



Temporary Employment Report

HR management and digital change

in times of crisis

A photograph of three professionals in industrial or construction environments. A woman on the left holds a clipboard, a man in the center wears glasses and a high-visibility vest, and a woman on the right wears a cap and holds a tablet. They are all smiling.

DEKRA Arbeit Group

Our portfolio

at a glance.

Personnel Management	Solution Management	Event & Logistics Management	Human Resources Management
Employee Assignment	Digital HR Solutions	Event- & Promotional Personnel	HR Consulting
Engineering	Managed Service Provider	Logistics & Vehicle Services	Interim Management
Medical Services	Employment & Service Contract	Rent & Drive	Outplacement
Personnel Placement	Cross Market Recruitment	Market Research	Potential Analysis
OnSite / Master Vendor	Office & Finance	Project Management / Special Projects	HR-/ Labour Law Workshops
	Occupational Health & Safety		Executive Search
	Health Protection		

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Legal notice

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Dear
readers,

after a rather long, and certainly involuntary hiatus, we are delighted to finally be able to present the new edition of our DEKRA Arbeit Group Temporary Employment Report.

The 4th edition was supposed to have been published two years ago. However, as with almost all areas of life, everything completely changed in March 2020. The arrival of the pandemic meant that the world - including professional and personal lives - stood still for a moment. Quite apart from the benefits of an online survey at that point in time, millions of people worldwide were faced with far greater worries and challenges than a general financial review of the developments on the permanent and temporary employment market.

Even today, the consequences of the pandemic are still with us and many of our customers are still operating under special limiting conditions. However, we have at least learned how to adapt to the new situation in the best possible way, both professionally and personally.

For this reason, we have decided to include this topic in our Temporary Employment Report and focus on asking how HR managers in Germany are handling the situation, the impacts the pandemic had on corporate HR management, the industry-related differences in the employment sector due to the crisis and how the HR sector is tackling everyday challenges with modern digitalisation solutions. As we found out, this would produce some very interesting and surprising findings.

We warmly thank all of the HR managers on the customer side who took part in our anonymous online survey, which gave us a deeper insight into their current and previous circumstances.

We hope you enjoy reading our 2021 DEKRA Arbeit Temporary Employment Report. As always, we welcome both positive and critical feedback with regard to content.



Jürgen Nusser
Chairman of the Board DEKRA Arbeit Group



Suzana Bernhard
Managing Director DEKRA Arbeit Group



Objective und survey contents

Almost 10 years ago to the day, the DEKRA Arbeit Group published its first Temporary Employment Report. Now in its fourth edition - and after a long, pandemic-induced hiatus - this tradition is being carried forwards. In February and March 2022, over 7,500 HR managers in Germany were asked to take part in our latest online survey.

As always, the online survey was anonymous but unlike previous editions it also included sociodemographic data on company size, company sector and the estimated number of employees/temporary workers presently at the company. The reason for this change lies in this year's subject matter. Since we are focussing on the two key topics of "Human resource management in times of crisis" and "Digital change in the HR sector", aimed at providing a more accurate and industry/size-related overall picture from the customer side, additional data needed to be collected.

In total, 388 recruiters took part in this year's online survey and fully answered the questionnaire. The response rate was 5.1 percent, which corresponds to a generally positive result. In contrast to the previous edition however, the total number of participants declined (2017: 8.5%), which is to be expected and can be attributed to sociodemographic changes over the course of this year. In view of the detailed findings we obtained, this purely numerical difference is positively negligible.



1. Personnel situation in times of crisis

According to the Oxford-Duden dictionary, the term 'crisis' means a difficult situation or a time representing the high-point of a dangerous development. If we take this general definition as a basis, there have been numerous impacts on the German market that could be considered crisis-related.

Even the DEKRA Arbeit Group has survived and overcome some of these unusual situations together with our customers. However, none of these previous events compared to the situation that presented itself in spring 2020. After all, previous times of crisis generally only affected certain industries, regions or organisations, whereas the coronavirus pandemic plunged the whole world into a shared state of shock simultaneously.

Perhaps the most violent impacts took place during the first national lockdown. Virtually every company was affected by the restrictions during this time, and only systemically relevant sectors could continue working in crisis mode or had to significantly reduce their staffing requirements. However, regardless of whether things came to a complete halt or resulted in sudden excess work, such as in the logistics, IT or retail sector: the impacts on human resource management in times of crisis were greater than ever.

Almost two years later, the situation on the job market has eased somewhat but this doesn't mean that we're back to how things were before. Many employers are still working short-time hours or have ceased working altogether due to the coronavirus. International supply chains are still experiencing difficulties

and resulting in unexpected production delays, particularly in the industrial sector as a result of significant personnel shortages. Add to this that many apprentices and graduates have had their original starting dates pushed back and (even) fewer young talents are entering the job market due to the pandemic.

Human resources staff are therefore still experiencing a monumental task. The only answer to these daunting challenges is flexibility in workforce planning. It's a topic that has always been "the" key solution in unusual situations. This time, however, the crucial difference was that the associated planning phase was reduced from several weeks - or even months - to a de facto daily forecast.

Despite healthy order books, our customers had to tread carefully in terms of human resource management because crisis-related issues remain acute. Will the urgently required raw material or key production component arrive on time? Are the necessary employees in good health and available in full capacity? What are the current federal or state pandemic regulations - and are there new safety concepts to implement? The situation is continuously changing. Even in previously calculable business areas, major downtime or employee isolation due to contact cases can happen overnight.

