

THE STATE OF HOURLY AND HIGH-VOLUME HIRING IN 2023



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About the Survey

AMS and Talent Board conducted a global survey of recruiters, talent acquisition (TA) professionals, and their leadership regarding the challenges their companies face in hiring hourly workers and conducting high-volume hiring. A total of 212 anonymous responses were collected online from individuals at companies of all sizes and across a wide range of industries between June 21 and August 7, 2023.

Introduction

Hiring talent for hourly and high-volume roles has always been challenging, labor intensive, and besieged by high levels of turnover. Today's TA teams are scrambling to implement new and creative solutions to attract the talent they need—solutions such as increases to their companies' hourly wages, the use of various incentives, adopting sophisticated recruiting technologies, and streamlining their candidate experiences.

The pool of available hourly workers has [decreased over the past few years](#), and 2 million people in the U.S. alone still haven't returned to the workforce since The Great Resignation, making it even more difficult to find qualified candidates. In addition, hourly workers across industries and job types continue to cite low wages, a lack of flexibility, difficult (if not dangerous) working conditions, childcare problems, and medical benefits as reasons for frequent job hopping or not considering a given job. Retention is also a constant challenge, as hourly workers are more likely to leave their jobs than non-hourly workers, putting employers on a never-ending treadmill of recruiting and training new hires—a costly and time-consuming process.

AMS and Talent Board wanted to understand what TA teams are doing at this difficult moment to contend with all of these hurdles. What are their greatest challenges? Is their time to hire better or worse than it was a year ago? Has their applicant volume fallen? What incentives, solutions, and technologies are they utilizing to help them improve their recruiting and processes? How are they changing their candidate experiences to deliver better results?

We surveyed recruiters, TA professionals, and their leaders at companies worldwide to learn the answers to these and other questions.



Survey Highlights

Following are a few key highlights from our survey findings:

Top Challenges in Sourcing & Attracting Qualified Candidates—Participants' top three challenges in sourcing and attracting qualified candidates to their hourly and high-volume roles are:

1. Wages — 53%
2. Skill gaps — 33%
3. Work schedules (lack flexibility, too heavy, too light, etc.) — 32%

Top Challenges in Hiring Hourly & High-volume Workers—When it comes to actually hiring hourly and high-volume roles, participants' top three challenges are:

1. New hires quit in the first few weeks — 54%
2. Candidate ghosting — 45%
3. New hires don't show up on first day of work — 40%

Time To Fill—46% of participants now need 1 to 4 weeks longer to fill hourly and high-volume roles that they did one year ago. Even worse, 10% of participants need *more than a month longer* to fill their open roles. These are significant increases for TA teams that are being stretched thinner and thinner.

Applicant Volume—For 38% of participants, the volume of applicants for hourly and high-volume roles has increased in comparison to a year ago. Applicant volume has decreased for 34% of participants and it has remained about the same for 23%.

Improving Talent Attraction—Participants have adopted a wide range of solutions over the past year to better attract hourly and high-volume candidates. Among these, 53% increased wages, 35% reduced required job qualifications, and 34% offered new hires bonuses and/or other monetary incentives.

