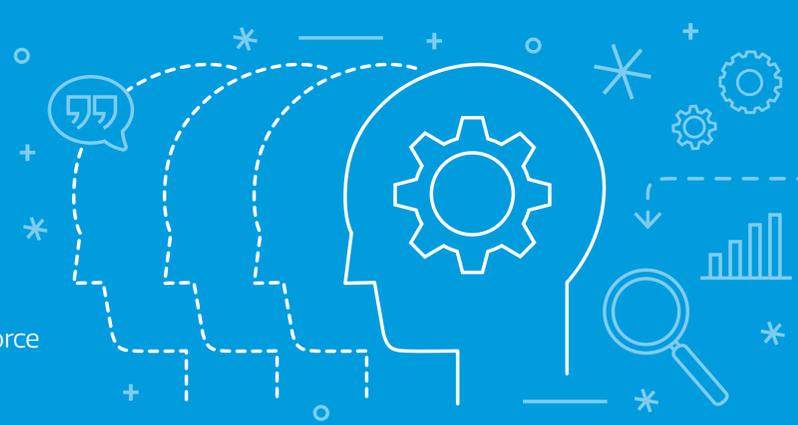


# Where are all the workers?

Exploring today's disappearing workforce



Finding the talent to fill key positions has been an ongoing business challenge—which the COVID pandemic only exacerbated. The challenges are particularly acute for middle market companies.

RSM commissioned a survey of 466 middle market business leaders across finance and accounting, information technology, operations and human resources to find out why—and where—they are experiencing hiring and retention challenges.

Following are some of our key findings.

## Striking at the heart of the organization



**59%**  
Respondents who said they found hiring "very" or "extremely" challenging during the past year

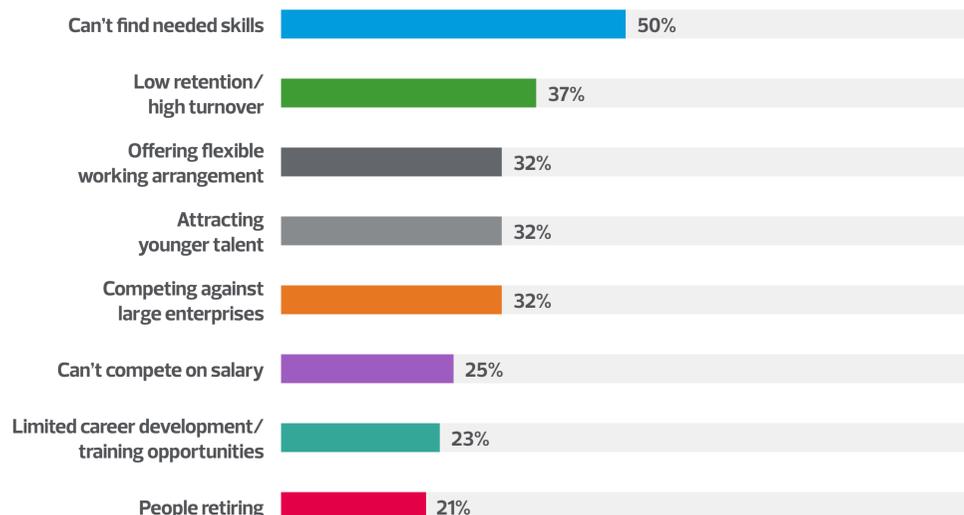


**5%**  
Respondents who experienced no challenges

An inability to find workers with the right skills posed the biggest hiring challenge, followed by a wide range of other talent challenges.



What challenges has your business unit experienced trying to hire talent?



## The talent gap is wearing out workers

The inability to fill positions in so many key areas is taking its toll on existing team members. This is not only driving down morale and productivity, but it's also increasing turnover and leading to even more skills gaps.

Top five consequences of hiring challenges for businesses:



Increasing workload on existing staff  
**42%**



Employee burnout/low morale  
**41%**



Lost productivity  
**31%**



Increased turnover/lack of retention  
**29%**



Hiring and training junior employees  
**24%**

## Outsourcing and managed services can fill the gaps

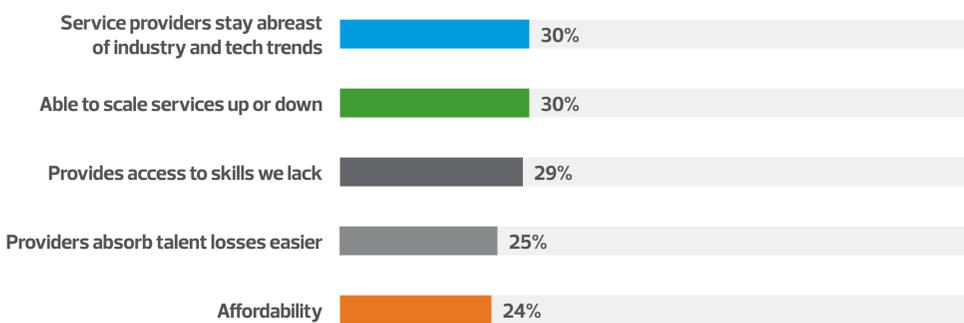


**59%**  
How many organizations use outsourcing/managed services



Organizations using outsourcing and managed services report significant benefits.

Key benefits organizations have realized from using outsourcing/managed services:



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