One would presume that we were able to overcome these issues as a temporary employment agency. After all, the flexible supply of temporary workers is our primary business. Indeed, the demand for short-term to medium-term personnel solutions is very high. However, as a service partner in a difficult

situation, we have also had to battle with considerably shortened response times and unpredictable pandemic situations. Not to mention the historically high lack of applicants, which will only level out again as soon as short-time working regulations have been relaxed and more personnel arrive from the training market and other EU countries.

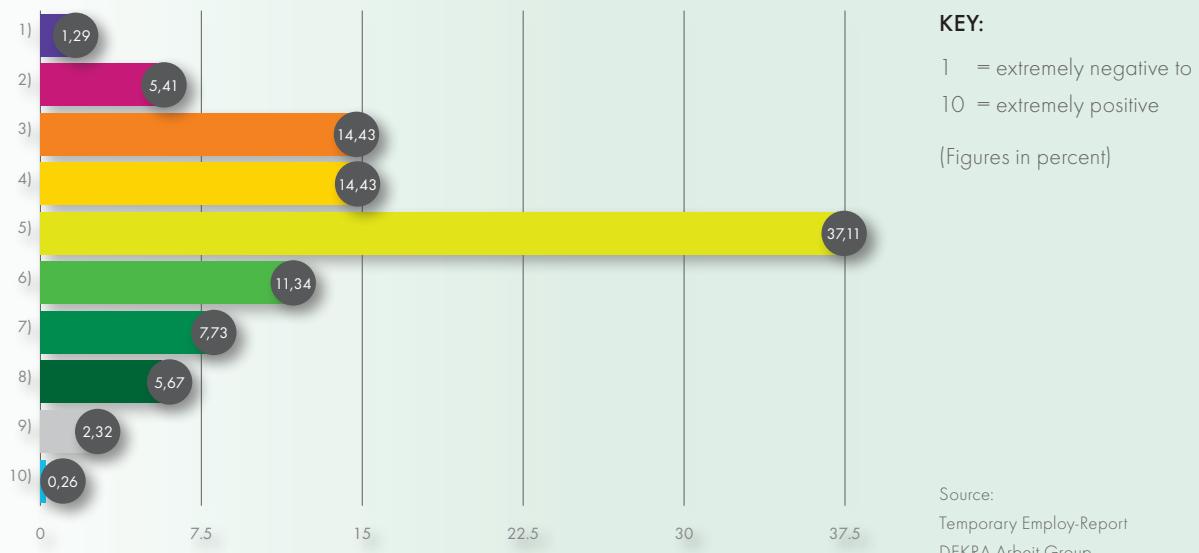
Yes, it's the first, slightly positive trend that can be seen on the job market. Looking back, we can be proud and grateful that we have been able to overcome the challenges of the coronavirus crisis with our customers and even form closer relationships with them as a result. Despite everything, the situation remains tense and we long - as do our customers - for significantly more (everyday) normality and planning security after two intense, difficult years.



Annette Speck

Area Manager, DEKRA Arbeit Group

2. What **impact** did the **pandemic** have on your **personnel situation** in 2021?



For our first, broader question of employee development, we wanted to understand from recruiters what impact the pandemic has had on the internal personnel situation from a company perspective. The graphic above shows that almost 72 percent of companies generally reported negative developments.

Positive changes to employee development, on the other hand, could only be seen by around a quarter of those surveyed.

For almost half of the companies, this involved a relatively moderate change (scale 5+6). For almost 28 percent of participants, however, the developments were negative to extremely negative (scale 1-4). In 2021, this was likely due to a second, partially more mitigated year under pandemic conditions.

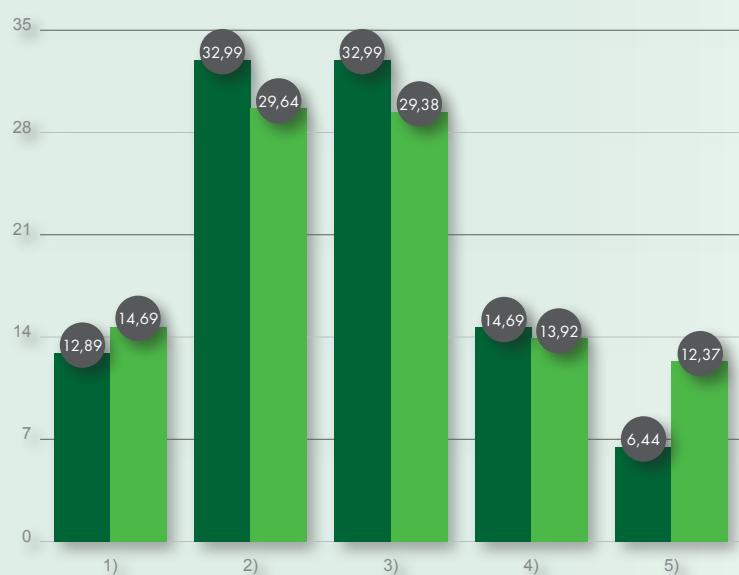
In terms of industries, the results showed a similar trend across all of industries, including a very similar, nearly comparable field, resulting in no significant deviations here.

However, company size had a completely different impact. Small companies in particular with up to 249 employees (77.86%), as well as major corporations with over 10,000 employees (78.95%) recorded the most negative personnel situation by some margin. This negative effect seemed significantly more mitigated for medium-sized businesses (250-9,999 employees) with a rough weighting of 60 to 40 percent.





3. What was your **employee** and **temporary employee situation** in 2021?



KEY:

- █ Internal personnel situation
- █ Temporary personnel situation

- 1 = Significant increase in employees
- 2 = Slight increase in employees
- 3 = Will remain the same
- 4 = Slight decline in employees
- 5 = Major decline in employees

(Figures in percent)

Source:
Temporary Employ-Report
DEKRA Arbeit Group

In addition to the general impacts of the pandemic, we wanted to obtain concrete figures on personnel trends from the survey participants. This produced largely satisfying results.

Around one third of those surveyed said that there were no significant, numeric changes in 2021 among permanent employees (32.99%) nor among internal temporary workers (29.38%). On the other hand, almost half of recruiters reported an increasing trend among permanent employees (46%) along with a significant increase in

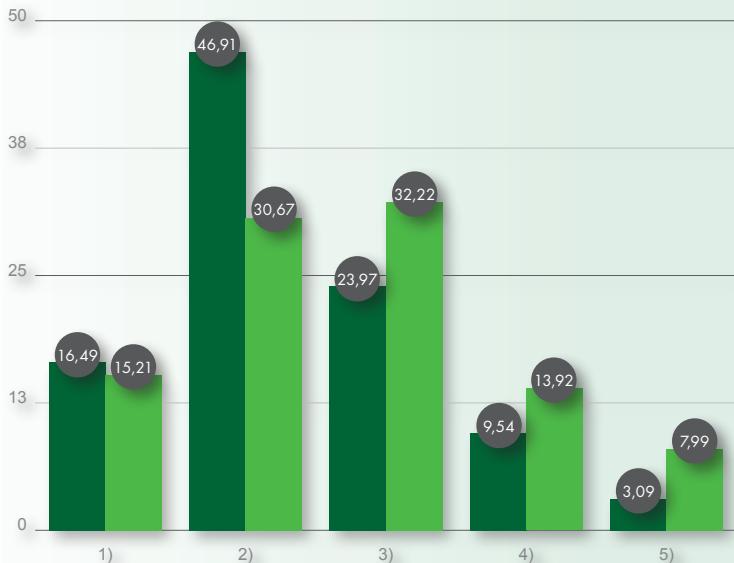
demand for temporary workers (44%). This is a positive trend that can be seen at a similarly high level across virtually every industry. Only the chemical industry (2.77 employees; 2.88 temporary employees) and the textile and clothing sector (2.5 employees and temporary workers) fell slightly under the average growth zone on the 5-point scale in 2021.

The most positive employee developments industry-wide could be seen in retail with a rating of 3.45 on the average scale. This is shortly followed by the metal and electrical industry as well as the logis-

tics sector, which all reported major developments in the "heavily increasing" area (metal/electrical: 15.4% permanent employees; 22.31% temporary employees and logistics: 18.3% permanent employees; 20.0% temporary employees).

Naturally, the 2020 year must be factored in to this financial review, which remained challenging for many industries due to the various lockdowns. However, our experience also confirms the generally positive trend with regard to personnel.

4. How do you view the **development** of your **demand for employees** in 2022?



KEY:

█ Changes to internal staff requirements
█ Changes to temporary staff requirements

- 1 = Significant increase in employees
- 2 = Slight increase in employees
- 3 = Will remain the same
- 4 = Slight decline in employees
- 5 = Major decline in employees

(Figures in percent)

Source:
Temporary Employ-Report
DEKRA Arbeit Group

We naturally also asked HR managers about their development trend for 2022 thus far. This showed a more positive result compared to the previous year. Around 64 percent of companies predicted an increase in demand for permanent employees. For temporary workers, this figure was significantly less at almost 46 percent; however, it remains at the same level compared to 2021.

A particularly significant characteristic is that, in contrast to the previous year, all industry representatives saw a consistent rising trend. Based on the survey scale of 1 to 5, all industry-related findings were above the average value of 3.0, which in turn indicates that the recruiters surveyed across all sectors see an increase in personnel demand. Only trade professions fell just below the trend for temporary worker demand, with an average prognosis of 2.71.

The most optimistic industry representatives were once again recruiters from the

retail sector (3.91 employees; 3.55 temporary workers) as well as survey participants from the metal and electrical industries (3.71 employees; 3.52 temporary workers). The latter also saw a rapid increase in personnel demand with 23.85 percent of permanent employees and 22.31 percent of temporary workers at the top.

The most significant turnaround, however, can be seen in the chemical industry. The number of permanent employees took a clear leap from an average of 2.77 to 3.27 on the trend scale compared to the previous year. In the temporary employment sector, recruiters reported a clear increase in demand for the current year (2021: 2.88; 2022: 3.35).

All in all, this information confirms our own predictions and empirical data from the first quarter of 2022. Our client companies are once again looking for long-term employees but are also focussing on greater flexibility during these (still) uncertain times.

As a result, it must be assumed that this year will see a continued heavy demand for short and medium-term personnel solutions and an increase in the commercial supply of temporary workers. At any rate, the overall outlook across all sectors and professions points to a general recovery of the national job market.



