

# RECRUITMENT AND RETENTION TRENDS SURVEY

Q2 2015



**THE  
PREDICTIVE  
INDEX**

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# RESPONDENT DETAILS



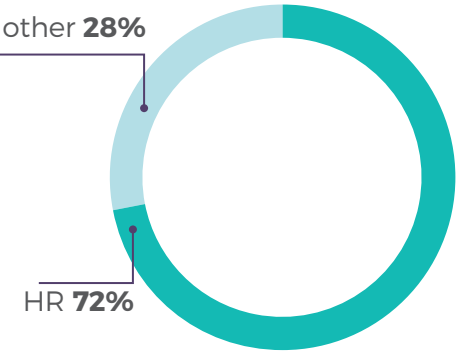
## INDUSTRIES

Variety of industries, with the majority of respondents from Business Support and Logistics, Education, Finance and Financial Services, Healthcare and Manufacturing

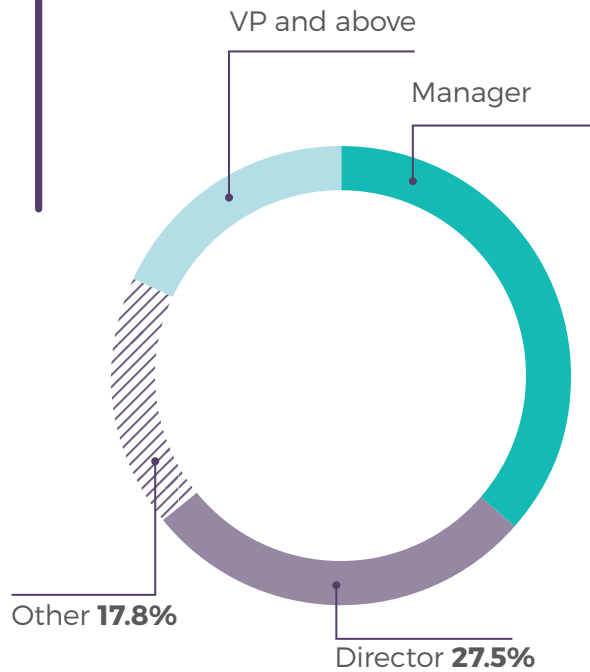


## DEPARTMENT

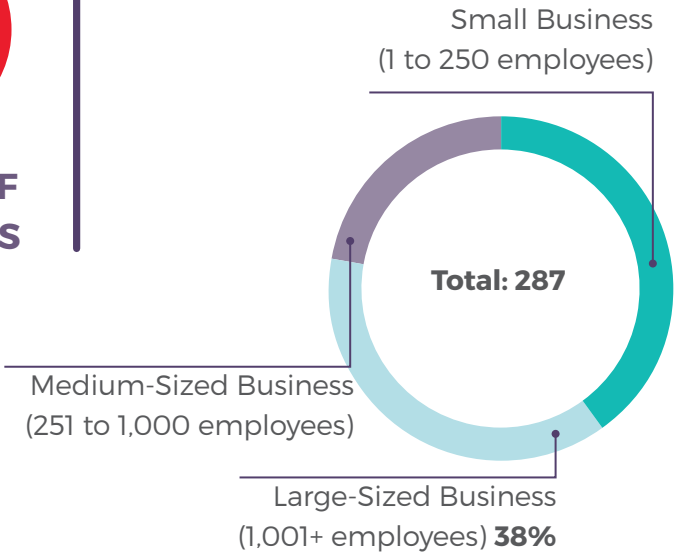
Line Management, OD/  
Learning, Recruitment,  
other **28%**



## ROLE



## NUMBER OF RESPONSES



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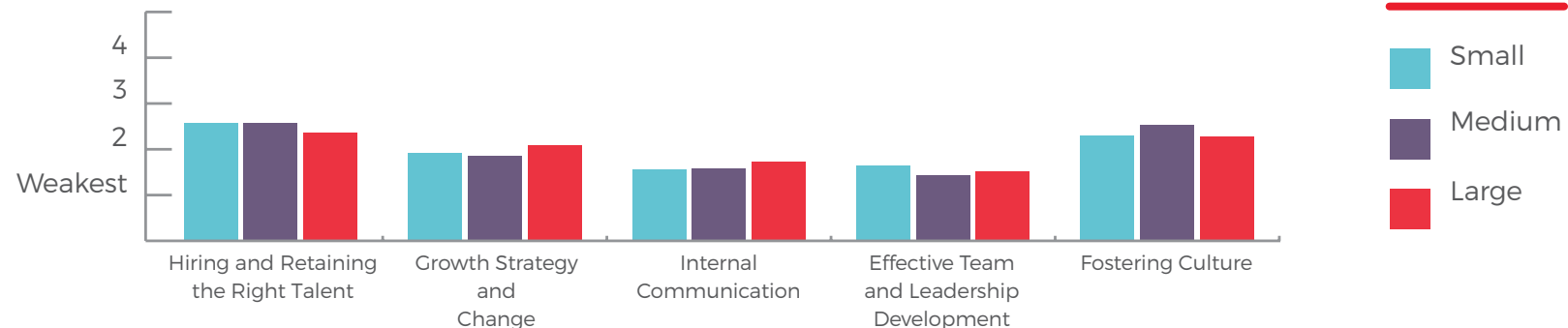


# SMALL BUSINESSES BELIEVE THEY EXCEL IN HIRING AND RETAINING EMPLOYEES

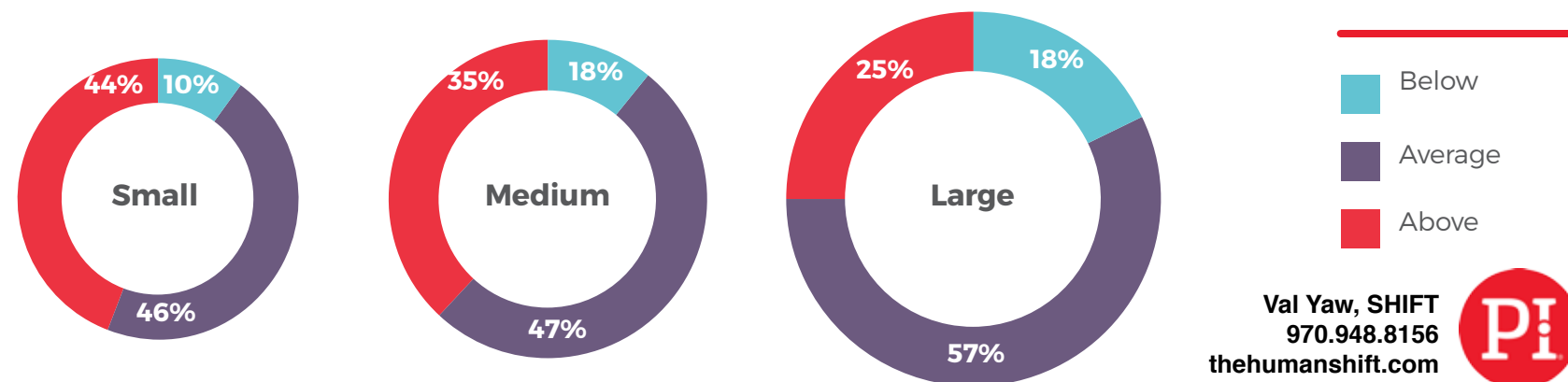
Small businesses, more so than medium and large, feel confident in retaining and hiring employees, but find internal communications challenging.

## Rank the order of how you feel your company excels in the following

(1 = weakest, 5 = strongest):



## Over the past year, how would you categorize your new hire retention rate?



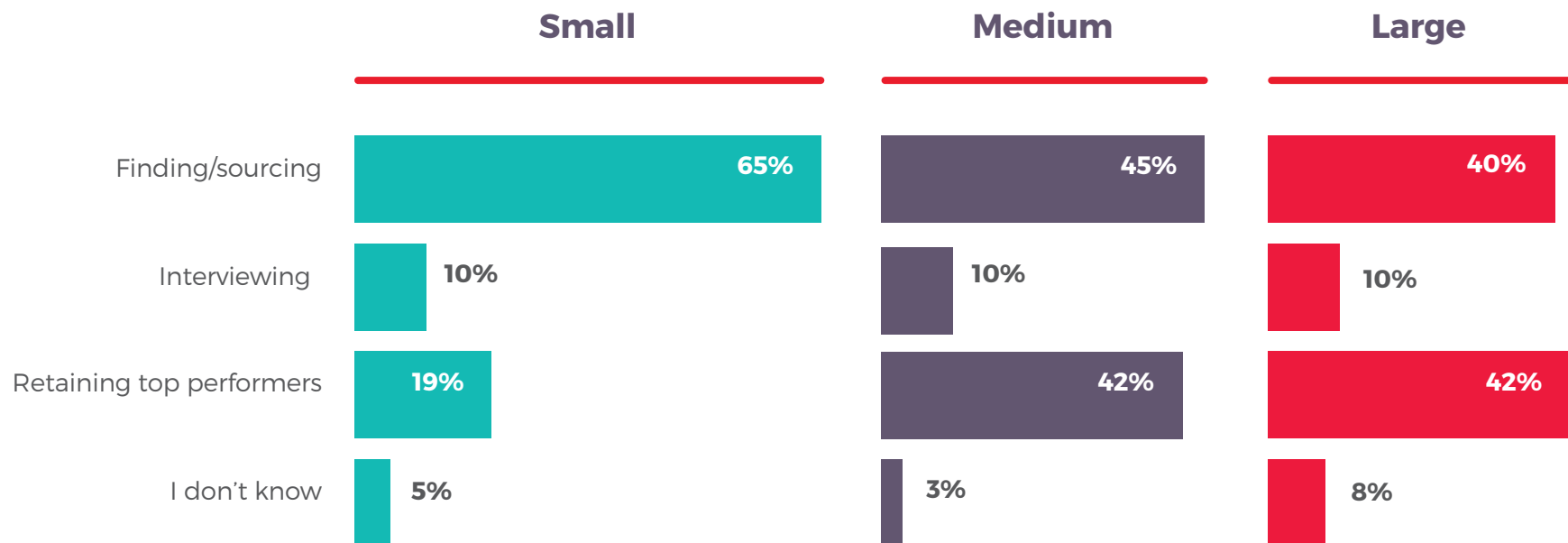
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# BIGGEST TALENT MANAGEMENT CHALLENGE FOR SMALL BUSINESSES IS FINDING/SOURCING PEOPLE

Small businesses struggle with finding/sourcing (attracting) the right talent, whereas medium and large organizations see finding/sourcing and retention as equally challenging.

**When it comes to talent management, what's the biggest problem for your company?**



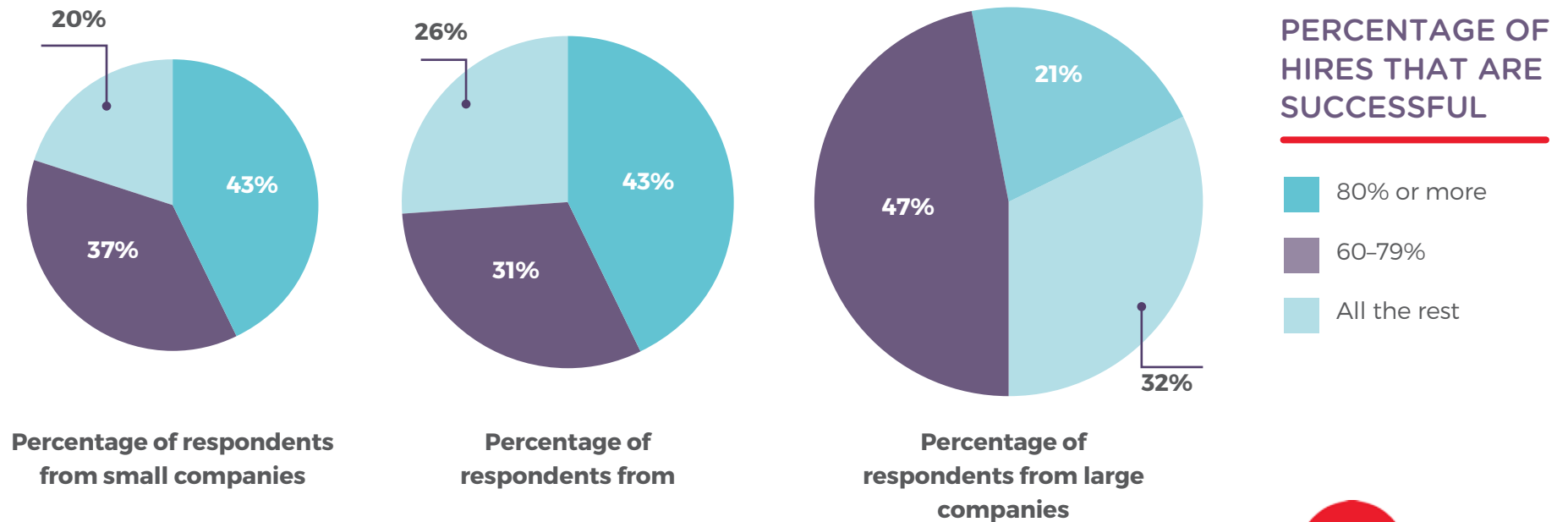
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# SMALL BUSINESSES MAKE MORE SUCCESSFUL HIRES THAN MOST, BUT THERE IS STILL ROOM FOR IMPROVEMENT

Small businesses report a greater percentage of successful hires than medium and large companies, but more than half of the respondents consider only 40-79% of their hires to be successful. Large businesses report a much larger percentage of bad hires.

## What percentage of your new hires would you consider to be successful hires?



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# ALMOST 50% OF UNSUCCESSFUL HIRES DUE TO BEHAVIORAL DISCREPANCIES OR INADEQUATE SKILLS

When asked why a new hire wasn't a fit, almost half (47%) of all companies cited either behavioral discrepancies or inadequate skills as the reason. However, companies still rely primarily on interviews and less than 40% use behavioral or personality assessments, or knowledge/skills tests.

## Why don't new hires work out?



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# INTERVIEWS STILL KING TO ALL OTHER VETTING METHODS, LESS THAN 50% USE OTHER TOOLS OR METHODS TO HELP

