



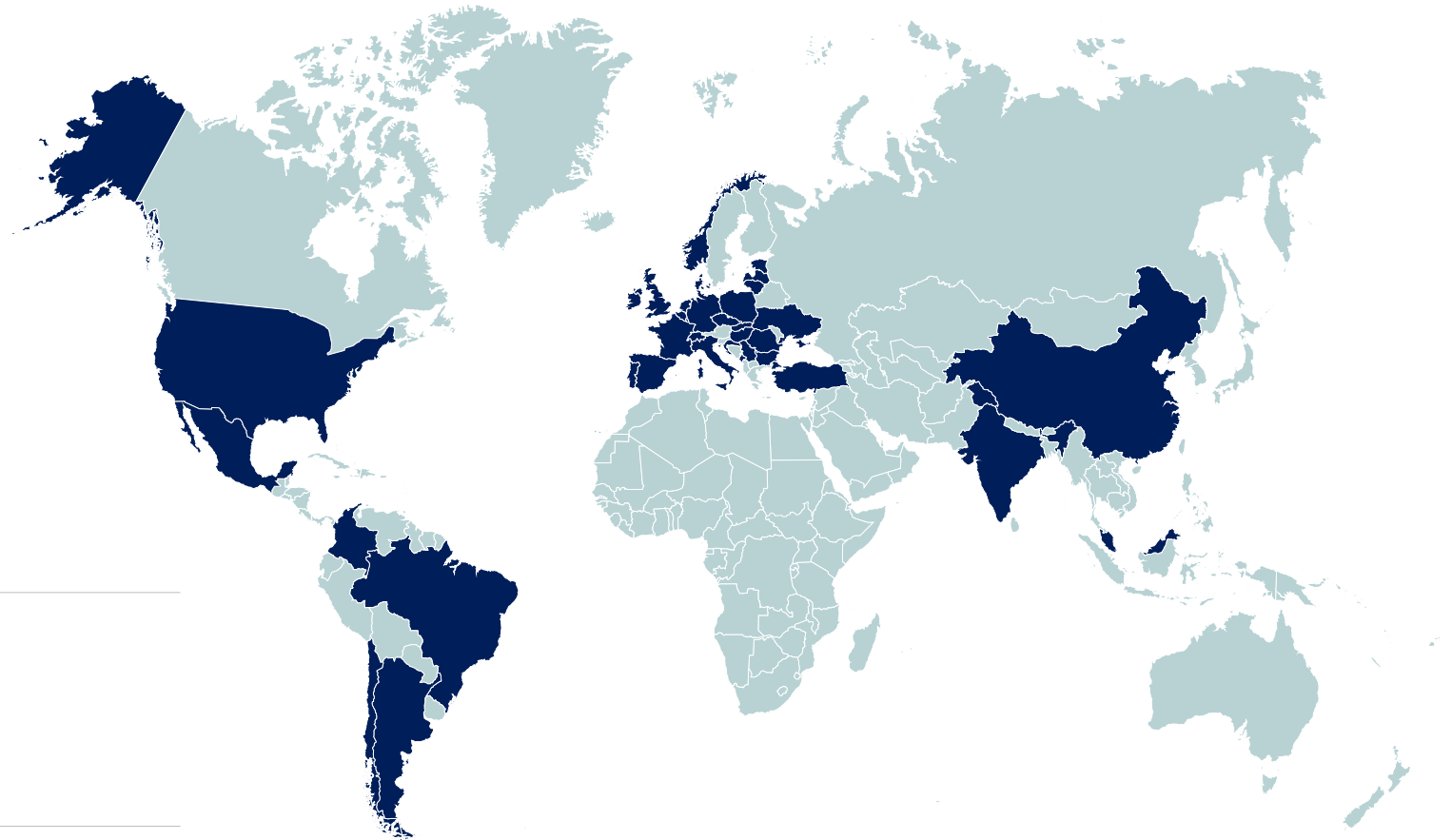
BENEFIT SURVEY

BUSINESS SERVICES SECTOR



2024
CZECHIA

WHERE WE OPERATE IN 2024



100 countries,
direct presence in 37



We have over
700 branches



And more than
9,000 employees

Our brands in the Czech Republic

CONTENTS

Methodology	4
Editorial	5
Key Conclusions	6-7
Sample Structure	8-9
Differences Between Desired and Offered Benefits	10-11
Top Benefits	12-13
The Influence of AI on the Czech Shared Business Services Sector	14-15
Where to Find Us	18-19

METHODOLOGY

The survey involved 478 employees in the business services sector, mostly from Prague. The vast majority of them are full-time employees, however, part-time employees are also represented. These people are of economically productive age.

The survey was conducted in the form of an online questionnaire. The respondents were approached by an email sent to Grafton Recruitment's and Gi Group's contact database between January 3rd and February 2nd, 2024.

It took the respondents about 10 minutes to complete the questionnaire, which is an ideal time to stay focused.