5. How relevant was temporary work to you during the pandemic/times of crisis?

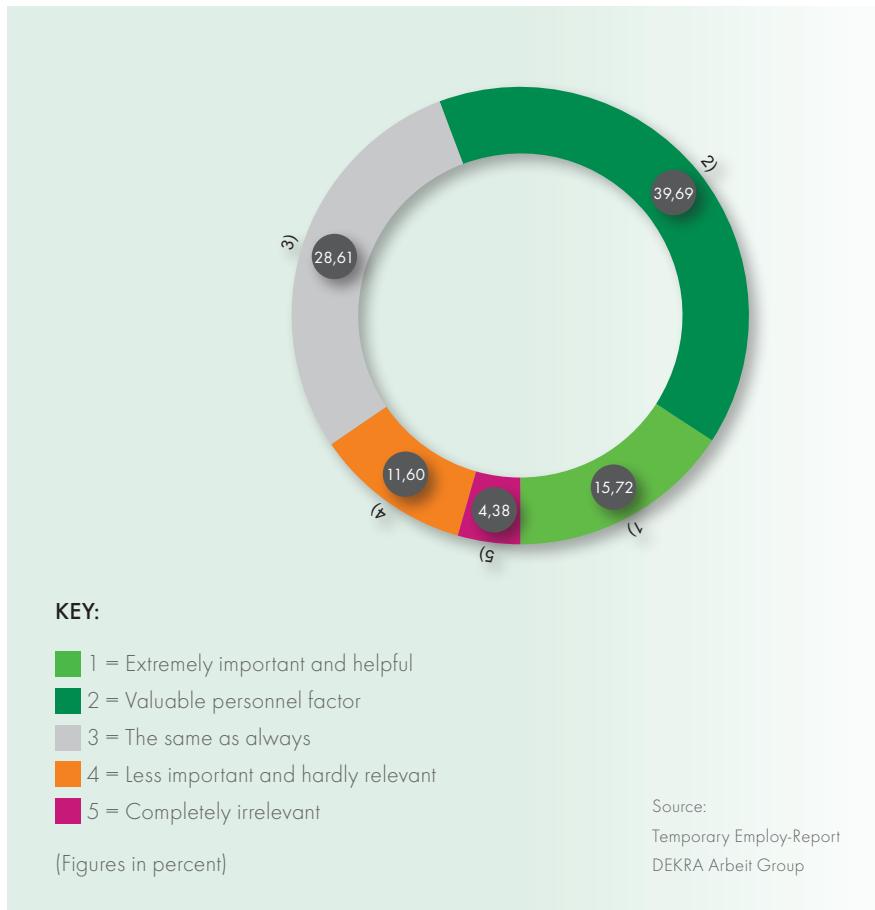
In times of economic difficulty or crises, flexible employee planning has always been a valuable factor. It is exactly in the past two years, that almost every company found out in various ways how quickly human resources requirements can change.

One minute, things were being produced under high pressure constraints, the next minute everything stood still. In terms of medical supplies or weekly supermarket shops, very few of us were aware of the burden on systematically relevant professions, which experienced a boom during this time and kept the shops up and running with significant effort.

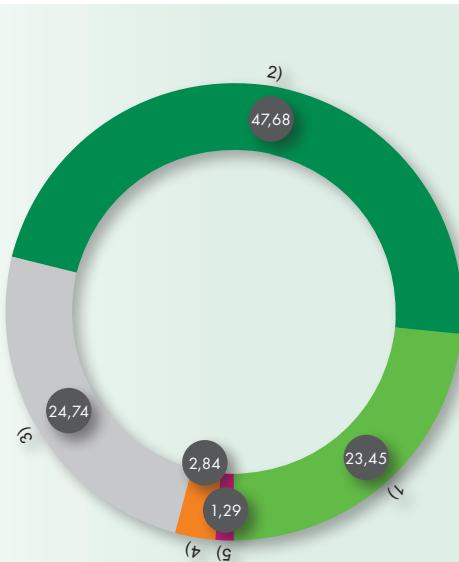
For better or for worse, companies immediately had to adapt to these changing personnel requirements, either with political support such as the crisis-related short-time work regulation, or using standard flexibility models on the job market such as the commercial supply of temporary workers. For us, the unique personnel situation during the coronavirus pandemic was however reason enough to reach out to HR managers regarding the relevance of temporary work for them.

Almost 55 percent of those surveyed indicated that temporary work was a valuable or even extremely important factor for them during the pandemic. Together with the approximately 29 percent of survey participants who viewed recruitment as equally relevant, the commercial supply of temporary workers was an adequate entrepreneurial initiative for increasing flexibility for around 84 percent of those surveyed. Only 16 percent of recruiters considered temporary work to be less important or even irrelevant.

These findings not only please us but also affirms the everyday work we have undertaken over the past two years for and with our customers in an extremely positive way.



6. How do you rate the fact that temporary workers also fall under short-time work regulations?



LEGENDE:

- 1 = Extremely positive and very helpful
- 2 = Somewhat positive and fair
- 3 = Don't know
- 4 = Somewhat negative and incomprehensible
- 5 = Extremely negative, inexplicable

(Figures in percent)

Source:
Temporary Employ-Report
DEKRA Arbeit Group

In terms of the political discussion on short-time work during a pandemic, the question arose as to whether temporary workers should be eligible for the general rescue package. Some politicians believe that the commercial supply of temporary workers is exclusively tailored to precisely these times of greater or lesser personnel requirements, and that temporary workers should therefore have no claims to assistance under short-time work regulations.