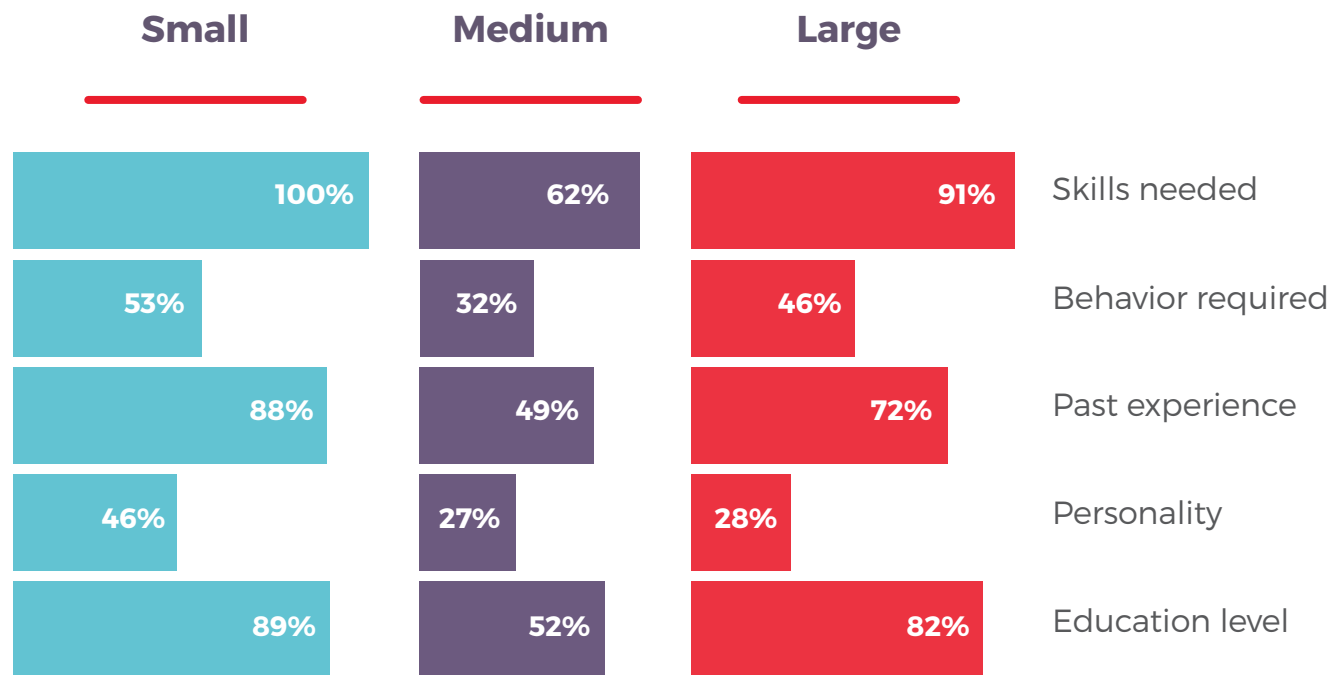
## Which tools do you use to vet candidates?



# SKILLS, EXPERIENCE AND EDUCATION DOMINATE JOB DESCRIPTIONS, SOFT SKILLS LACKING

Companies of all sizes are not including “soft” criteria, such as personalities and behaviors, in their job descriptions. They’re inadvertently narrowing their own candidate pools by concentrating on only the “hard” criteria.

## What do you define in your hiring criteria/job description? (check all that apply)



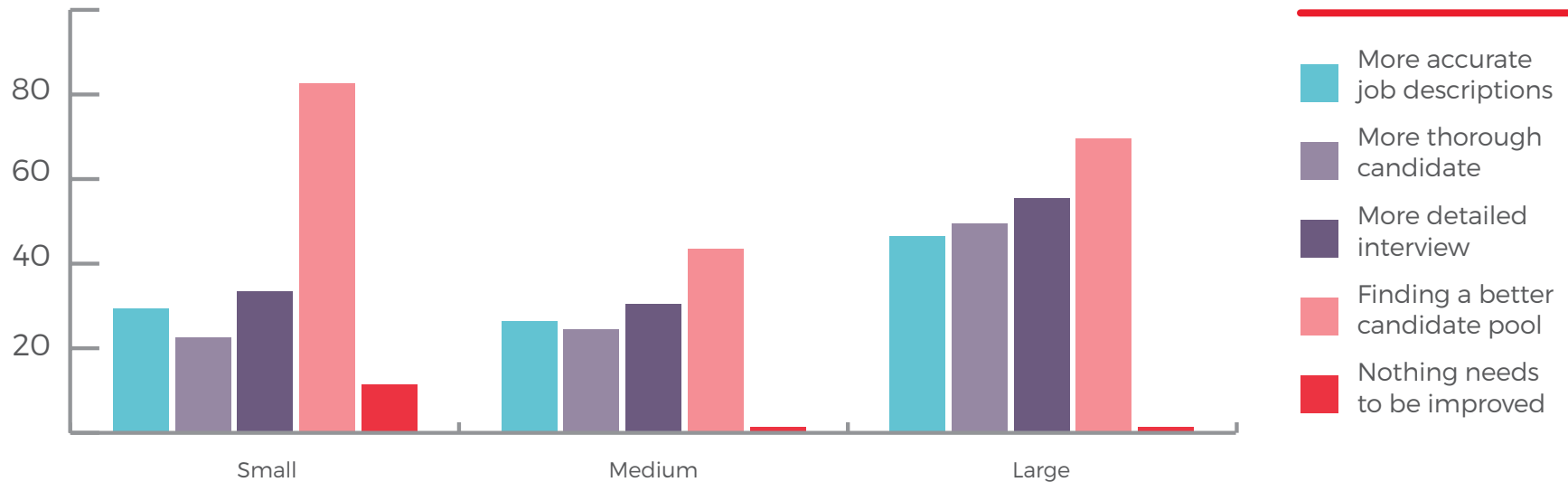
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# SHALLOW POOL OF CANDIDATES IS SEEN AS A MAJOR PAIN POINT BY COMPANIES OF ALL SIZES