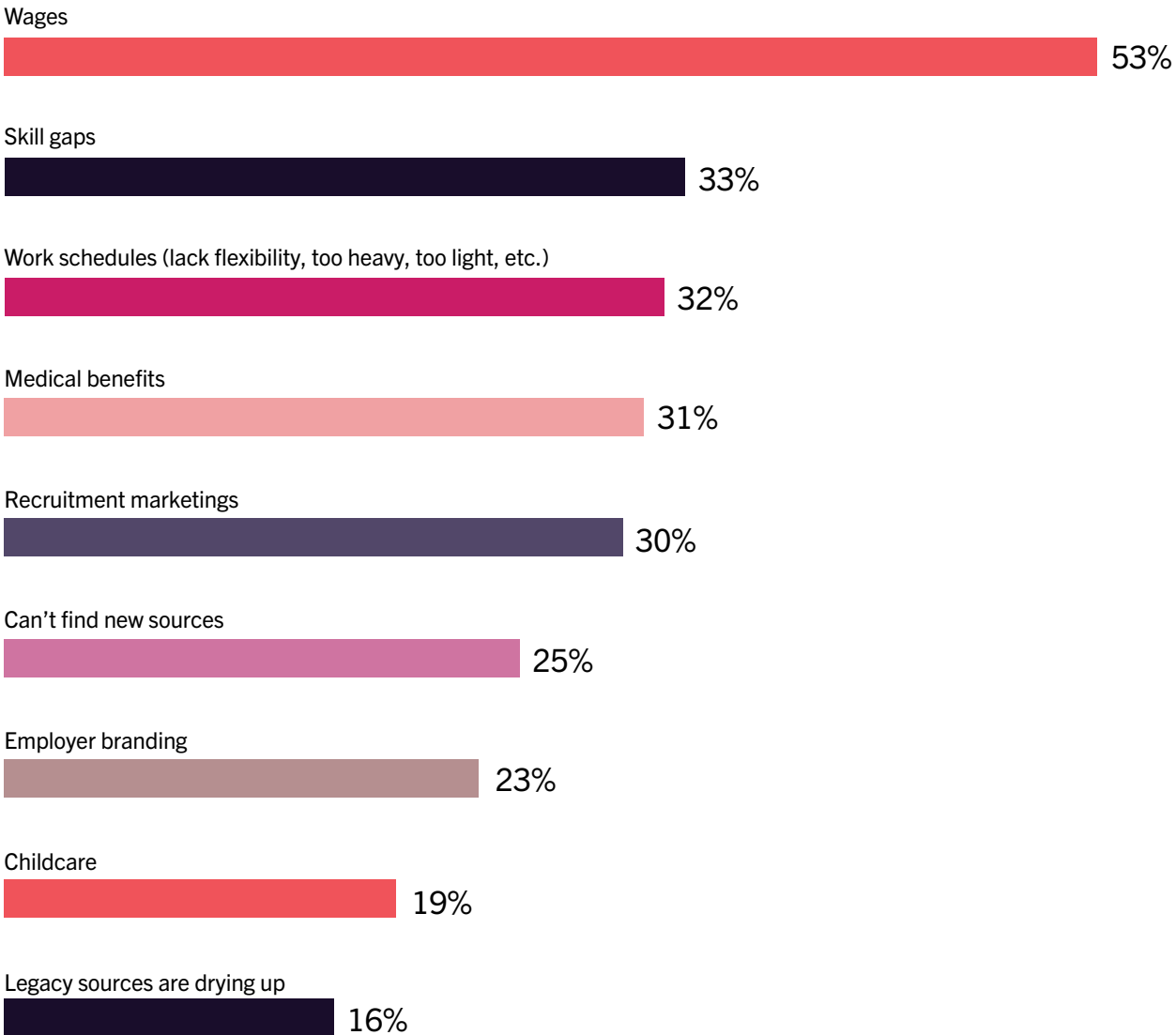
Improving the Candidate Experience—Participants' TA teams also improved the candidate experience in various ways to boost hourly and high-volume hiring. Nearly half (48%) made interviews easier to schedule, 44% streamlined their application process, and 39% increased virtual interviews.

1. Top Sourcing, Attraction, and Hiring Challenges

TA teams now face a dizzying array of challenges in hiring individuals into hourly and high-volume roles including wages, childcare problems, talent shortages, and the growing demand for flexible work schedules, among others.

Wages are far and away the greatest challenge for our responding employers

Sourcing and Talent Attraction Challenges—Participants identified their current top challenges in sourcing and attracting qualified candidates*:



Percentage cited by respondents

As the only response to break the 50% threshold, wages are far and away the greatest challenge for our responding employers. This isn't surprising in light of the U.S.'s unprecedented hourly wage increases over the past several years—a trend that was fueled by [falling labor force participation rates](#) and the actions of a handful of [major national retailers to raise their minimum hourly wages](#). These developments were then exacerbated by the pandemic-driven Great Resignation, which made scarce hourly and high-volume talent even scarcer and put unparalleled bargaining power into these workers' hands.

