

Worldwide, temporary employment services (TES) seem to be growing in importance as an alternative staffing model. Skills shortages, market volatility and rising costs as well as an increasing preference among skilled individuals for flexible or contract work, makes TES an attractive option.

Whereas flexible staffing providers until recently were mostly called to replace an absent employee, or to satisfy a temporary increased workload, firms now consider a flexible workforce as a core component of their business strategy. From multi-nationals to small owner managed businesses, the advantages of bringing expertise on board for a flexible period of time seems to outweigh the disadvantages.

Some of the leading players in the industry comment on where temporary employment services are heading, on significant trends and developments, what challenges they face and what they perceive as being their key differentiators.

□ Ronny Katz, chairman & CEO of The Workforce Group:

Significant trends and developments: "The demand for flexible staffing solutions is shifting – employers want the benefits associated with outsourcing other HR management functions.

Lasting skills a priority for TES

Besides legislative and statutory obligations, employer responsibilities extend to amongst others, health management, occupational healthcare screening, training, performance management and remuneration."

Key differentiators: "The high level of customisation at all levels of our service solution has resulted in our in-depth understanding of each industry we serve. Our service offerings comprise staff and labour outsourcing, recruitment and professional staffing and specialist human resource support services which are delivered through various brands, each serving a specific market or product.

"The group's structuring allows the specialist business divisions to deliver an integrated full-service solution, particularly staff outsourcing, occupational healthcare services and training."

□ Charmaine van Eeden, managing director of Landalahni Workforce Management: "Full-time, life-long employment is disappearing; worldwide, contract and project work is increasing. We need to change our belief that experience equals competence.

Present challenges: "While there is a need for regulation and professionalisation of the temporary employment services sector, the focus should be on empowerment of the temporary workforce so as to boost its productivity.

□ Collette Atkinson, head of Quest Flexible Staffing Solutions' skills development division, the Quest Learning Institute:

Where TES is headed: "As long as our industry puts in effort and time, we will be able to satisfy the voracious appetite of a thriving economy, of which flexible staffing is becoming

ing a cornerstone."

Significant trends and development – "The balance has shifted from a deficit in new employment positions to a shortage in the supply of skilled staff."

Present challenges: "The climate of skills development in temporary employment services sector is fluctuating. The industry needs to continue moving towards a culture of training and away from grabbing already-trained employees that require no educational investment."

Key differentiators: "We created the Quest Learning Institute in response to the need for skills, from entrants to the job market and individuals who are changing employment roles. Quest has completed over 1 500 learnerships, which are internationally recognised and based on the National Qualifications Framework."