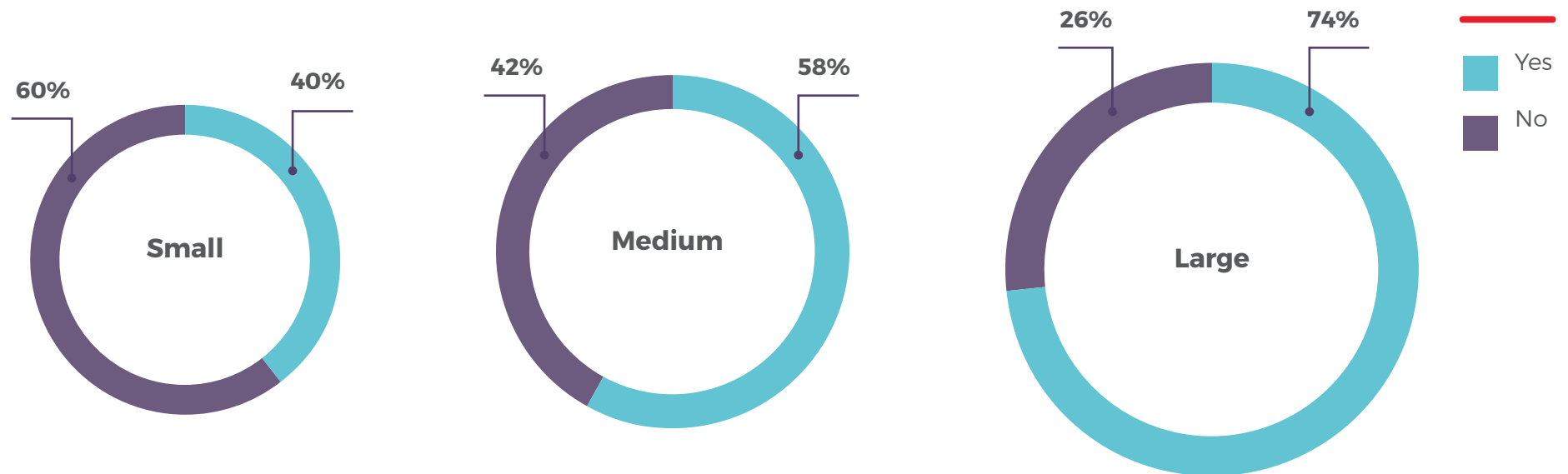
Which aspects of your hiring process do you feel could be improved? (check all that apply)



# ALMOST 75% OF LARGE COMPANIES HAVE LOST A TOP PERFORMER DUE TO A POOR PERFORMER

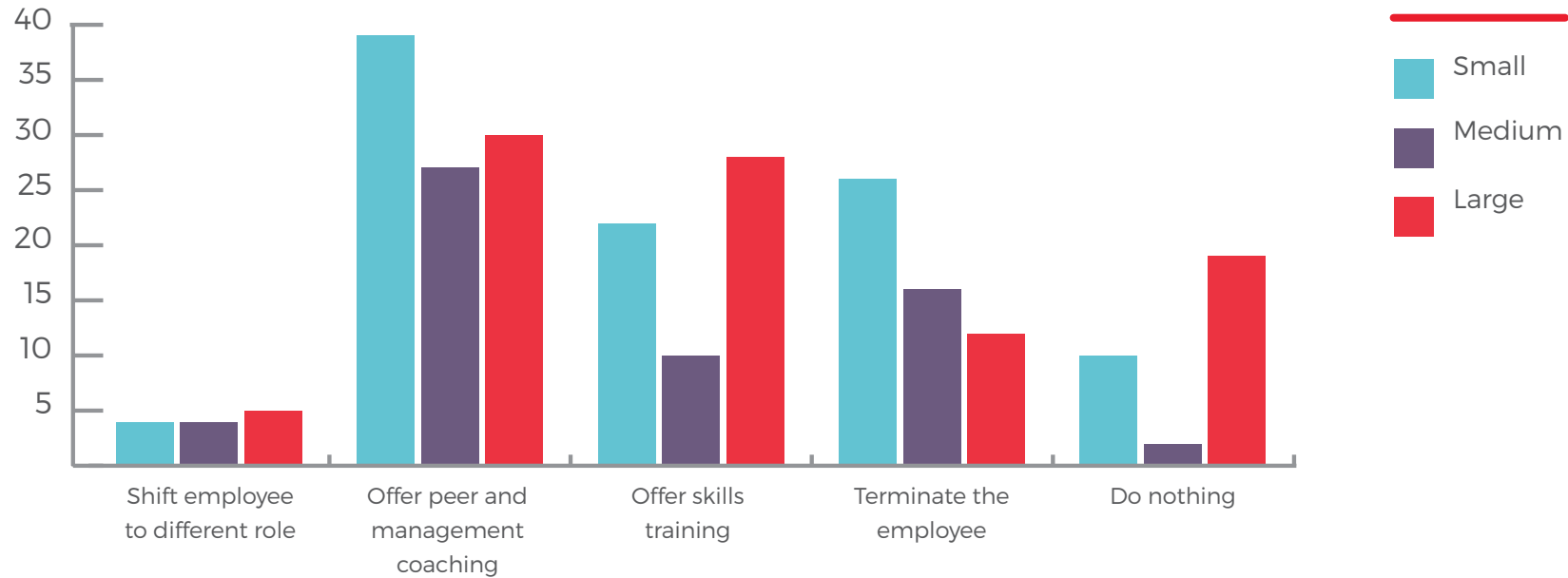
A significant portion of companies of all sizes report losing top performers due to the actions of poor performers. And while small and medium businesses terminate poor fits, large companies opt to do nothing more frequently than terminate.

