



HR Metrics Survey

Salary.com conducts a survey of human resource metrics, which are measurements used to determine the effectiveness and efficiency of HR policies, to help participants create and track HR Metrics for their own organizations and to draw comparisons with other organizations. The survey is used to interpret data patterns that aid HR decision-making and performance improvement. HR Metrics are defined as the process of measuring the impact of the HR function on organizational success.

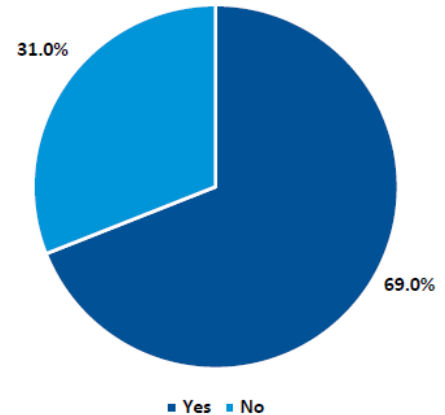
Here are key findings from the survey report:

Retention Trends and Strategies

- The average turnover rate is 10%
- 69% of organizations are offering training to their employees – a productivity and retention strategy
- Job promotions seems to be retention vehicles as evidenced by the average length of service increases with job level
- Quality of hire could be improved. Average incumbent separations per organization (44.2%) happen within the first year of employment

OFFER JOB TRAINING

% Reporting



64% of employee types were “Working from Home”

This is a high percentage and is due to the health risks of COVID-19

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92% of organizations are hiring new employees

Despite the pandemic, the vast majority of organizations are hiring new employees, and the most common method for sourcing candidates is via job postings on the internet



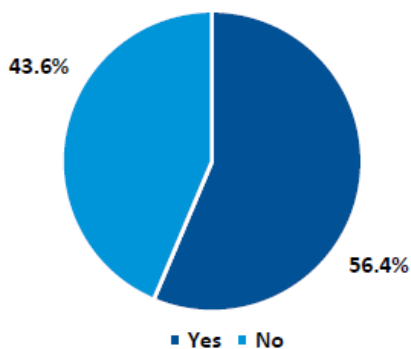
Performance Management

Ongoing performance monitoring is a critical part of any performance management process.

- The majority of organizations (56.4%) track performance and satisfaction levels
- Seventy-three percent of organizations report that managers and employees meet one-on-one, although the majority (41%) say that the practice varies from manager to manager because there is often no formal policy for these meetings to take place

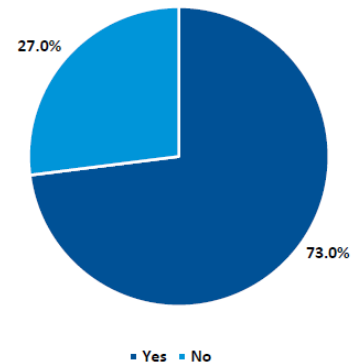
Track Performance & Satisfaction Levels

% Reporting



Regularly Scheduled Meetings

% Reporting



SURVEY METHODOLOGY

Data was gathered from July 2020 to August 2020 and participation was received from 765 participants. Data was analyzed by Compdata Surveys at Salary.com specializing in the administration and publication of compensation surveys. As a matter of policy, the data is maintained in absolute confidentiality.

Get HR right in 2021

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