

Human Resources

Benchmarks, KPI Definitions & Measurement Details



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The OpsDog Human Resources Benchmarking Report



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The OpsDog Human Resources Benchmarking Report



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Report Details & Methodology

The OpsDog Human Resources Benchmarking Report



More than **1,300 KPI values** (i.e., data points) were analyzed to produce benchmarks for the **31 KPIs** included in this report.¹

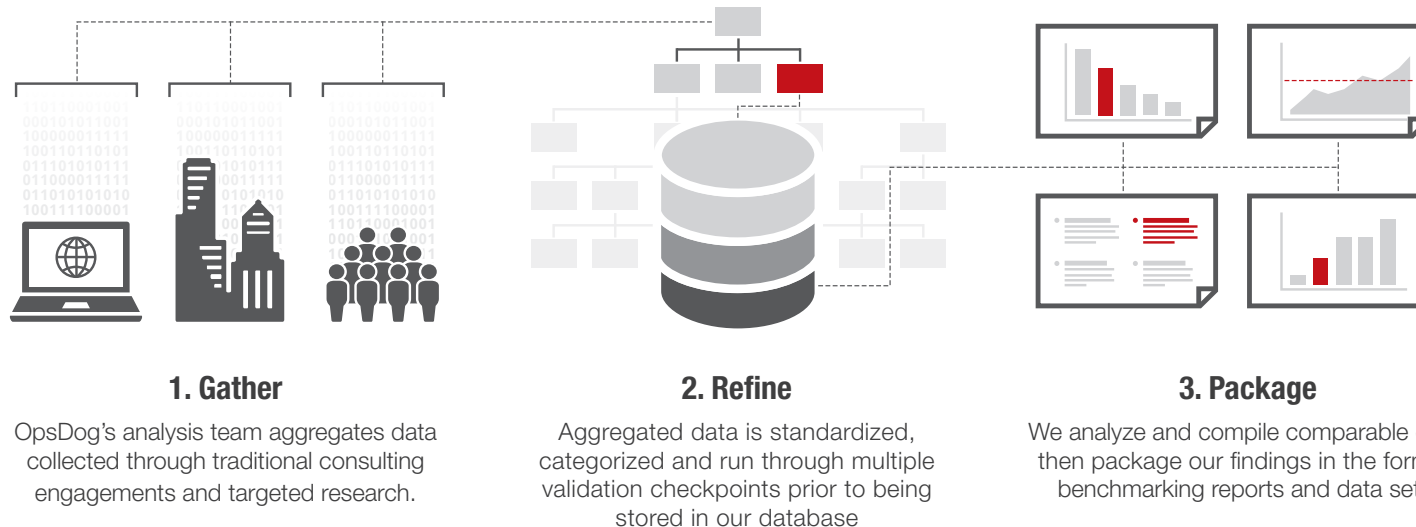
Data Range: 2012-2017

Region(s) Included: United States, Canada, Europe, Asia, South America

Industries Included: Banking, Insurance, Health Plan Operations, Utilities Services Operations, Healthcare Facilities & Services, Technology & Communications Operations, Government

The benchmarks included in this report were found to be comparable across companies of varying sizes (i.e., number of employees, total revenue) and industry segments. Benchmarks with notable differences across industries include industry average call-outs.

Methodology: Data Collection & Validation



Looking for customized research and analysis? Contact our research team. P: 844.650.2888 E: info@opsdog.com

Note:

¹ The sample size of the observed data varies for each KPI.

Recruiting & Hiring

Human Resources

— Benefits & Compensation

— Employee Relations

— Human Capital Management

— Recruiting & Hiring

— Training & Development

— — — *The Recruiting and Hiring Group attracts, screens and selects talent for open positions within the company. The group identifies vacancies, develops position descriptions, formulates a strategic recruitment plan, reviews applicants and, finally, selects individuals to be hired. Upon selection of a new candidate, the recruiting and hiring group will provide an offer and handle any subsequent negotiation.*

Job Acceptance Rate

Definition & Measurement Details



What is Job Acceptance Rate?

The number of job offers accepted divided by the total number of job offers extended over the same period of time, as a percentage.

Why should this KPI be measured?

Job Acceptance Rate measures the number of job offers accepted in relation to the total number of job offers extended over the same period of time. A relatively low value for this metric is typically related

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the number of job offers accepted by candidates, and (2) the number of job offers extended over the same period of time. Job offers are considered to be

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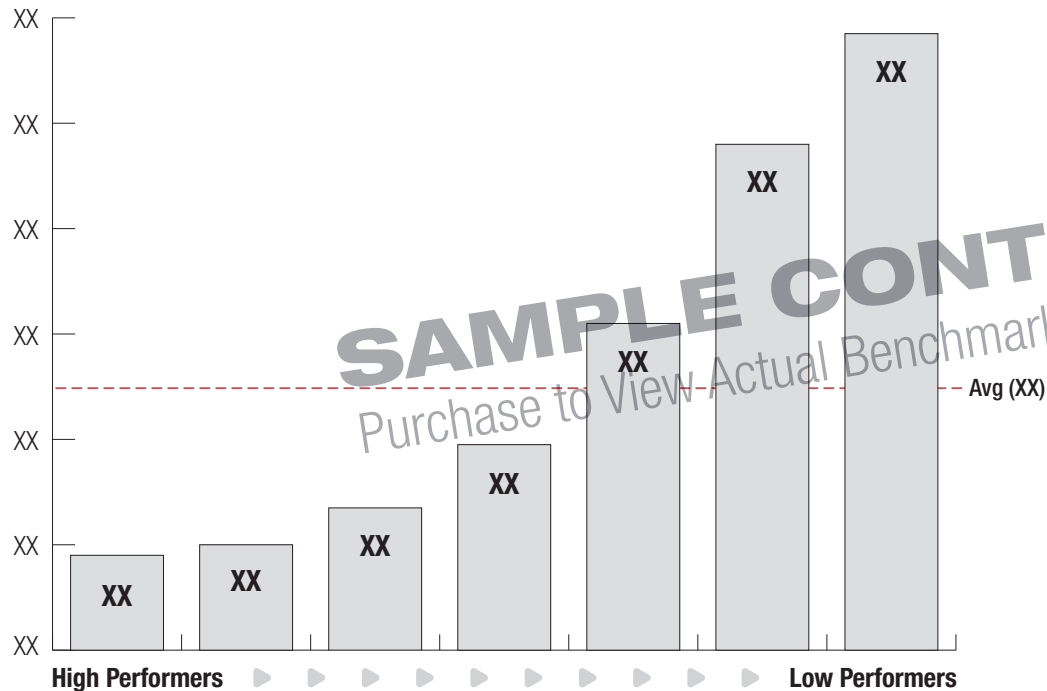
Job Acceptance Rate

Benchmarks & Characteristics of High Performers



Job Acceptance Rate

(Number of Offers Accepted / Total Number of Offers Extended) * 100



Characteristics of High Performers

- KPIs are well-defined, tracked and tied to performance reviews
- Robust self-service options for customer

Sample Size: XX

KPI Type: XX

Unit: XX

Is High or Low Best?: XX

How to read this chart: This chart summarizes the performance gaps between high (Top 5%), mid (Median) and low (Bottom 5%) performers for this Key Performance Indicator (KPI). For example, the column labeled "Top 5%" represents a company that outperformed 95% of the peer group observed for this metric.