## Has a top performer ever left due to the actions of a poor performer?



# ALMOST 20% DO NOTHING WITH POOR FITS

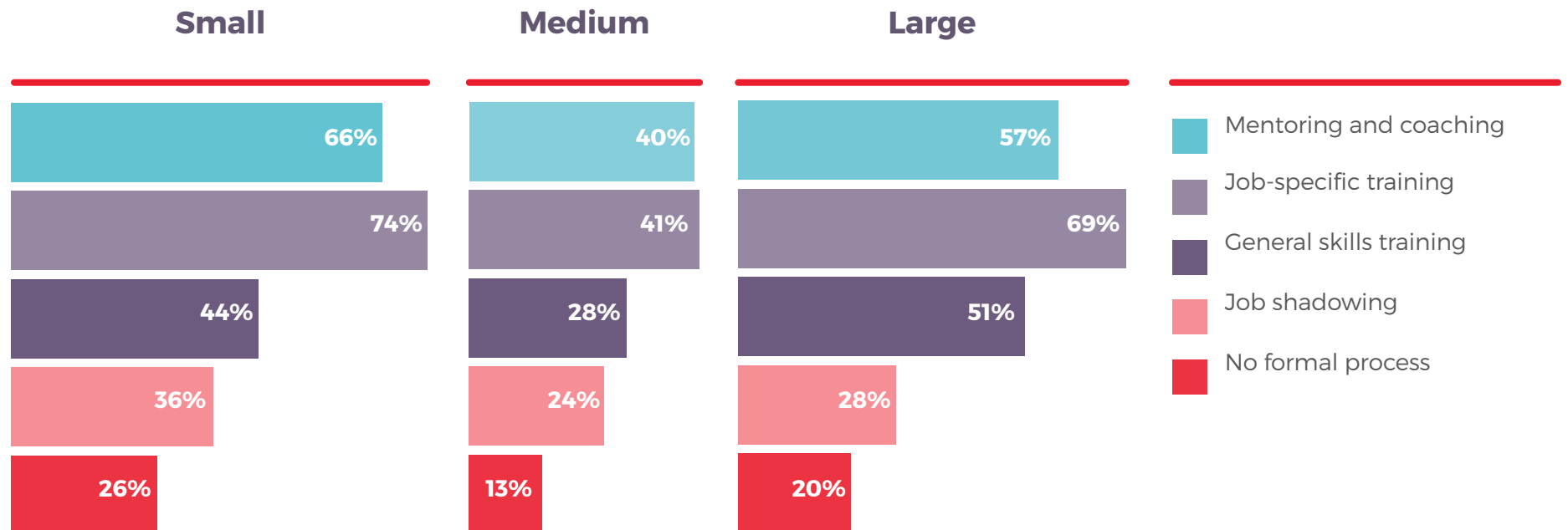
## How do you deal with a poor fit?



# COMPANIES OF ALL SIZES USE JOB-SPECIFIC TRAINING TO ADDRESS GAPS IN THEIR WORKFORCES, MORE SO THAN COACHING

Job-specific training is the #1 way organizations are dealing with workforce gaps, with mentoring and coaching second, but ¼ of small companies have no formal process.

## How do you address gaps in your current workforce? (check all that apply)



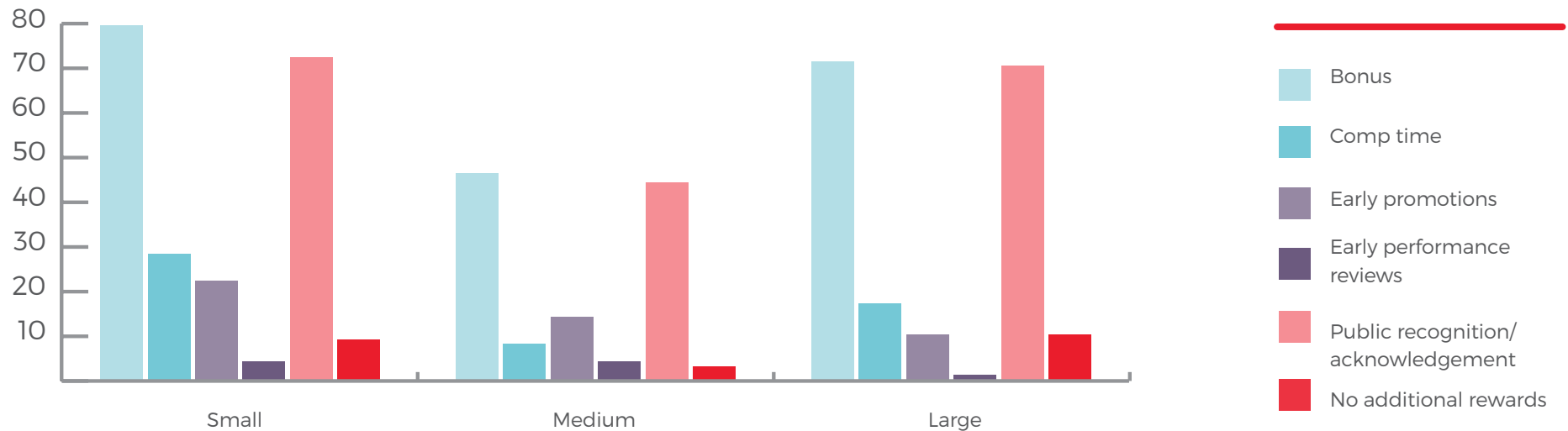
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# OVER 50% STILL USING BONUSES AND PUBLIC RECOGNITION AS MAJOR EMPLOYEE MOTIVATORS

Motivating through bonuses appears to be at odds with compensation as the #1 reason for turnover. Career development is also a big challenge for companies of all sizes.