Luckily, government officials decided otherwise and determined that temporary workers also fell under this umbrella of eligibility. As part of this year's survey, it was necessary for us to enquire about this positive, political decision, including from the company's (anonymous) perspective. The findings speak for themselves.

Only 4 percent of those surveyed found this approach to be hard to understand or non-transparent. The clear majority of survey participants (around 71%) supported the general support measures and found the government decision entirely fair or even extremely positive and very helpful (23.5%).





HR



1. Digital change in the HR sector

The progress of digitalisation is perhaps one of the most important challenges and future-building factors of our time. This insight is nothing new and has featured on the political and corporate agenda for many years now. At the very latest, the developments as a result of the coronavirus lockdown in spring 2020 highlighted that digital change is far from being implemented in Germany and is somewhat lagging in international comparisons. The reasons for this sluggish progress are varied and can be seen in the subsequent recruitment history and experiences.

The digital green light in the temporary work sector went ahead for Coffreco in 2008, when Emmanuel Cudry in France implemented the idea of a digital payroll with a personal online account for temporary workers at VediorBIS. It was met with great success, whereby the modern solution was subsequently upgraded with work agreements until 2012 and later even included the onboarding of all documents relating to temporary workers. This was the process in France – after all, until the transformation finally picked up speed in this country, there were still numerous hurdles to overcome and plenty of persuasive efforts to undertake. It was precisely for this reason that we of Coffreco began to sustainably support the digitalisation process of the temporary employment sector in Germany in 2017.

The first challenge involved ensuring compliance with national laws, as Europe's strictest data protection regulations applied in Germany at this time. This ignited a basic interest in the industry and managers were impressed by the benefits of

these digital developments. However, nobody wanted to take the first step as a result of the difficult legal conflict, especially as there was no pressure to implement such schemes from the customer side and employees were used for personal support on-site. Even the recruiting consultants who would benefit most from the simplified processes had major reservations initially.

Until 2019, there were only a handful of companies in Germany that actively encouraged the digitalisation process. Among them was the DEKRA Arbeit Group. During this initial implementation phase, it soon became clear to us that there were cultural aspects to consider alongside the legal and technical matters. HR managers in Germany view corporate change differently to their counterparts in other European countries. They were initially sceptical and dubious as to whether the benefits of such a transformation might in fact impact their own workplace. The approach to digitalisation in this country was therefore not (only) seen as an opportunity, but also as a risk. It was a sentiment that should by no means be underestimated.

Our previous project experience across Europe shows that digital access barriers are much higher in Germany. The legal and cultural issues could only finally be resolved with the support of a comprehensive, strategic and detailed plan beforehand. A clear concept needed to be provided from the start, based on jointly developed solutions, the continuous involvement of employees and sustainably implemented according to a fixed schedule. Furthermore, it is advisable that the transformation is not seen as a voluntary exercise

but a mandatory task. This means that the first step would involve an internal digitalisation process to understand the specifics of how to implement it on a broader scale. Once the company's employees experience the simplified processes every day, they come to appreciate the reduced administrative work, benefit from greater legal security and save time, budgets and resources, they would be inspired to implement this on the customer side too.

All in all: great satisfaction can be seen wherever a transformation has already taken place. This is confirmed by our customers who have not only seen a significant increase in results, but also a visible reduction in workload, improved communication channels and finally demonstrable increases in results. Our most recent survey of more than 2,000 temporary workers also proves that digitalisation is in fact positively received across all sectors. This includes processes, the automation of processes and optimised communication which results in a proven increase in results.



Michael Benninga
Chief Business Officer - Coffreco

2. How would you rate your company's digitalisation progress in the HR area?



KEY:

1 = extremely negative to
10 = extremely positive

(Figures in percent)

Source:
Temporary Employ-Report
DEKRA Arbeit Group

Digital change has long since been a key factor for a company's success. This applies more so since the start of the pandemic with many people working from home. Digital HR solutions are therefore even more important so that HR staff can work independently and reliably, regardless of the office situation.

We specifically asked survey participants about their own progress and wanted to know how their company is positioned in