• B•E•H•A•V•I•O

This survey was executed by the Behavio Company. We focus on innovations in market research and in revealing the unconscious motivation of your customers or employees. We have been helping major companies, municipalities and government institutions to make decisions since 2015. We will be happy to prepare tailor-made surveys for you. You can find us at www.behavio.cz or you can contact us by sending an e-mail to vojtech.prokes@behaviolabs.com.



Martin Malo
Managing Director
Grafton Recruitment and Gi Group
Czech Republic & Slovakia

Dear business partners,

We have prepared a new edition of our traditional survey, which maps the preferences of Czech employees in shared business services industry in financial and non-financial benefits. This year, 478 respondents participated in the survey and revealed to us what benefits they are provided with by their current employer and what benefits they would be seeking in the future.

This year, the government's consolidation package, has brought significant change to the area of compensation in the form of benefits. While in previous years benefits were a tax-deductible item, this year a limit has been introduced which stipulates that only benefits worth up to half of the average monthly salary will be exempt from tax. However, the expected across-the-board reduction in benefits did not take place. Just under a third of employers reduced the value of benefits provided. This is therefore a situation where employers pay more than they used to for maintaining a range of benefits for their employees.

The results of the survey do not indicate any significant changes compared to previous years. It is still confirmed that financial benefits such as various bonuses, premiums or financial rewards, as well as benefits related to holidays, time off or flexibility, are among the most popular among employees. Probably the only increased demand from employees was for study leave and relocation

packages or relocation assistance. The change is also evident in the option to work from home, as a growing number of employers announce a return to corporate offices. As a result, 16 percentage points fewer employees are now allowed to work from home than last year.

However, as in previous years, it is also true that the supply of companies is still not meeting the preferences of their people. This is a great regrettable fact. Simply by matching the provided benefits with the demand of employees, employers could present a highly attractive offer that would help both to successfully retain existing employees and to recruit new talent. This year, as many as 15,000 of them will be needed in the business services sector.

We hope that our survey will serve as an inspirational guide in developing an attractive and competitive package.

Sincerely,
Martin Malo

KEY CONCLUSIONS OF THE BSS SURVEY



CONSOLIDATION PACKAGE AND BENEFITS

Last autumn brought a heated debate about the negative impact of the government's consolidation package on employee benefits and, consequently, on the entire labour market. However, there were no critical scenarios in the end. In fact, our recent survey of HR professionals showed that a full 56% of employers have maintained benefits at their current level because the volume of benefits does not exceed the tax-efficiency threshold. A further 16% of companies have also retained their original benefit settings, despite the fact that this currently represents a higher cost to them than last year. The remaining 28% of companies have decided to reduce the benefits package so that the total amount remains tax-efficient for both parties - employees and employers.



THE GAP BETWEEN SUPPLY AND DEMAND PERSISTS

The gap between what employees want in terms of benefits and what they actually receive from employers remains large. Probably the biggest gap was noted in the case of individual personal growth budgets, which 92% of respondents from the business services sector would appreciate but only 16% receive from their employer, and financial benefits such as Christmas bonuses or 13th/14th salary. The top five benefits with the biggest gap between demand and supply this year include unlimited paid time off, which 82% of employees would like to have but only 15% can draw on it. The same difference (67 percentage points) is also observed for the option to work from abroad.



WHERE IS DEMAND CLOSE TO SUPPLY?

The benefits for which employers' supply most closely matches employees' demand are only sick leave, parking and company events. Nevertheless, the differences are around 30 percentage points even for these benefits.



THERE ARE NO GENERATIONAL DIFFERENCES IN BENEFITS

Due to the demographic curve and later retirements, 5 generations will soon be represented in the labour market. While the different age groups vary and complement each other in their work habits and motivations, they are aligned in their preferences when it comes to benefits, except for minor variations. Employers therefore do not have to tailor benefits packages to each generation, but can provide them across the board.



EMPLOYEES DO NOT CHANGE THEIR PREFERENCES

We have been monitoring benefits in our surveys for almost 10 years and practically all the time the same items have been listed in the rankings of desired and provided benefits, and virtually in the same priority order - financial benefits, extra holidays or time off, flexibility, professional development, health care. When a new benefit comes along, interest in it increases - whether it's unlimited paid time off, an annual inflationary salary adjustment, option to work from abroad or mental health care programs. There is therefore quite a lot of potential for employers to be creative, and they undoubtedly have something to surprise their employees with.

