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Western Union® Global Workforce Impact Survey – Fact Sheet

Survey Rationale	<i>The Western Union® Global Workforce Impact Survey was conducted to provide new insight into business attitudes and practices toward cross-border labor supplies.</i>
Overall Survey Findings	Despite recent reports of growing protectionist and nationalistic sentiment prompted by the global recession, world business leaders believe that migration continues to be good for business and the economy. However, this survey also revealed a disconnect between the value businesses place on foreign workers and their efforts to maintain and grow this skilled workforce.
Methodology	A total of 501 business executives participated in an online survey conducted by the Economist Intelligence Unit on behalf of Western Union from September 15, 2009 to September 30, 2009.
Survey Sample	<ul style="list-style-type: none"> – The survey sample was senior executives: 43 percent of the respondents were C-level executives such as CEOs, CIOs and CFOs, and the balance consisted of senior vice presidents, heads of business units and other senior managers. – Of the respondents, 74 percent were directly involved in hiring employees in their organizations, and all were familiar with their organization’s employment practices. – Large organizations were represented: 57 percent have annual global sales over US\$500 million. A range of industries was represented, including financial services, manufacturing, information technology and professional services. – 26 percent of respondents were from North America, 28 percent from Asia-Pacific and 27 percent from Europe; the remaining 19 percent hailed from Latin America and the Middle East or Africa.
Relevance and Impact	<ul style="list-style-type: none"> – Businesses are competing in an increasingly global environment where competition to produce and provide goods and services, access capital and find workers crosses state and national borders. – Nearly every business, social and environmental challenge is in some way impacted by the human dimension of globalization, which transforms economies, drives business results and shapes politics and public policy domestically and across borders. As companies and countries compete in an economic recovery, the availability, cost and skill of the global labor pool deserves additional attention.

Key Survey Findings:	Survey Results:
<p><i>Global Corporate Leaders Say Migration is Good for Business and the Economy</i></p>	<ul style="list-style-type: none"> - More than three out of four (76 percent) respondents believe foreign workers have a positive impact on the economy. - Further, the majority of respondents also say foreign workers: <ul style="list-style-type: none"> • Enhance the skills and talent of their workforce (81 percent) • Give them competitive advantages (71 percent) • Provide global market insights (68 percent)
<p><i>Despite Business Challenges Few Companies Publically Advocate for Migration Policies or Programs</i></p>	<ul style="list-style-type: none"> - Nearly nine out of 10 (88 percent) survey respondents indicate that there are one or more significant challenges to hiring foreign workers. - Yet, just 15 percent of companies have asked for more open immigration laws, and fewer than one out of 10 (eight percent) are advocating for migration processes or programs under their own company name. - More than one out of four (27 percent) report current regulations make it difficult to hire a sufficient number of foreign workers; while two out of five (40 percent) say it is difficult to hire foreign workers for low-skilled jobs. - Survey respondents worldwide indicate that there are a number of significant challenges to hiring foreign workers: <ul style="list-style-type: none"> • Cultural and language barriers (46 percent) • Limited quotas/visas (39 percent) • Process takes too long (30 percent) • Process is too complicated (28 percent) • Too costly to hire foreign workers (26 percent) - Respondents from professional and financial services and healthcare, pharmaceuticals and biotechnology industries indicated that immigration employment laws in their country make it difficult/very difficult to hire a sufficient number of foreign workers.
<p><i>Global Business Leaders Say that the World's Mobile Workforce Meets Critical Employment Needs</i></p>	<ul style="list-style-type: none"> - The majority (79 percent) of executive respondents report hiring foreign workers because they have the skills to fill specific staffing needs. - One out of five executives surveyed report that their organizations depend on the ability to employ foreign workers. - Just eight percent of respondents look to foreign workers specifically for short-term contracts. - More than seven out of 10 (73 percent) survey participants report that they employ foreign workers on a full-time basis.
<p><i>Despite Recession, Hiring Practices Toward Foreign Workers Remain Constant</i></p>	<ul style="list-style-type: none"> - Nearly six out of 10 (57 percent) executives indicate that the current global economic recession will not change their hiring practices toward foreign workers. - Of those who will change their hiring practices, 11 percent say the recession has made them likely to hire <i>more</i> foreign workers, while 23 percent say it has made them likely to hire <i>more</i> domestic workers.

<p>Global Businesses Proactively Recruit and Retain Critical Labor Supply</p>	<ul style="list-style-type: none"> - More than seven in 10 (73 percent) survey participants report that they employ mobile workers on a full-time basis. - Nearly half (48 percent) hire highly-skilled foreign employees, compared to the mere nine percent that employ low-skilled workers. - Almost half (48 percent) are directly recruiting foreign workers. - Businesses are working in one or more ways to enhance migrant integration: <ul style="list-style-type: none"> • 48 percent assist workers in finding safe and affordable housing • 30 percent provide community orientation materials to foreign workers • 21 percent recommend culturally-relevant community associations - Nine percent of respondents have spoken to other companies that have recruited foreign workers as one means of hiring, and another 11 percent have invited other businesses to make presentations on their services as a means of migrant integration. - Of all the regions, companies in Europe were most likely to adapt human resources policies for foreign workers, including language training (47 percent).
<p>Business Sees Foreign Workers as Increasingly Important Over Time</p>	<ul style="list-style-type: none"> - One out of four (25 percent) respondents expect the percentage of foreign workers employed by their organizations to increase by the end of 2010, while 58 percent expect their reliance on mobile workers to hold steady. - Of the relatively small minority of respondents (13 percent) who do not employ foreign workers, approximately one-third (33 percent) plan to do so in the future.
<p>Western Union Migration Research</p>	<ul style="list-style-type: none"> - 2009 Western Union Global Workforce Impact Survey - 2008 Western Union Global Migration Barometer - 2008 Western Union Asian Remittance Study
<p>Peer Review Panel</p>	<ul style="list-style-type: none"> - Frans Bouwen, The Hague Process on Refugees and Migration - Dr. Graeme Hugo, Professor, University of Adelaide, Australia - Benjy Meyer, International Business Leaders Forum (IBLF) - Robert Wilke Meins, International Fund for Agricultural Development (IFAD) - Christopher Sabatini, Council of the Americas - Dr. Demetrios Papademetriou, Migration Policy Institute - Dr. Dilip Ratha, The World Bank - Donald Terry, Boston University School of Law - Nicolette Van Excel, Business for Social Responsibility (BSR) - Jeremy Prepscius, Business for Social Responsibility (BSR)

Conducted by: