



- CHANGE YOUR MINDSET - THE HIDDEN COSTS OF LEAVING BUSINESS SUPPORT ROLES VACANT

At PEG, we know business support roles aren't "nice-to-haves"—they're the backbone of your organization. Every unfilled position comes at a price: lost productivity, missed revenue, and a negative impact on your company culture. Here's why:

12% DROP

PRODUCTIVITY DROPS ACROSS THE BOARD

When support staff are missing, routine tasks land on higher-paid employees. Gallup's 2024 study found that insufficient administrative support leads to a **12% drop in productivity**—time that directly cuts into profits.

OVERTIME AND BURNOUT RISE

Vacancies don't remove the workload; they redistribute it. SHRM reports that **64% of employees taking on extra work experience higher stress and lower engagement**. The result? Overtime costs, disengagement, and turnover that can **run up to 200% of an employee's salary**.

200%

OVERTIME COSTS,
DISENGAGEMENT, AND
TURNOVER

20-30%

REDUCTION IN
CUSTOMER SATISFACTION

CUSTOMER EXPERIENCE SUFFERS

Support teams often serve as the first touchpoint for clients. Gaps in these roles slow response times and increase errors. McKinsey shows that **service bottlenecks reduce customer satisfaction by 20-30%**—a direct hit to client retention.

PROJECTS STALL, REVENUE SLIPS

From coordinating projects to managing invoices and compliance, support roles keep operations moving. The Bureau of Labor Statistics notes that **unfilled positions delay projects by 15-20%**, meaning revenue is left on the table.

15-20%

PROJECTS DELAY DUE TO
UNFILLED POSITIONS

23%

HIGHER EMPLOYEE
ENGAGEMENT

CULTURE AND ENGAGEMENT DECLINE

When managers are bogged down with clerical work, morale dips. Gallup links **strong support staffing to 23% higher employee engagement**—and engaged teams directly drive profitability.

Leaving business support roles unfilled isn't a savings strategy—it's a silent drain on your business. At PEG, we close those gaps quickly so your teams can focus on growth instead of paperwork. Change your mindset. Fill the roles that keep your business running.

For a FREE Consultation, contact us today Sales@pegstaff.com