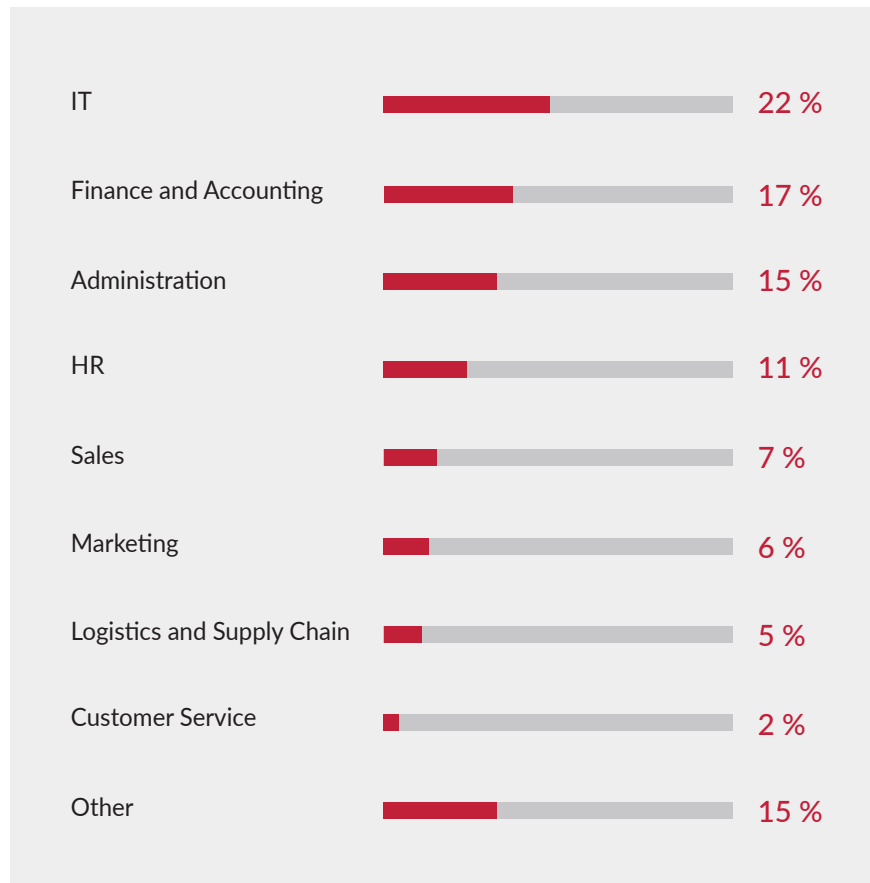


FLEXIBILITY YES, HOME OFFICE LESS SO

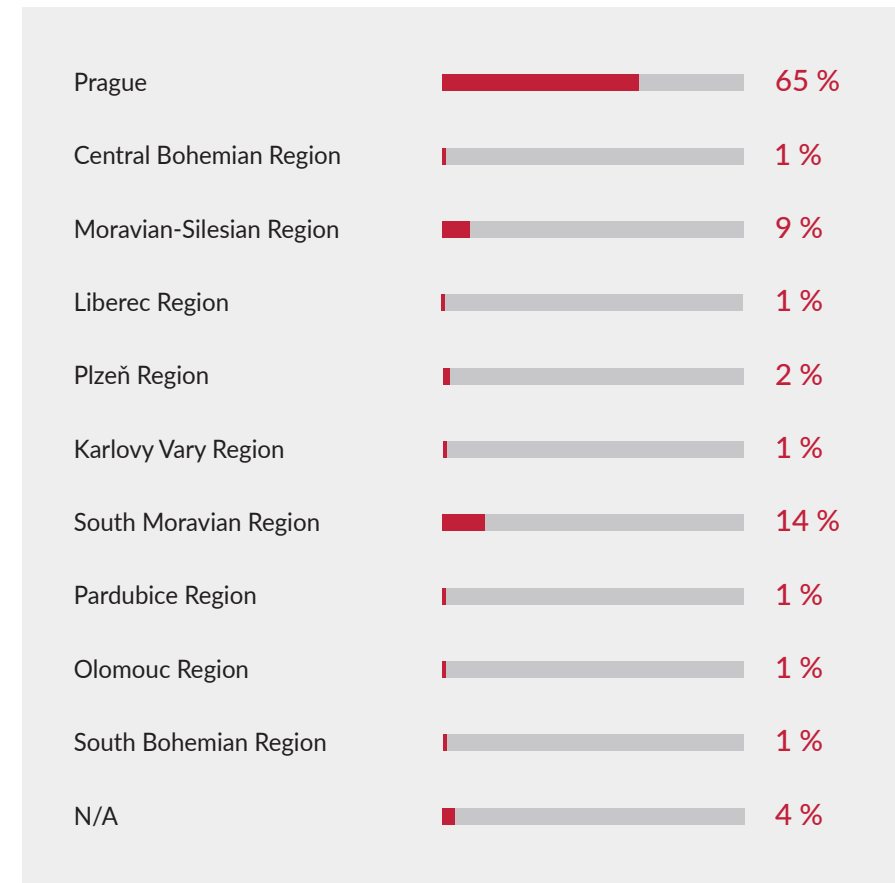
While telecommuting has established itself in the office profession, a growing number of employers are trying to bring their people back into corporate offices. This also applies to employers in the business services industry. While a full 79% of respondents were enabled to work from home last year, this year the figure is just 63%. However, the level of demand is 32 percentage points higher. Meanwhile, interest is 32 percentage points higher. Flexible working hours are provided by employers at roughly the same level as last year.

