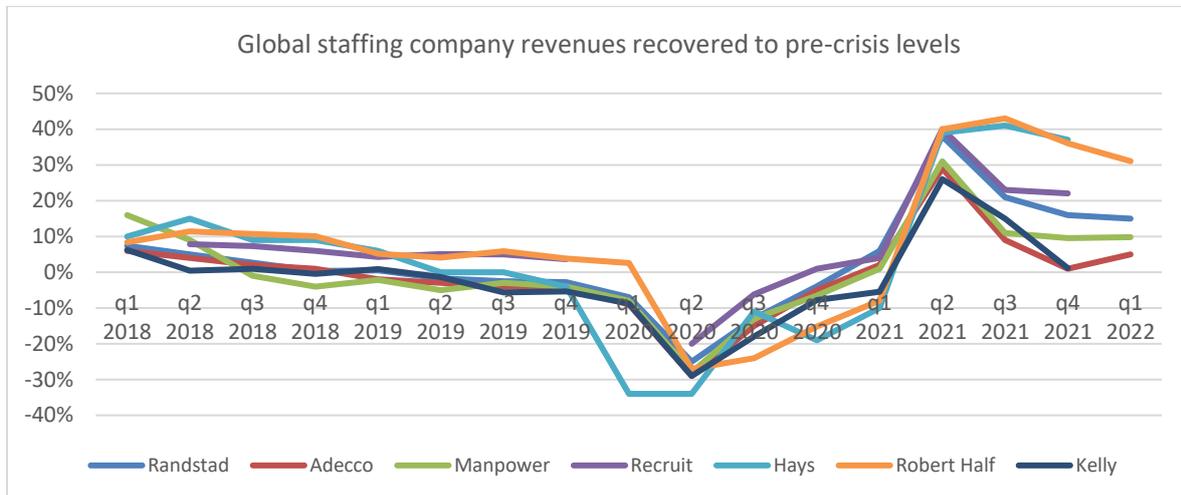


Source: American Staffing Association and Federal Reserve Bank of St Louis.

[Link to the data](#)

## Global Corporates results

**Figure 7: Global agency work companies' quarterly results, y-o-y % change**



Source: Companies' quarterly financial reports

[Link to the data](#)

The third quarter of 2021 saw revenues continue on a positive growth path, albeit y-o-y growth is slowing, as countries continue to be around pre-crisis levels.

- [ManpowerGroup's global revenue increased by 11% y-o-y in the third quarter of 2021](#). According to SIA, ManpowerGroup has a 3.4% share of the global market.
- [Randstad's global revenue increased by 21% y-o-y in the third quarter of 2021](#). According to SIA, Randstad has a 4.5% share of the global market.
- [The Adecco Group's global revenue increased by 9% y-o-y in the third quarter of 2021](#). According to SIA, The Adecco Group has a 4.1% share of the global market.
- [Kelly's global revenue increased by 15% y-o-y in the third quarter of 2021](#). According to SIA, Kelly has a 0.8% share of the global market.
- [Recruit's global revenue increased by 23% y-o-y in the third quarter of 2021](#). According to SIA, Recruit has a 2.3% share of the global market.

The fourth quarter of 2021 sees corporate revenues stabilizing somewhat, although still performing strongly.

- [ManpowerGroup's global revenue increased by 10% y-o-y in the fourth quarter of 2021](#). According to SIA, ManpowerGroup has a 3.4% share of the global market.
- [Randstad's global revenue increased by 15% y-o-y in the fourth quarter of 2021](#). According to SIA, Randstad has a 4.5% share of the global market.
- [The Adecco Group's global revenue increased by 5% y-o-y in the fourth quarter of 2021](#). According to SIA, The Adecco Group has a 4.1% share of the global market.