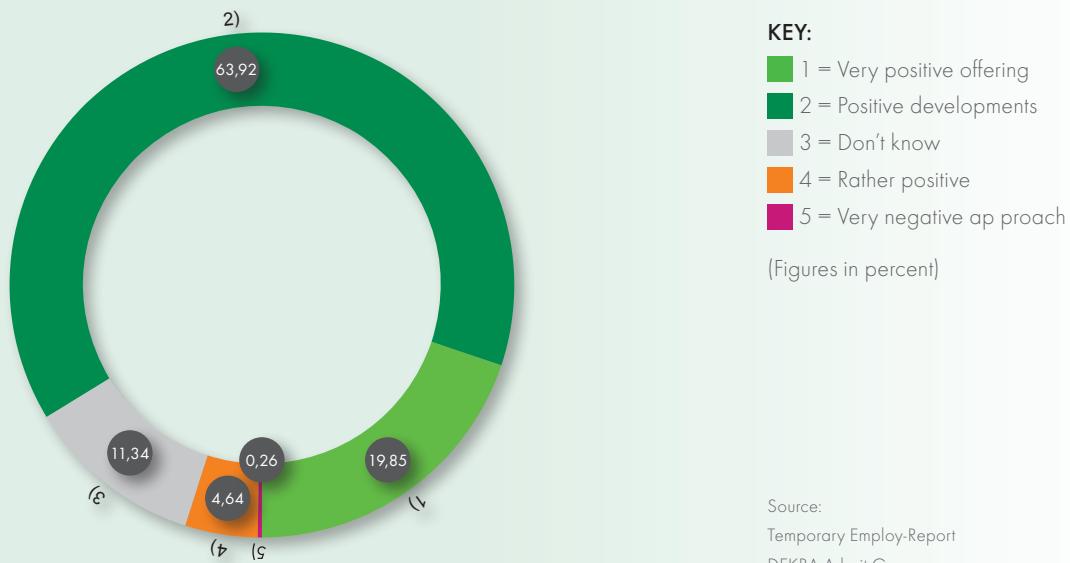
terms of digitalisation. The overall results correspond to a generally dominating and hopeful market situation. Most companies fall in the average range when it comes to their digitalisation progress. If expressed in terms of a rating, six out of ten companies would receive a satisfactory rating from recruiters (4 to 7 on a 10-point scale). If we factor in the ratings from the slightly positive and slightly negative sectors (3 to 8), this gives us a total score of 86.85 percent. Only 7.47 percent of those surveyed rated their digital development as very good or excellent. 5.67 percent consider

themselves to be insufficiently prepared. The results for the individual sectors were surprising. This is because the highest position in the top half of the rating scale (1 to 5) was held by the trade industry at 71.42 percent. Right on the heels of the trades sector was the logistics sector (68.34%) and then the services, office and management sector (61.17%).





3. What do you think about digitalisation in the HR sector?



Source:
Temporary Employ-Report
DEKRA Arbeit Group

Human Resources is traditionally an area of activity that relies heavily on personal, human contact. However, digital change in the area of human resources also offers opportunities and solutions to simplify everyday work and effectively speed up daily business processes. But how do HR managers view the digital developments?

The results are clear across all industries. Roughly eight out of ten recruiters consider the developments to be positive (63.92%) or even very positive (19.85%). Only one

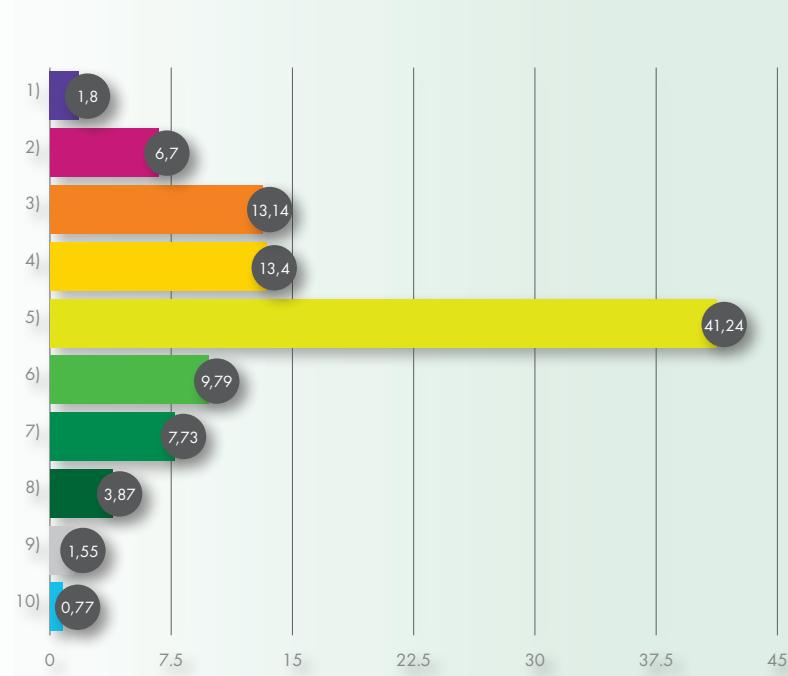
survey participant considered the digitalisation to be very negative. Around 5 percent are still struggling to get to grips with modern digital offerings and therefore consider it a somewhat negative option. The remaining 11.34 percent are currently still undecided as to the benefits it will bring.

A look at the individual sectors shows the ratings to be extremely balanced. Survey participants in the chemical industry rated developments as most positively (88.46% positive/very positive). This is shortly followed by colleagues in the service sector,

office and administration (88.24%) and the woodworking and plastics industry (87.50%).

We at the DEKRA Arbeit Group can only agree with the majority view of participants. Although the human factor will always remain a top priority for us, and we never want to forgo personal interaction, we can also see the immense advantages of digitalisation and the relief it brings to daily working life.

4. How do you rate the digitalisation services at the DEKRA Arbeit Group?



KEY:

1 = extremely negative to
10 = extremely positive

(Figures in percent)

Source:
Temporary Employ-Report
DEKRA Arbeit Group

The DEKRA Arbeit Group is one of the first recruitment agencies in Germany to actively drive the digitalisation process. Back in 2019, we had already begun at the national level to transition our offices in Stuttgart to the digital age, followed by all Germany-wide branches.