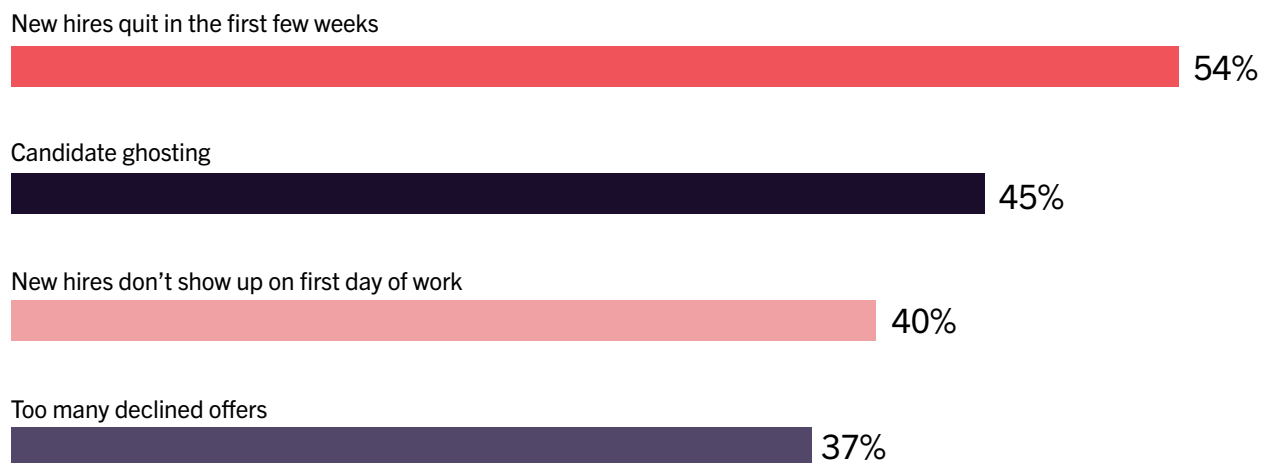
*Participants were asked to select all responses that apply.

Skill gaps and work schedules are the second and third greatest challenges for participants (at 33% and 32%, respectively). Although they don't currently rise to the same level of widespread impact as wages, these two challenges are keenly important. Skill gaps, for example, are projected to worsen exponentially—and rapidly. The World Economic Forum's "[Future of Jobs Report 2023](#)" shows the world's employers estimate that nearly half of their workers' skills will be disrupted in the next five years due to the convergence of technological advancements (particularly in AI-based tech), shifting business models and practices, and economic challenges. [Reskilling and upskilling](#) have become hot topics because many companies can no longer hire talent fast enough and with the right skill sets to keep pace with the demands of their businesses.

Work schedules are another hot topic these days. More hourly and non-office workers these days consider flexibility at work as important or more important than pay, and more employers will need to address work schedules, particularly if they want to attract greater numbers of candidates to their open jobs. They'll also need to address work schedules if they want to boost and maintain high levels of employee engagement, [according to Gallup](#).

Medical benefits, recruitment marketing, and the inability to find new sources of talent are all top challenges for a quarter or more of our participants.

Hiring Challenges—We also asked participants to identify their top challenges in actually *hiring* hourly and high-volume workers*:



Percentage cited by respondents

The top three hiring challenges for our participants are quick quitting (54%) and two forms of ghosting (candidate ghosting at 45% and new hire ghosting at 40%). Although hourly and high-volume employers have always experienced some level of pain around these issues, that pain has certainly gotten worse in the post-pandemic era.

The rash of quick quitting, in particular, is vexing employers everywhere. While quick quitting in the U.S. is driven in part by an abundance of open jobs, it also indicates that the recruiting and onboarding processes at many companies aren't as effective as they should be. Workers' and employers' expectations should be fairly well aligned by the time onboarding takes place, but that isn't happening. Many quick quitters say their roles and responsibilities weren't made clear enough to them or were wildly different from what they were told during the recruiting process. Too many TA teams are also failing to introduce new hires to key team members, answer questions, and make sure new employees are primed and ready for success *prior* to day one.