## Beyond regular comp, how do you motivate your employees? (check all that apply)

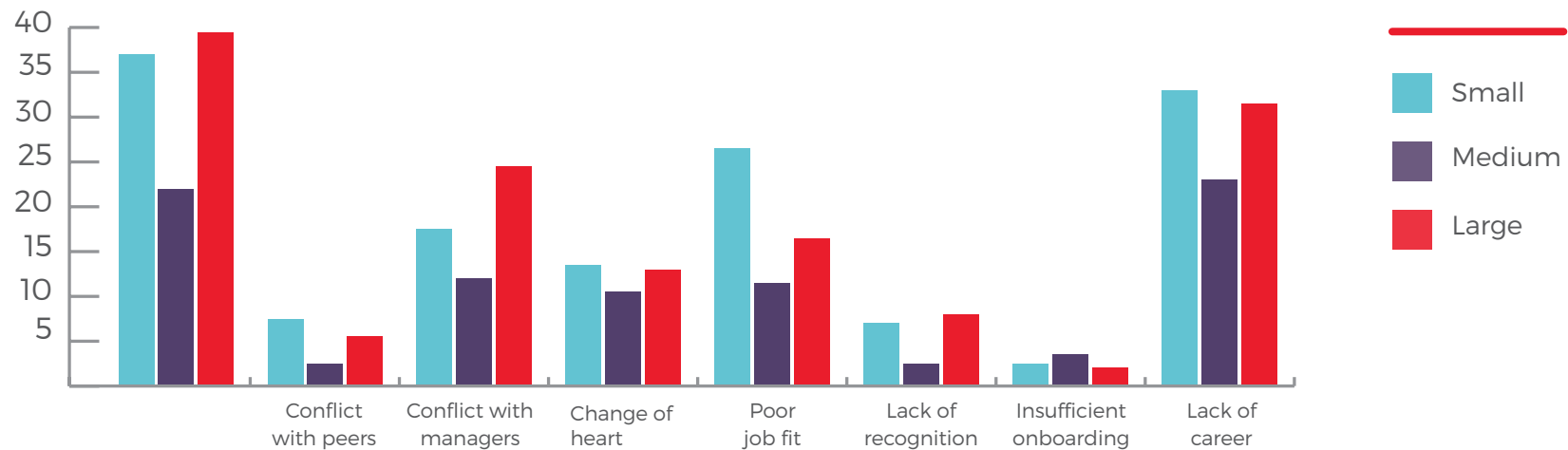


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# COMPENSATION AND LACK OF CAREER DEVELOPMENT PRIMARY REASONS FOR VOLUNTARY TURNOVER

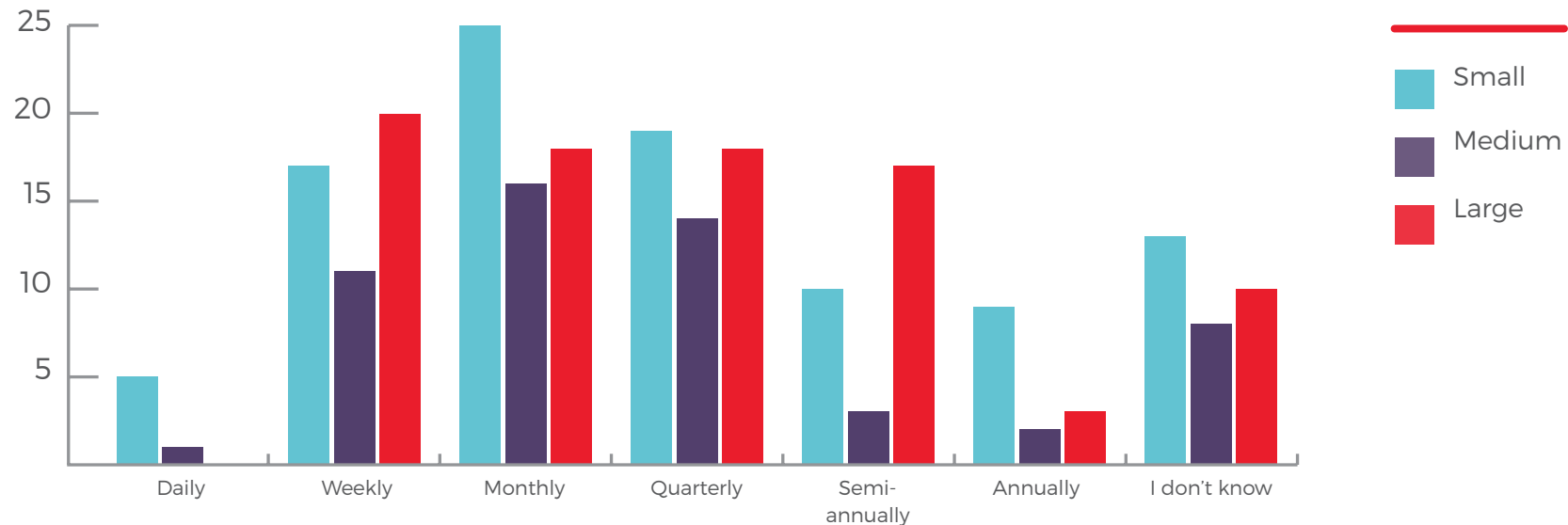
Please select the three most common reasons someone voluntarily leaves your company.