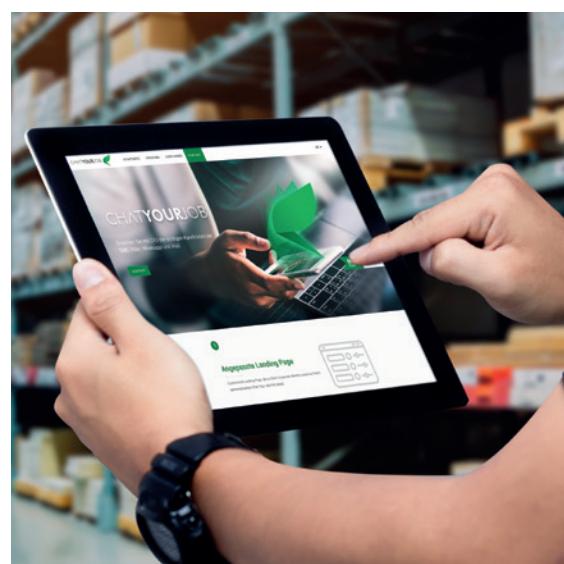
We remained true to this process even after the coronavirus pandemic hit and never doubted the opportunities, benefits and relief that these modern solutions would bring to our daily lives. In retrospect, this was the right decision, and a key decision which brings significant added value today.

Of course, we have already received instant, personal feedback from numerous customers who are now using our digital services. Despite everything, we wanted to use the opportunity of an anonymous survey to obtain honest feedback from everyone involved. We are delighted that the results of this survey are generally extremely positive.

Three quarters of recruitment agents rated our digitalisation services in the top half, good section of the rating scale (1 to 5 on a 10-point scale). Most of them (41.24%) fall in the middle range, which corresponds to normal and satisfactory average results. Taken on the whole - and under consideration of our pioneering role in a still new digitalisation process in the temporary work sector - this customer feedback reveals a highly pleasing picture that corresponds to our expectations and experiences.

In parallel to the online survey, we asked participants to also send us specific requests or suggestions on how to optimise our digital range of offers. This was also anonymous and allowed for open, honest criticism. We particularly wish to thank participants for this information as it provides us with an opportunity to improve and develop in the long term. We faced this challenge with great joy and vigour, as we have learnt over the past three years of our change process that digital

transformation is not an end goal but rather a continuously evolving learning process.



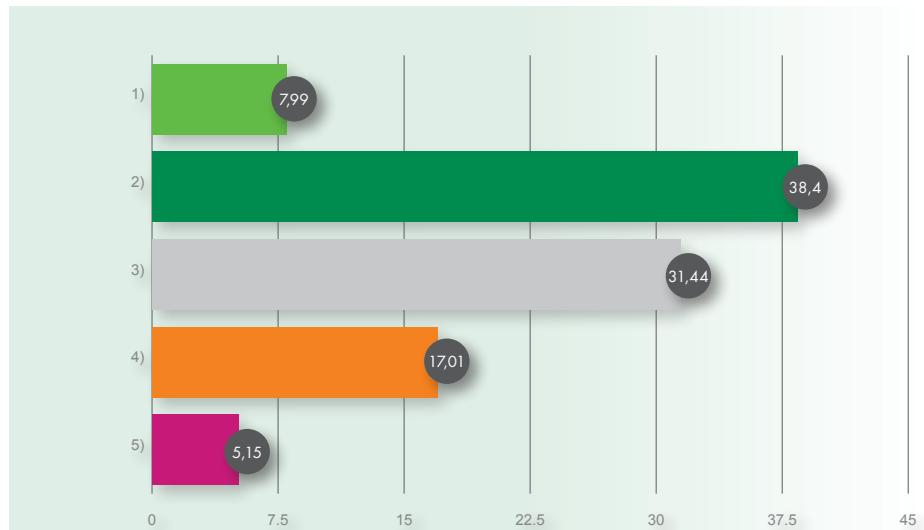
5. What do you think of „artificial intelligence“ as a support option **during the application process?**

The world of digitalisation is continuously evolving. A host of innovations recently appeared, including in the HR sector, which utilise the opportunities that artificial intelligence has to offer. This should alleviate the workload for HR departments when it comes to job searches in particular as certain recruitment phases can be pre-selected or even largely implemented using modern, digital solutions.

Of course, not all of our survey participants have prior experience with this as the technology is still new and there were indeed quite different challenges that HR departments had to face over the past two years. Despite everything, we wanted to look to the future to see how recruiters generally feel about this topic.

Around a third of those surveyed are still undecided and are waiting to see what these developments may bring in future. Almost half of HR decisionmakers (46.39%) consider it an interesting option for the future and feel positive about the issue. Only 22.16 percent of survey participants are somewhat sceptical and view the inclusion of artificial intelligence as less positive (17.01%) or even extremely negative (5.15%).

Considering that the German market has been rather reluctant to embrace modern digitalisation offerings in the past, this result is very astonishing. The innovative approach is not yet widespread in daily HR life and it remains to be seen over the coming years how good and accurately the model can support candidate searches and additional measures during the application process.



