

# 64% OF HR AND PROCUREMENT PROFESSIONALS DON'T KNOW HOW THEIR STAFF INTERACT ACCORDING TO NEW RESEARCH

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New independent research, investigating human capital management control in Britain's biggest companies, commissioned by Professional Staff Solutions, the Employment Process Outsourcing specialist, shows that resentment exists between contract and permanent staff and yet 64% of HR and Procurement Managers admitted they do not know how their staff interacts with each other.

"This lack of understanding is a clear indication of poor employment controls in many organisations," says Tony Borrill, Managing Director, PSS. "If the management don't understand how their staff interact they can't possibly have a detailed grasp of how effective the workforce is," he adds.

This is adding to a growing 'them and us' scenario in UK's industry. Other issues the respondents highlighted were that: resentment exists over different pay and conditions; employers say that they get better quality workers from agency staff; it's difficult to motivate permanent staff that work alongside agency staff and some companies admitted that permanent staff feel like second-class citizens.

In today's markets organisations continue to maintain relationships with large numbers of third party recruitment agencies. PSS claims that where companies cultivate their own recruitment processes, internally and externally, backed by business processes and employment administration from attraction through to exit, they enjoy an ever-evolving and highly motivated pool of talent.

By managing this talent pool, organisations would have a better visibility of what they have now, and what they need when change in the business requires new hires. The reason companies don't do this successfully is that it requires a wide framework of employment administration and skills that few organisations can afford themselves.

This is where Employment Process Outsourcing comes into its own. The core competency of PSS is to manage and maintain those frameworks that make it possible to create significant cost savings, manage every stage of employment and dramatically reduce exposure to financial and legal risks, whilst ensuring employment legislation and tax law compliance.

## Notes to Editors

### Quantitative Survey:

A total of 200 interviews were collected with HR and procurement heads in companies with at least 1200 employees. 100 interviews from each respondent group were completed. The resulting sample includes a variety of industry sectors. Interviews were conducted by telephone by Dynamic Markets Limited between 2nd and 18th February 2004. Before and during the interviews, respondents were not aware that PSS had commissioned the research. Respondents were offered a summary of the findings of the research in an exchange for their contribution to it.

## About Professional Staff Solutions

Professional Staff Solutions (PSS) is the Employment Process Outsourcing business of the Professional Staff Group, a specialist staffing solutions provider with revenues in excess of £89 million. Its core business is the supply and management of large volumes of highly skilled technical staff into such industries as technology, telecommunications, automotive, aerospace, healthcare and the sciences. With over 20 years' experience, its clients include British Telecom, EADS, Marconi, the MOD and Vodafone.

EPO is the means by which organisations outsource every aspect of the supply and management of skilled labour (contract and permanent) finding the right person, for the right job at the right time. The way it works makes it possible for organisations to save significant amounts of money while guaranteeing a better service for both hiring managers and candidates. Sophisticated management tools and metrics are used to ensure that skills supply and demand are properly aligned to the needs and culture of the business.

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