

Salient Metrics in Talent Acquisition 2008 Summary

HRO Today Summary – 2008 Survey of Recruitment Process Outsourcing Services

270 participants, 262 completed survey in about 140 companies purchasing RPO Services

Initial reasons why companies buy RPO services, and what they buy

1. Scalability – 49
2. Improve Time to Hire – 45
3. Cost Savings – 38
4. Access to Best Practices – 25
5. Access to Advanced Technology – 18
6. Other – 15

RPO provides a Strategic Function in a Collaborative Partnership

93% agree they trust the RPO executive assigned to their account
93% report that the RPO providers respond well to criticism
92% agree that RPO providers honor their commitments – off the charts compared to the outsourcing industry as a whole

RPO is Driving Solutions in Staffing and Recruitment

94% say Screening is the #1 service, which RPO Providers do best
86% reported the RPO has improved the recruitment and staffing function
90% agree that overall, they are very satisfied with their RPO Provider

AberdeenGroup Study Summary

Talent Acquisition Strategies – July 2008 Study (620 organizations, all sizes, industries, and geographies)

- 66% of all organizations indicate that they will increase their talent acquisition efforts over the next 12 months.
- Biggest challenges that organizations seek to address with their talent acquisition programs:
 - Workforce Planning (46%)
 - Workforce Turnover (36%)
 - Quality of Job Hires (35%)
 - Inability to reach (or connect with) ideal job candidates (30%)
 - Time-to-Fill job requisitions (26%)

Where does your Organization Fall?

Laggard Organizations (Identified as the Bottom 30%)

- reduced Quality of Hire on average by 7%
- decreased Hiring Manager satisfaction on average by 8%
- increased Time-to-Hire on average by 11%

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- worsened New Hire retention (within the first year of employment) on average by 8%

Best-in-Class Organizations (Identified as the Top 20%)

- improved Quality of Hire on average by 32%
- increased Hiring Manager satisfaction on average by 31%
- shortened Time-to-Hire on average by 22%
- improved New Hire retention (within the first year of employment) on average by 21%

This is how Best-in-Class did it:

- 89% ensure collaboration between hiring managers and recruiters on skills and attributes desired in candidates
- 82% are more aggressive at communicating job openings and job role needs with current staff
- 79% use the corporate website as a tool for showcasing the company's culture and opportunities
- 78% use email and other communications to promote the company
- 76% pre-screen candidates for technical competencies
- 74% understand which applicant sources provide the best quality sources
- 71% map desired skill sets against job applicants and candidates

Executive Summary – A competitive talent acquisition program is crucial to attract and retain skilled workers. But a shortage of skilled talent in the workforce, and changing demographics within the organization, is making it increasingly difficult to align the skills on hand with the business at hand. That is putting greater pressure on finding so-called passive candidates in the market. It is also forcing organizations to better assess how they screen applications for the right fit in the organization, to be sure the right people are being brought on board.

- *Anecdotal evidence reveals that if an organization can't properly assess if it is hiring the right people, it may often not be – and that can put hiring managers into a cycle of constant turnover and rehiring.*