



ManpowerGroup™

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Manpower's Annual Independent Survey of Temporary Employees Reveals Record Level Satisfaction; Overall Performance Assessment Reaches New Heights

MILWAUKEE, Nov. 11 /PRNewswire-FirstCall/ -- Manpower Inc. (NYSE: MAN) today announced that the employees it places on temporary assignment have reached an all-time high satisfaction level regarding their employment with the company. This conclusion was drawn from the findings of Manpower's annual nationwide survey, conducted by an independent research firm to measure the satisfaction of its temporary employees.

In the 2002 survey, employees expressed even greater satisfaction from an already high performance approval in 2001. Employees rated Manpower on 16 aspects of satisfaction. Following are the four areas of Manpower's service that most strongly drive satisfaction among employees:

- Manpower's explanations to problems that arise
- Manpower's ability to keep its employees working
- Manpower's friendliness and helpfulness of its staff
- Manpower's payroll process

"We're proud of the overwhelmingly positive response we received in this year's survey," said Barbara Beck, Manpower's executive vice president -- U.S. and Canadian operations. "Employees are our most important asset at Manpower. As a result, we always make it a top priority to think of new ways to keep them motivated and happy with their work."

Manpower cites its Predictable Performance System as a key contributor to employee satisfaction. The system, which is ISO 9000 certified for worldwide quality assurance, is Manpower's step-by-step formula for ensuring it makes the best possible match between employee and job assignment. The process includes skill and personality testing that enables Manpower to understand the capabilities of its employees so they can be assigned to the right task and the right environment.

Manpower's focus on career development also plays a role in employee satisfaction. The Manpower Global Learning Center, the company's exclusive online university, offers employees free, unlimited access to more than 1,800 courses -- 300 of which are college-level -- that can help them strengthen their skills. The Global Learning Center is a valuable tool that empowers Manpower employees to increase their career advancement and earning potential.

Manpower's job satisfaction survey was executed by Market Probe, a leading independent research firm for more than 25 years. The company specializes in customer satisfaction and loyalty research.

About Manpower

Manpower Inc. is a world leader in the staffing industry, providing workforce management services and solutions to customers through 3,900 offices in 61 countries. The firm annually provides employment to two million people worldwide and is an industry leader in employee assessment and training. In North America, Manpower staffing services include administrative, industrial and contact center personnel as well as the assignment of contract professionals in information technology, scientific, finance, engineering, telecommunications and other professional areas under the Manpower Professional brand. More information on the company can be found at www.us.manpower.com.

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