Done well, onboarding can be a fantastic motivator and a serious retention booster, especially during a new hire's first year.

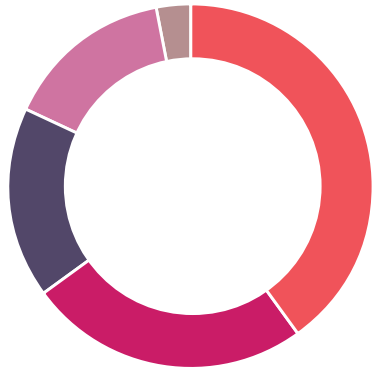
Done well, onboarding can be a fantastic motivator and a serious retention booster, especially during a new hire's first year. When the onboarding experience is positive, for example, candidates' willingness to increase their relationship with their employer spikes by 92%. Simply getting a call or a text from a hiring manager prior to their start date improves this metric by 87%. In essence, the more TA teams engage candidates prior to their start dates, the better they boost early retention.

Even companies that deliver the highest-rated candidate experiences in [Talent Board's benchmark research](#) struggled with these tasks to some degree last year: only 21% of all of the TA professionals in our research said they had ample opportunities to communicate goals, introduce new hires to key team members, answer questions, etc. during onboarding. It's no wonder TA teams in our research put onboarding at the top of their priority list for 2023.



2. Hiring Goals & Targets

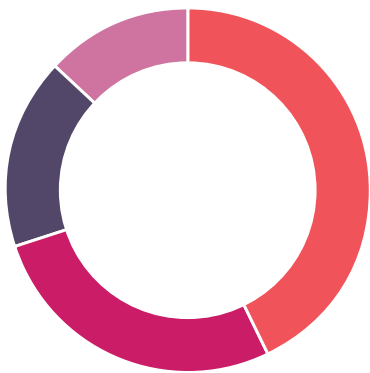
With talent shortfalls spreading globally, meeting goals and targets is becoming increasingly challenging for many TA teams. However, the vast majority of our participants said they're still meeting or exceeding their organizations' goals and targets:



- 40% Meeting most goals and targets
- 25% Meeting all goals and targets
- 17% Exceeding goals and targets
- 15% Not able to keep up with goals and targets
- 3% Falling well short of goals and targets

A mere 18% of participants aren't keeping up with hiring goals and targets. As we'll show later in this report, TA teams are utilizing an array of incentives, improving the candidate experience, and streamlining the recruiting process to combat talent shortfalls and the growing challenges of attracting and hiring hourly and high-volume workers—tactics that seem to be working well for the moment.

TA teams are utilizing an array of incentives, improving the candidate experience, and streamlining the recruiting process to combat talent shortfalls and the growing challenges of attracting and hiring hourly and high-volume workers.



- 43% Increase goals and targets
- 27% No changes to goals and targets
- 17% Decrease goals and targets
- 13% Uncertain

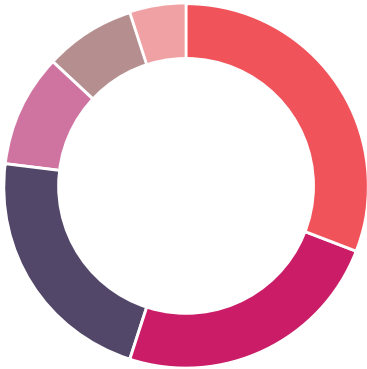
Indeed, when specific incentives are used, participants exceeded their hiring goals and targets more often: offering or enhancing medical benefits was the most effective incentive for exceeding hiring goals and targets, followed by offering free training/schooling, and then offering fringe benefits or perks (such as daycare and tuition reimbursement). Participants also exceeded their hiring goals and targets more often when the candidate experience is improved in specific ways: requiring fewer background checks and/or drug tests was most effective, followed by streamlining the application process, and then reducing the number of required assessments.

