

Key findings

Partner support demand - comparing the results of the joint Global Connection RES Forum HR survey 2013 (n = 91) and the results of a Global Connection partner survey 2013 (n = 588).

- **Pre-decision and pre-departure most important phase for support**
Though both surveys indicated that support during the settling in phase is most important, they also show that the sum of the pre-decision and pre-departure support greatly exceeds that very need.
- **Destination and life abroad support areas cover 50%**
The surveys showed the high importance of destination and life abroad as support areas. The partners even indicated that 50% of their need is covered by these 2 areas.
- **Only 14% need for paid work support**
The paid work support area covers only 14% of the needs of the partners according to the partners and HR. It is consequently ranked only as the 4th most important support area, after networking (learning how).
- **53% expat partners skipped work wish on location, mainly because of expat life limitations**
53% of the expat partners skipped their wish to work once on location. Limitations as a result of expat life and changing course were the highest ranked reasons given by partners. HR's perception was that lack of suitable jobs and work permit restrictions were the main reasons.
- **Media most important support type**
The partners ranked (digital) media as the most important support type, while HR felt that personal support was by far the most important.
- **Network and media most cost efficient**
Both surveys ranked network and media as the most cost efficient types of partner support. Personal support and workshops were ranked by both parties as the least cost efficient.

NB: The results per company/respondent varied strongly.

Conclusion

On average, HR has the right perception of the partner support needs regarding the assignment phase and support area. The partners feel, however, that media is far more important than anticipated by HR. The partners gave different reasons than HR for their decision to skip their work wish once on location. Opinions were unanimous about the high cost efficiency of network and media support.