



10 shocking statistics that reveal recruitment is in crisis

#mindthetrustgap

In spring 2021 Thomas International conducted research with 500 HR and Talent Management professionals, here is the quicknotes version of what we found.

Confidence in recruitment is low

- 1 50:50 chance for new hires**
A survey of 500 businesses revealed that over **half (57%) of hires are not working out**, according to the people who made the hire. This alarming statistic indicates that recruitment is broken.
- 2 It's the door for one in four**
A quarter of these bad hires have left the business or are not working out, while a further third (32%) are struggling with some elements of their role.
- 3 Risk is ramping up**
After a slow year, **64% of businesses are increasing their recruitment activity again**. Making the right hires is vital, yet as recruitment activity increases, so does the risk of making a poor hire. PricewaterhouseCoopers estimates that direct and indirect costs of a bad hire range from between 50% and 150% of the employee's annual salary.



Reshaping recruitment

- 4 Remote working remains**
Whilst **44% of recruiters still cite remote working as the biggest driver of transformation** in the sector, it is less influential for most. This suggests that a level of adaptation to remote working may already have been achieved.

5 **Buffeted by Brexit**

Four in ten recruiters are concerned about the impact of Brexit, and say that the disruption caused continues to be a major influence on their hiring and skills acquisition activity.



6 **Differentiation difficulties**

Despite the disruption, the primary challenge recruiters say they face is distinguishing between candidates (88%). **Just 21% of hiring managers think that CVs are a strong indicator** of the future performance of a hire.

7 **Quality is the priority**

Recruiters' top priority over the next 12 months is improving the quality of hires. **38% of survey respondents say they prioritise hire quality over any other consideration** in the hiring process, including speed, cost and candidate experience.

A new world of recruitment

8 **Culprits: complexity and culture fit**

According to recruiters, the root cause of frequent failed hires is a combination of complicated, drawn-out processes (31%), poor candidate experience (31%) and an inability to test culture fit (31%).

9 **Evolve or die**

99% of recruiters think that improving the quality of recruitment systems and processes is important in the current environment. This highlights an overwhelming need for recruitment systems to evolve in order to bridge the trust gap that is currently undermining them.

10 **Tech for trust**

The majority of recruiters (80%) believe that technology will play a key role in the evolution of recruitment processes. In contrast with 'gut-feel', tools like predictive hiring and psychometric testing are considered to offer accurate, objective information that can help to close the trust gap.

Want to dive deeper? Download the full
Mind the Trust Gap 2021 research report.