# MOST COMPANIES HAVE INFORMAL MEETINGS ON A MONTHLY BASIS

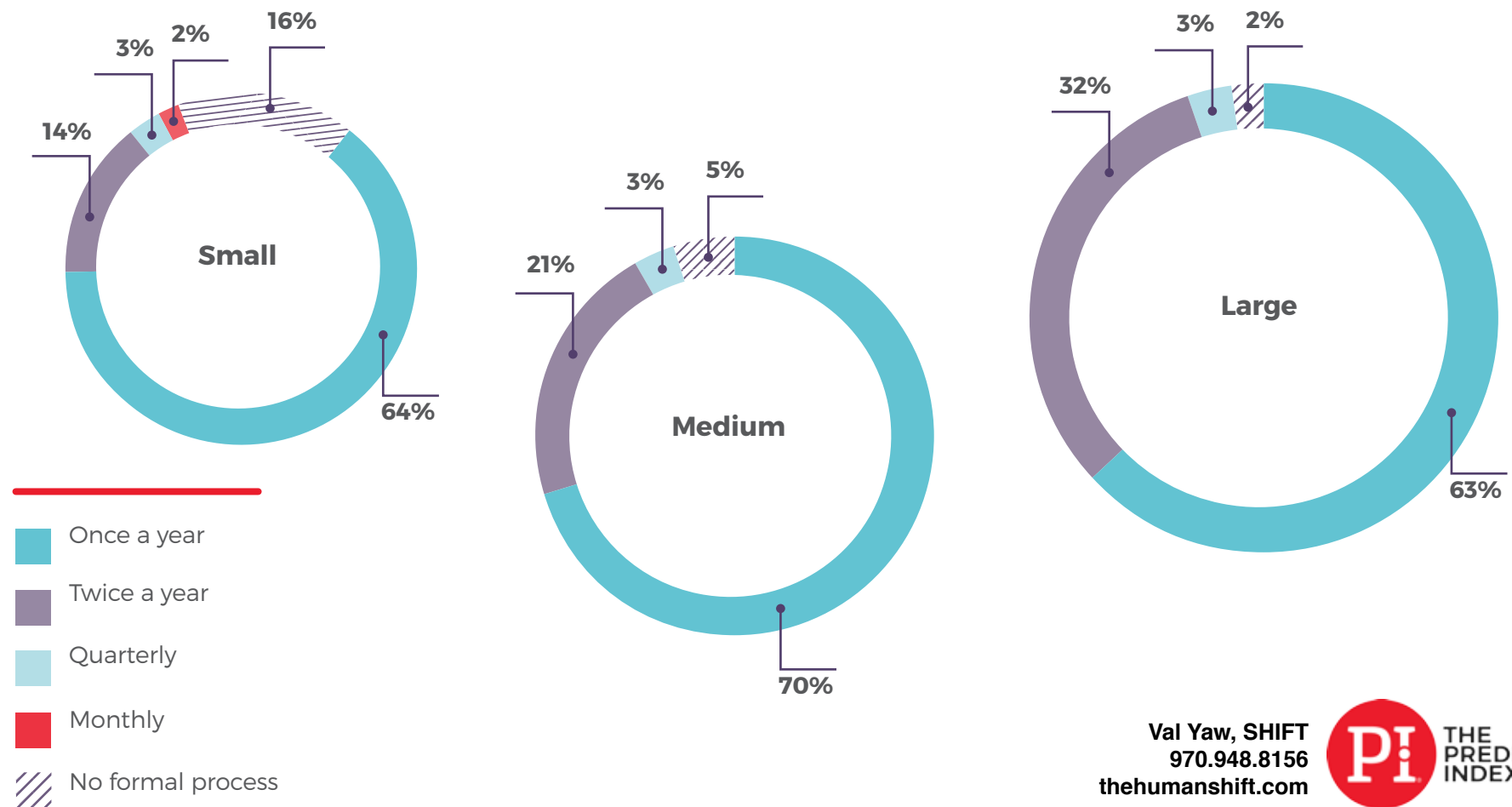
Larger companies are moving toward a twice yearly performance review schedule, and tend to meet weekly as teams.

## How often do you meet informally with teams to discuss performance?



# OVER 60% OF COMPANIES HOLD ANNUAL PERFORMANCE REVIEWS – NO FOLLOW UP IN BETWEEN

## How often do formal performance reviews take place?



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