We also asked participants whether and how they plan to change their hiring goals and targets in the next 6 to 12 months:

While over 40% plan to increase goals and targets. In contrast just 17% plan to decrease them and 27% who plan to make no changes. These findings are in line with a number of other recent reports that show a boom in hourly and blue-collar jobs around the world.

3. Time to Fill

Given the demand for hourly and high-volume workers, we wanted to know whether it's taking TA teams longer to fill these positions. Asked to estimate the average time it takes to fill hourly and high-volume roles compared to a year ago, participants said:



- 31% About the same amount of time
- 24% Up to 1 week longer than a year ago
- 22% 4 weeks longer
- 10% More than 1 month longer
- 8% We now fill roles faster than we did a year ago
- 5% Not sure

While time to fill hourly and high-volume roles is roughly the same for just under one-third of participants compared to one year ago, the story is quite different for 46% of participants, who now need 1 to 4 weeks longer to fill job openings. This is a significant increase for TA teams that are being stretched thinner and thinner. Even worse, for 10% of participants, it takes *more than a month longer* to fill their open roles.

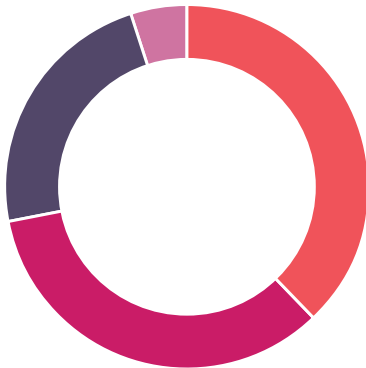
Again, as we'll explore later in this report, teams that are struggling to fill hourly and high-volume roles should consider leveraging (or leveraging to a greater degree) the incentives, candidate experience improvements, and hiring process enhancements that their peers are utilizing. And for readers interested in diving deeper into time to fill and time to hire insights, check out the [Time-to-Hire Factbook](#) from The Josh Bersin Company and AMS.



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4. Applicant Volume

For the vast majority of participants, applicant volume has fluctuated compared to one year ago:



- 38% Volume has increased
- 34% Volume has decreased
- 23% Volume has remained about the same
- 5% Unsure

There is a small but notable difference between the percentages of participants whose applicant volume has increased (38%) and those whose volume has decreased (34%) compared to a year ago. Applicant volume has remained steady for just under one-quarter of participants.

Generally speaking, these stats indicate that applicant volume isn't a major contributing factor to the overall increase in time to fill open positions (noted above). Our findings also refute to some degree recent reports that large numbers of blue-collar workers who took on low-level white-collar roles in the wake of the pandemic are flooding back into hourly and high-volume roles (the so called [Blue Collar Boomerang](#)).