SAMPLE STRUCTURE

Which sectors do they work in?

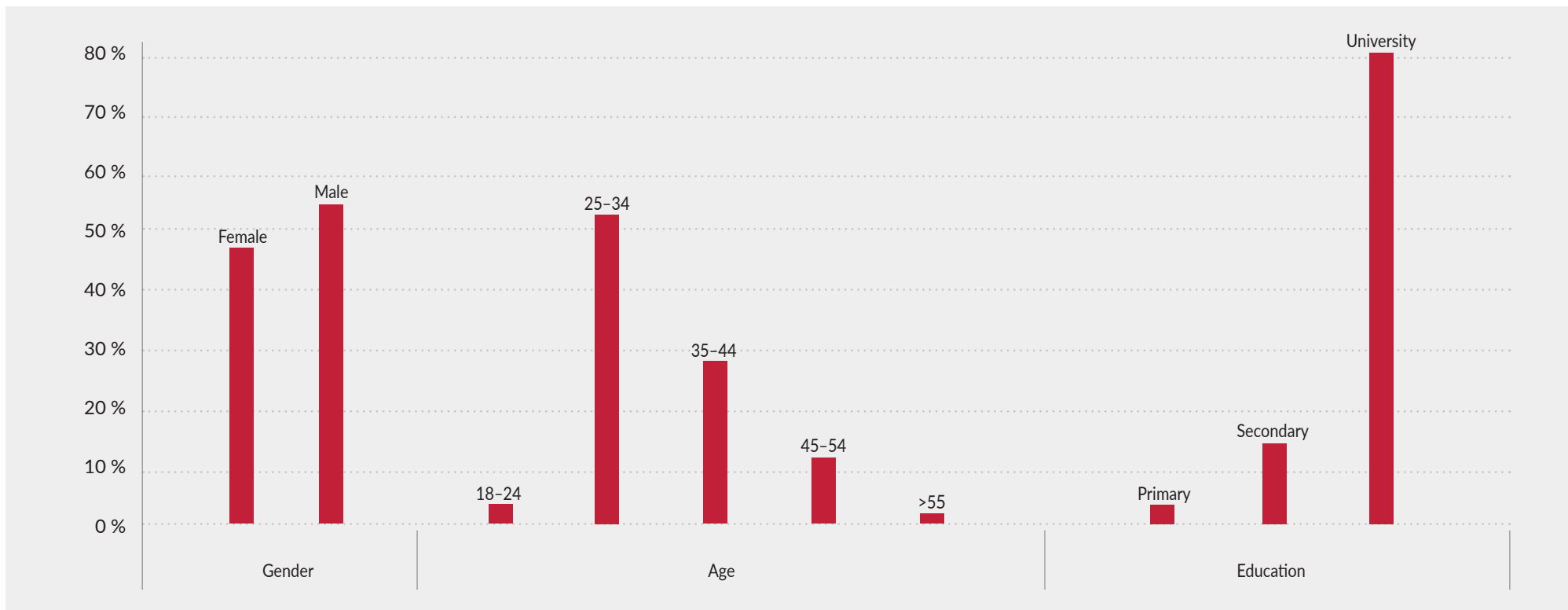


In what region do they work?

