

Candidate Experience

Snapshot from our research



Perception vs Reality

5%

of candidates rate their candidate experience excellent

66%

of candidates have never been asked to provide feedback on their recruitment experience

9 out of 10

candidates have provided feedback on their recruitment experience when asked

How does being asked for feedback make you feel towards an organisation?



Is candidate experience aligned to recruiter performance?

When is it discussed?

43.8%

discuss formally and informally, but there are no defined metrics.

18.8%

don't discuss unless there is a problem that is brought to their attention

6.3%

discuss in formal reviews.
It's measured and incorporated into recruiter dashboard. There are monetary incentives (salary, perks and bonus)

72%

of hiring managers say they provide clear job descriptions...

...while only

36%

of candidates agree

x7

more likely to get a recommendation from a candidate if you give them detailed feedback



9 out of 10 candidates are unlikely to recommend an employer to others if they are not given feedback after an assessment centre.



6 out of 10 candidates didn't receive feedback after their last job application



And of those that did only 4 out of 10 candidates think the feedback they received was useful

If you **don't** give feedback after an assessment centre **93%** likelihood they will not use the company again

93%