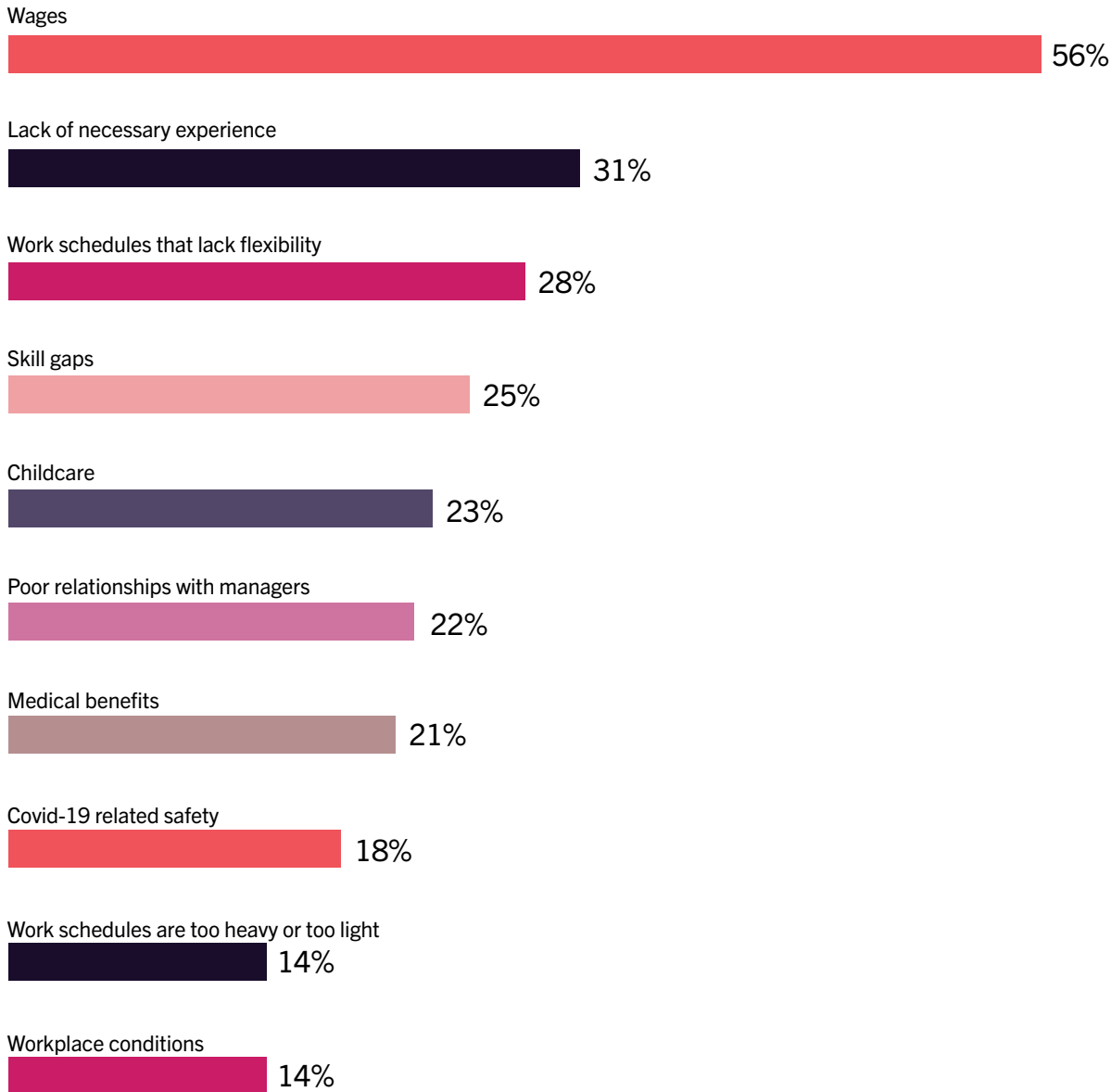
Interestingly, when AMS and Talent Board conducted a similar survey two years ago, applicant volume had decreased for 47% of participants and increased for 33%. Both figures improved a bit for participants in our 2023 survey. While difficult to find an exact measure industry-wide, there is an overall consensus that application volume is down in 2023.

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5. Attrition

The top issues driving attrition of participants' hourly and high-volume workers are*:



Percentage cited by respondents

The top issues driving attrition at our participants' organizations include wages (56%), lack of experience (31%), work schedules that lack flexibility (28%), and skill gaps (25%). But right behind those issues are childcare (23%), poor relationships with managers (22%), and medical benefits (21%). These are perennial challenges for companies that hire workers for hourly and high-volume roles.

Combatting these challenges requires more than simply raising wages, improving flexibility, offering childcare solutions, and the like. Yes, making those kinds of straightforward adjustments is necessary and helpful, but it's not feasible for employers to simply up the ante endlessly on those adjustments. To combat attrition employers also need to change the ways they manage hourly and high-volume workers. For example, training (or retraining) managers on how to lead, motivate, and develop their direct reports is a powerful way to change the broken dynamic within many hourly teams. Improving both formal and informal recognition of strong performers is another potent tactic. And helping employees understand exactly what it takes to move into more responsible and more senior roles is something that hourly workers—and particularly younger workers—are looking for from their employers these days.