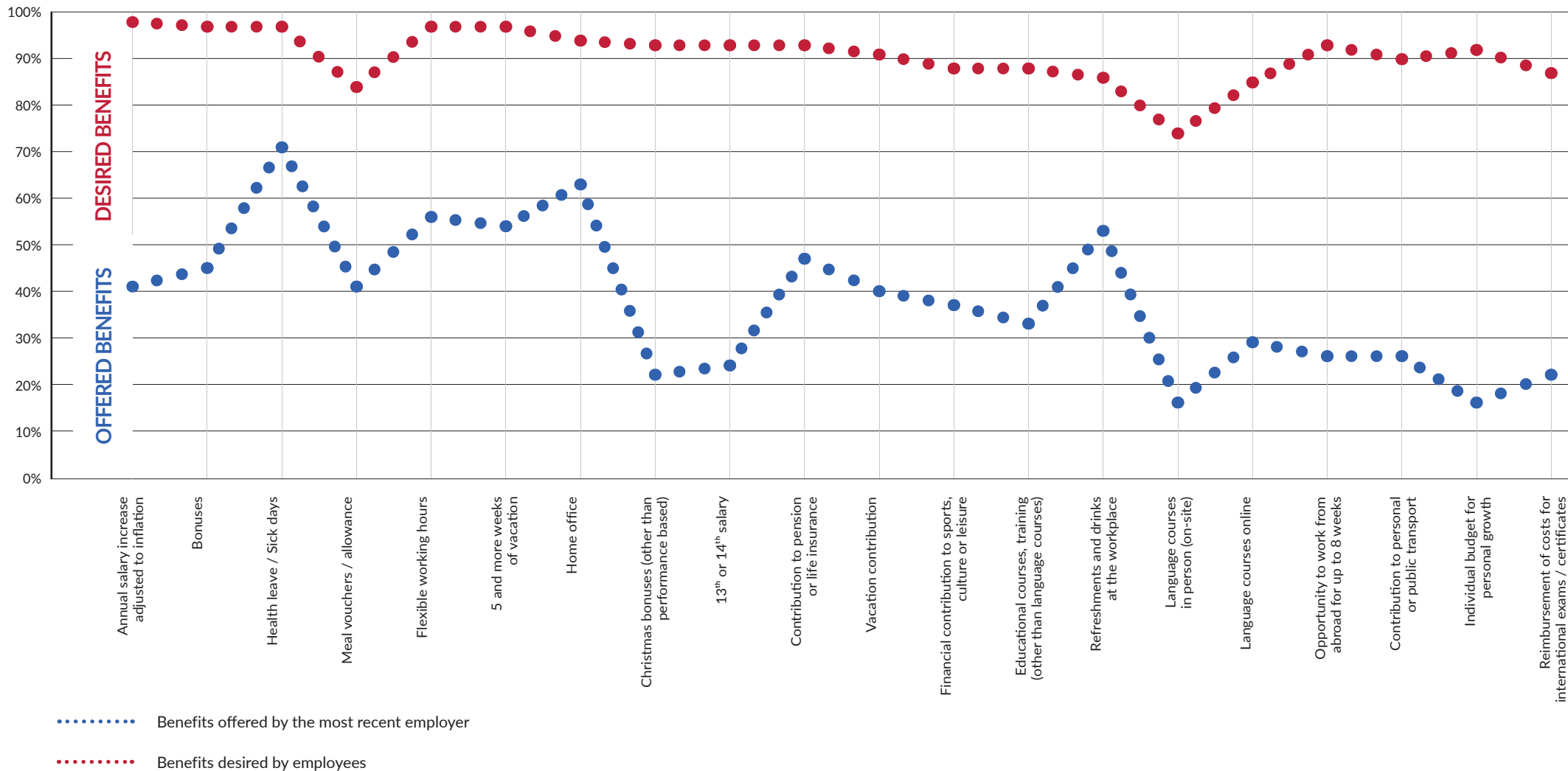


SAMPLE STRUCTURE

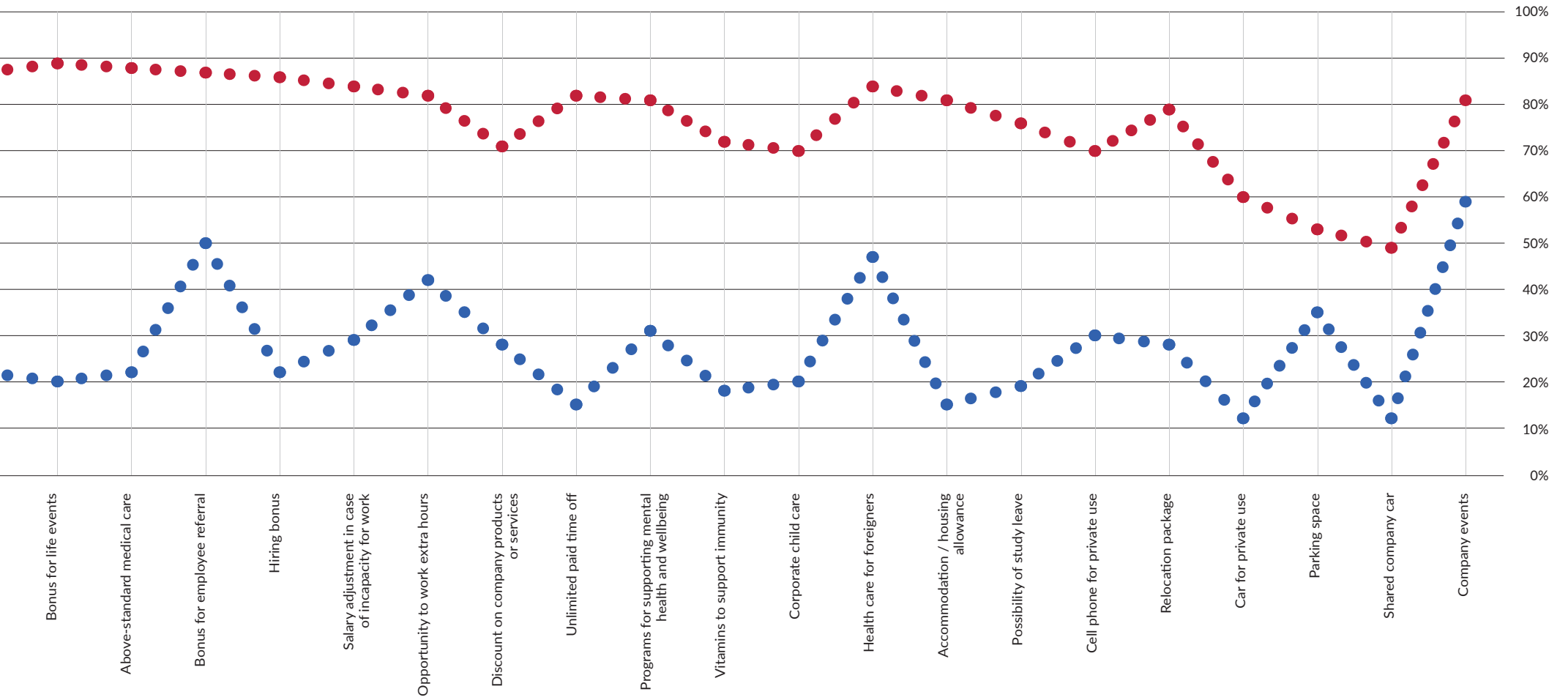
The survey respondents are of productive age, most of them are located in Prague. 54% were men, 46% were women. The majority of survey participants (81%) have a university degree.