KEY:

- 1 = Extremely positive, exciting option
- 2 = Could have positive effects
- 3 = Don't know
- 4 = Less convincing
- 5 = Extremely negative

(Figures in percent)

Source:
Temporary Employ-Report
DEKRA Arbeit Group



6. In what capacity could you imagine **Using von AI** in the application process?



KEY:

- 1 = ...for the job advertisement
- 2 = ...for the initial preselection of potential applicants
- 3 = ...for the selection of suitable applicants
- 4 = ...for contacting suitable applicants
- 5 = ...for the final recruitment process

(Figures in percent)

Source:
Temporary Employ-Report
DEKRA Arbeit Group

Recruitment is a lengthy process that comprises multiple phases. From the initial job advertisement to screening application documents, selecting specific candidates for a closer look to the later, final recruitment of a suitable employee is a long road. Artificial intelligence can essentially make a contribution at each stage of recruitment. But at what point would recruiters prefer to rely on trusted, human methods?

Around a quarter of survey participants (26.03%) see digital support at the start of the process only, i.e. AI-supported creation of job advertisements and automated refinement of the job description. Almost half of recruiters (48.71%) go one step further and can imagine digital support being used to preselect application documents received.

The more the recruitment process progresses after these two initial phases, the less willingness there is to use artificial intelligence. Only 14.18 percent consider AI-supported applicant selection to be suitable. One in ten surveyed still see opportunities when it comes to contacting suitable candidates (9.54%) or a digitally-supported approach during the final recruitment process.

It can therefore be determined that HR departments find incorporating artificial intelligence or modern, digital offerings as part of general selection processes attractive but do not want to forgo the personal, human aspect. This is a completely understandable decision in our opinion. After all, while we also value the benefits of digital HR solutions, we believe that human interaction and the proverbial gut instinct continue to be irreplaceable during the recruitment process.





What can we learn from the surveys?

The survey results of this year's DEKRA Arbeit Temporary Employment Report reveal a picture of recent challenges and future developments in the field of HR and temporary employment. Some of these findings were expected, while others were very surprising. Overall, the information provided by HR-decision makers points to a general improvement of the job market situation, which is good news not just for us but is also encouraging for the entire HR sector after two difficult years.

The coronavirus pandemic cost a lot of additional energy and tireless exertion and that not just in the relevant industries: Even HR decision-makers had to overcome monumental challenges in both a positive and negative sense, and continuously provide personnel in line with daily changing, political developments.

Human resource management in times of crisis

In 2021 - so already in the second year of the pandemic - around three quarters of companies still felt the negative impacts on human resource management. This figure is unsurprising if one considers that significant logistics problems had to be dealt with along with numerous regulations, social distancing and hygiene rules, limited contact and various- at least- regional lockdowns. In some industries, employees are still working short-time hours today, as order fulfilment or production output depends significantly on faltering, international supply chains.

It is therefore an even greater relief that the majority of those surveyed indicated an increase in both permanent and temporary employees last year and during the current year. In fact, an upward trend which deserves special emphasis can even be seen in sectors whose

corporate and personnel developments were still stagnated in 2021.

Temporary work as a valuable flexibility factor

Aside from the effective increase in demand for temporary workers since spring 2021, temporary work has played an even more significant, strategic role for HR managers since the start of the Corona pandemic. Over half of those surveyed even indicated that the commercial supply of temporary workers during the pandemic was a valuable or even extremely important factor for them. This is a development that we also felt in everyday customer situations. After all, the response time to staffing requirements reduced from several weeks previously to short-term staffing plans.

Digital change in the HR sector

The second half of our online survey on digitalisation in the HR sector focussed seamlessly on Corona virus events. The DEKRA Arbeit Group is a pioneer of digital transformation on the German staffing services market and had already begun its process of change back in 2019. By the start of the pandemic at the latest, other companies in Germany had also recognised the urgency of this matter and placed the topic at the top of their agendas. Instead of face-to-face meetings, on-site employee support and typical, paper-based office administration, the first lockdown placed emphasis on working from home and digital procedures overnight.

If the pandemic had any positive impacts, it was the essential change and breakthrough into the digital age. A path which, according to our survey, had yet been, on average, only tentatively and somewhat unwillingly explored prior to this according to HR managers in their own companies. Fewer than one in ten people surveyed (7.47%) consider their own digitalisation progress to be very good or outstanding. Having said that, eight out of ten survey participants view their digital progress as positive (63.92%) or even very positive (19.85%).

Artificial intelligence as a future trend

A large majority of HR managers are positive about the latest developments in the HR area such as artificial intelligence to support application and recruitment processes. Three quarters of those surveyed view this digital solution interesting, at least for job advertisements and the initial preselection of application documents.

In Germany, a certain scepticism when it comes to implementing digital developments seems to be higher than elsewhere in Europe. However, the HR sector is prepared and open to the benefits it offers and will appreciate them once they are integrated into daily working life. At least, this is our personal experience with our employees and customers. The survey findings also confirm this new appreciation of digital innovation.

The world has changed. And with it, a little bit of the working world. Following globalisation, digitalisation is now a primary focus



of many businesses. This is paired with the timeless nature of flexible employment which allows the temporary employment sector, and particularly DEKRA Arbeit Group, to look to the future with a great deal of drive and confidence.

The job market is also experiencing an industry-wide upward trend. This includes the known problems such as an increase in the lack of skilled workers or growing lack of applicants in metropolitan regions. However, we will be able to professionally overcome these challenges in the coming

years thanks to digital opportunities, innovative communication channels and our trusted, flexible offerings.



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