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In addition, ensuring a [solid onboarding experience](#) (something that frequently gets rushed in hourly and high-volume jobs) can make a huge dent in attrition rates by making roles and responsibilities clear as well as making workers feel valued, motivated, and that they've been set up for success from the start of their jobs.



6. Improving Talent Attraction

With nine out of 10 workers reportedly looking to change jobs, you might think talent attraction is a breeze. It's not, particularly for recruiters of hourly and high-volume talent. The overall numbers of people looking for work in many countries are actually stagnating or falling due to population decline and older workers retiring from the workforce. With these trends in mind, we asked participants to cite solutions their teams had adopted within the past 12 months to better attract hourly and high-volume candidates*:

Wage increases



Reduced required qualifications



Bonuses and/or other monetary incentives



Flexible work schedules



Technologies that help with candidate sourcing, engagement, and communications



Invested in our employer brand



Free training/schooling



Fringe benefits or perks (daycare, tuition reimbursement, etc.)



Changed our talent sourcing



Began offering or enhanced medical benefits



Stronger workplace safety protocols



Non-monetary incentives (cell phones, computers, etc.)



Percentage cited by respondents

We also asked participants to identify solutions they're *thinking about* adopting or investing in over the 12 months ahead to better attract hourly and high-volume candidates*:

Wage increases



Flexible work schedules



Technologies that help with candidate sourcing, engagement, and communications



Investing in our employer brand



Bonuses and/or other monetary incentives



Free training/schooling



Reducing required qualifications



Begin offering or enhanced medical benefits



Fringe benefits or perks (daycare, tuition reimbursement, etc.)



Change our talent sourcing



Non-monetary incentives (cell phones, computers, etc.)



Stronger workplace safety protocols



Percentage cited by respondents

The top solutions TA teams adopted over the past year to improve their talent attraction include wage increases (53%), reductions of required qualifications (34%), bonuses and/or other monetary incentives (34%), and flexible work schedules (33%). It's somewhat surprising that more teams haven't adopted flexible work schedules, as flexibility is one of the most widely desired qualities among all job seekers these days. While offering flexibility might be more challenging for hourly and high-volume roles, it seems unavoidable that employers will need to implement flexibility far more widely than they have to date.

As for the top solutions TA teams are *considering* implementing in the year ahead, wage increases top their list at 40%, followed by flexible work schedules at 31%, and investing in candidate sourcing, engagement, and communications technologies, also at 31%.

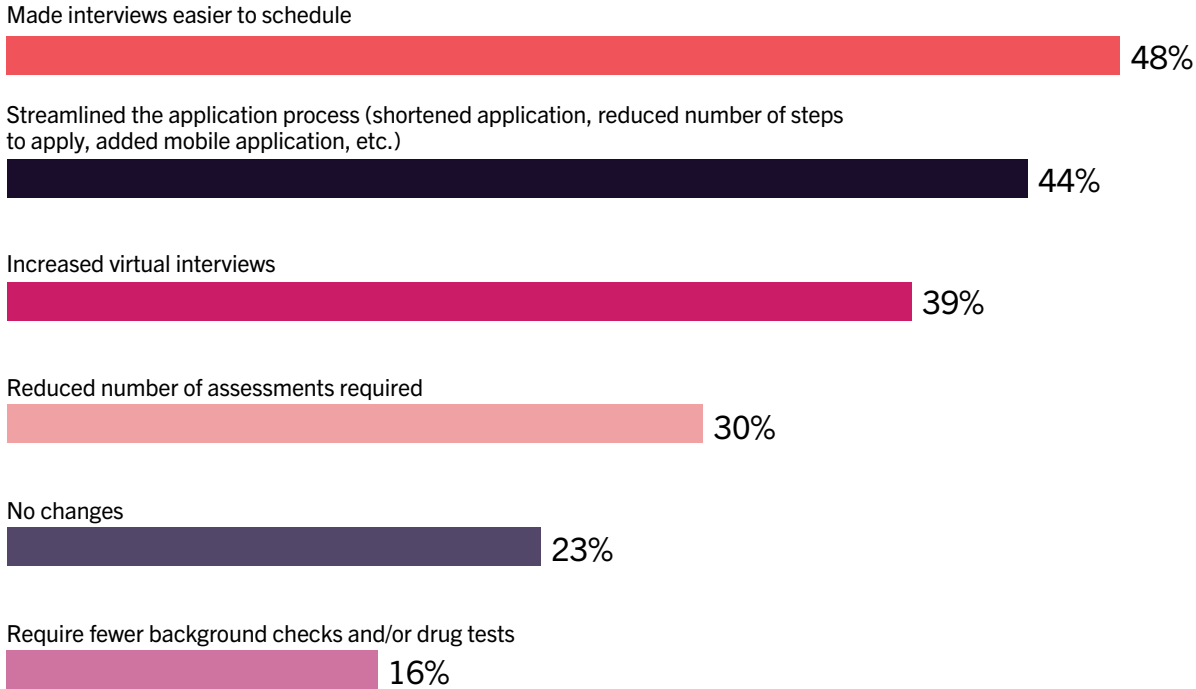
All of these percentages taken together indicate that a substantial portion of employers have yet to leverage many of these solutions to improve their talent attraction. The solution boasting the highest percentage, "wage increases," barely broke the 50% threshold and was the only one to do so. But now that employers of hourly and high-volume workers are running out of runway to raise wages further, it's obvious that they'll need to mine the benefits of other solutions such as offering training and schooling incentives, providing daycare, and the other items listed above.