BUSINESS SERVICES PROFESSIONALS



Number of Respondents: 478

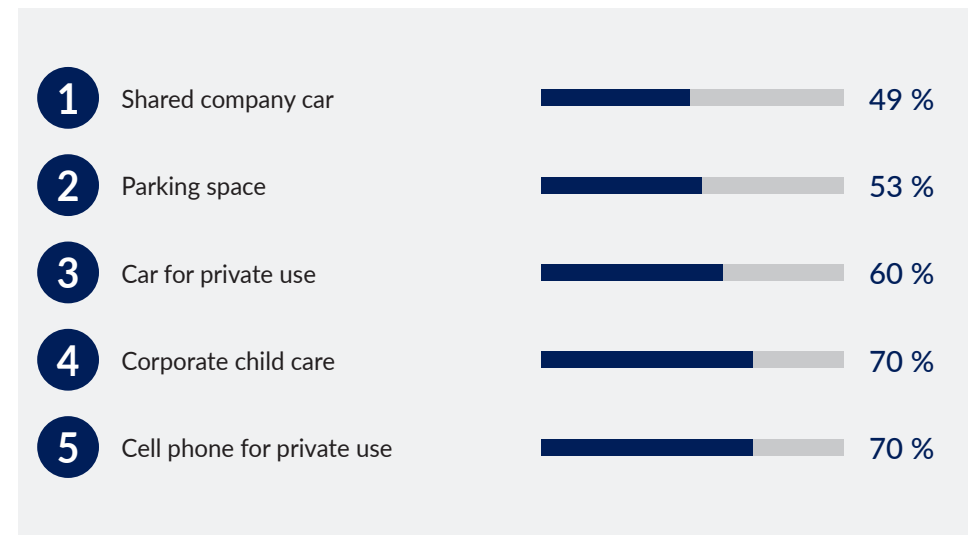


BUSINESS SERVICES PROFESSIONALS

Most popular benefits



Least popular benefits



BUSINESS SERVICES PROFESSIONALS

BENEFITS WITH THE GREATEST DIFFERENCE BETWEEN DEMAND AND SUPPLY



- 1 Individual budget for personal growth
- 2 Christmas bonuses (other than performance based)
- 3 Bonus for life events
- 4 13th or 14th salary
- 5 Unlimited paid time off
- 6 Opportunity to work from abroad for up to 8 weeks
- 7 Above-standard medical care
- 8 Accommodation / housing allowance
- 9 Reimbursement of costs for international exams / certificates
- 10 Hiring bonus

ARTIFICIAL INTELLIGENCE

Although artificial intelligence (AI) has been around for a while, ChatGPT's introduction in November of 2022 brought it to the public and generated both enthusiasm and skepticism. In just two months, ChatGPT grew to 100 million users, making it one of the fastest-growing internet businesses ever. However, some are wondering if ChatGPT can replace humans given its capacity to produce writing that appears human, respond to queries, and more.

People have always been wary of new technology and frequently believed that the old ways were superior. There were once fears that the television would severely affect the radio (which was also criticized), replace reading and discussion, and ruin family life. There were also worries that people would become lazy and antisocial as a result of using the telephone. Many of the items we take for granted today, including the refrigerator, vehicle, and elevator, were first rejected.

Although it's normal to be leery of the unknown, companies shouldn't let their mistrust of AI prevent them from taking advantage of its potential. The greatest approach for CEOs to overcome their apprehension and assess the potential and limits of AI is to experiment with the technology. Both are widely available.

THE INFLUENCE OF AI ON THE CZECH BUSINESS SERVICES SECTOR



Jakub Ruzsó
Branch Manager BS

In the context of the Czech Republic's business services sector, Artificial Intelligence (AI) is a transformative force that is intricately woven into the fabric of daily operations. This sector, renowned for its adaptability, is leveraging AI to address specific challenges unique to the Czech business landscape.

According to the latest ABSL report robots already hold the equivalent of nearly 20,000 FTEs in the IT and business services industry, and in the coming year, 80% of companies in that industry plan to extend automation projects to other processes and services. The main reasons are to drive down global costs by leveraging the digital experience and technology talents in the Czech market – which enables faster implementation of AI and digital projects for their international companies. However, even a greater focus on automation does not mean that the industry does not need people. On the contrary. It plans to recruit 15,000 specialists in 2024.

Talking about recruitment, AI technologies are playing a crucial role in talent acquisition too. Automated processes analyze candidate profiles, ensuring a precise match between skills and job requirements. This not only expedites the hiring process but also assists in identifying candidates who align with the specific needs of shared business services in the Czech Republic. The result is a more streamlined and effective recruitment strategy.

In navigating challenges such as high inflation, labor shortages, and demographic shifts, AI serves as a strategic ally. Automation of tasks contributes to cost mitigation, while AI-driven insights aid in strategic workforce planning. The ability to anticipate market trends and optimize resource allocation positions the Czech business services sector to make informed decisions in the face of dynamic economic conditions.

The potential of artificial intelligence can easily be overstated; this just touches the surface. However, it's crucial to be conscious of its limits, many of which stem from the fact that it's a young technology devoid of human traits like empathy, creativity, and critical thinking. It requires human monitoring at this point in its development and access to high-quality data; it cannot produce insights or create efficiency on its own.

Artificial intelligence (AI) has the power to drastically alter business services and our environment. Even if increased productivity, precision, and creativity have many advantages, business services need to be mindful of potential hazards including prejudice, job displacement, and security issues. Business services may make use of generative AI's promise while reducing its hazards by carefully controlling its deployment and use.

GET OUR GLOBAL RESEARCHES



INFORMATION TECHNOLOGY GLOBAL HR TRENDS REPORT

Our 2024 Global HR Trends report aims to guide you through the complexities of the IT job market, employee expectations, and corporate hiring practices with data-driven insights and recommendations.

Discover how your company can adapt to this ever-evolving environment by delving into what's shaping IT and work culture.

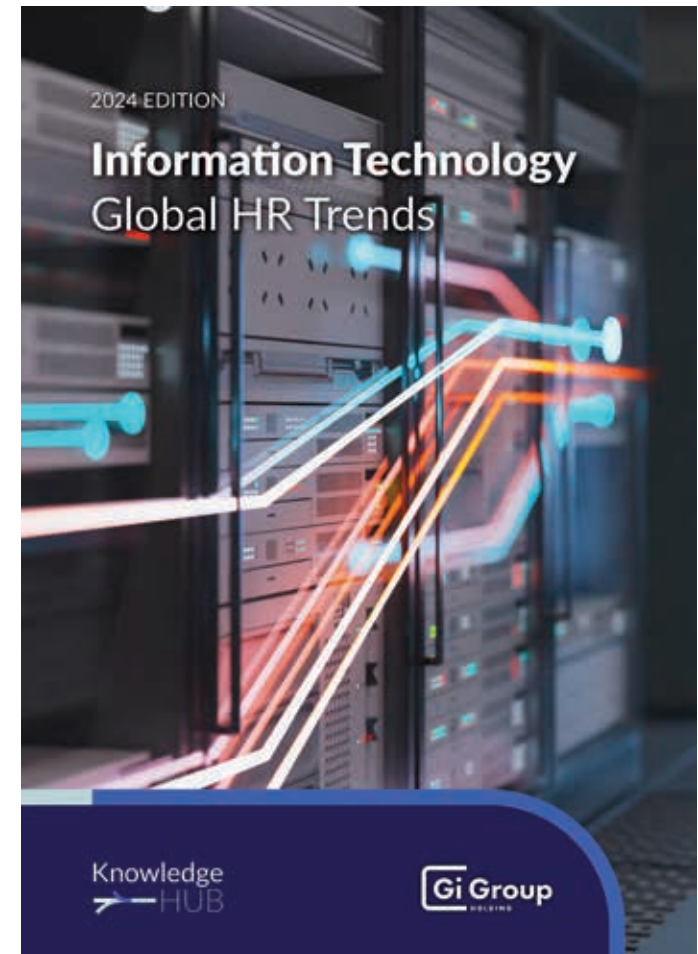
We cover topics such as attracting top candidates, competing for talent and unlocking employees' loyalty.

APPENDIX SALARY GUIDE

24 IT job positions

7 different job areas

more than 20 countries - including the Czech Republic





GLOBAL BUSINESS SERVICES SALARY & MARKET TRENDS



Our report will provide you with interesting and useful information about key countries in which Grafton operates in Business Services Sector.

In the past few years, the industry of business services (BSS) has become a **fundamental driver of worldwide economic expansion, and it stands as a significant wellspring of job opportunities.** This sector on a global scale maintains its pivotal role in the global economy by furnishing businesses with cost-efficient and effective remedies to address their continually changing requirements.

Given the anticipated expansion of this market, it becomes imperative to grasp its **scale, geographical concentrations, and prevailing trends on every continent.** While delving into the landscape of BSS across 14 different countries, including the Czech Republic, it is equally important to pinpoint the **major obstacles and advantages** that define this swiftly evolving market.

BSS BRANCHES

Grafton Business Services

Palladium

Na Poříčí 3a

110 00 Praha 1

Tel.: +420 242 546 400

E-mail: bs@grafton.cz

Brno

Grafton Recruitment

Moravské náměstí 249/8

602 00 Brno

Tel.: +420 542 424 521

E-mail: brno@grafton.cz

Ostrava

Grafton Recruitment

Na Rovince 879

720 00 Ostrava Hrabová

Tel.: +420 595 131 777

E-mail: ostrava@grafton.cz



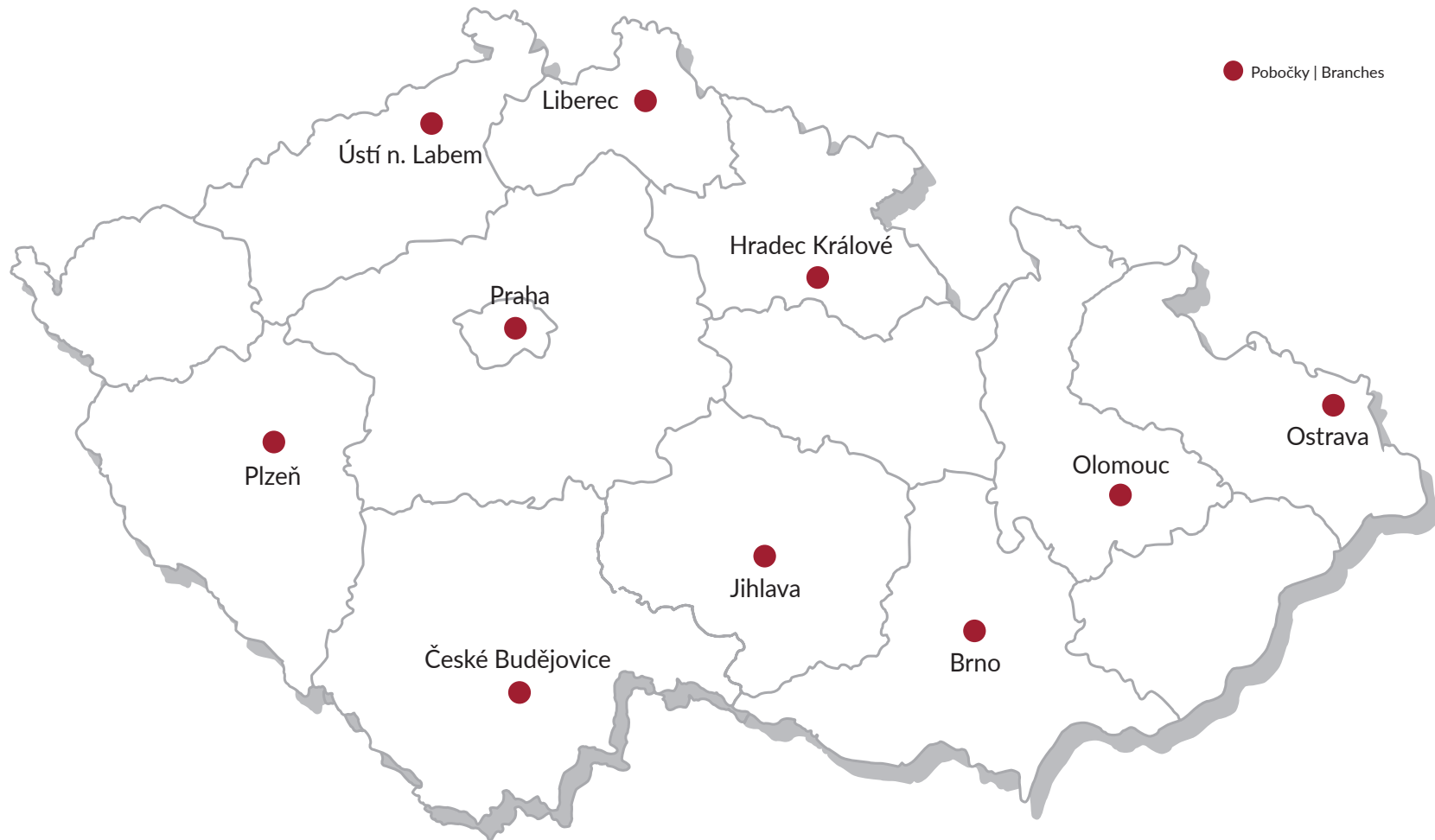
Jakub Ruszó

Branch Manager BS

T. +420 724 404 384

E-mail: jakub.ruszo@grafton.cz

WHERE TO FIND US





WWW.GIGROUPHOLDING.COM

www.grafton.cz

www.gigroup.cz

All rights reserved Grafton Recruitment s.r.o. © 2024.