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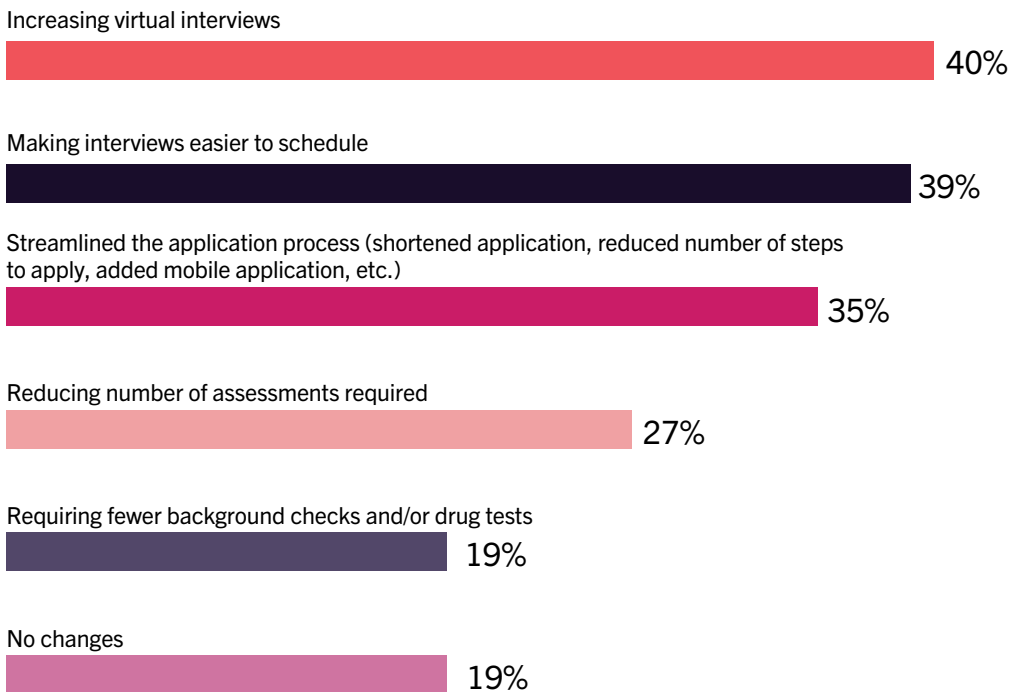
7. Improving the Candidate Experience

Improving the candidate experience is another important step toward boosting talent attraction and in streamlining the overall hiring process. Participants were asked to cite any changes they've made to their candidate experience during the past year to improve hourly and high-volume hiring*:



Percentage cited by respondents

Participants also shared the changes they're *considering* making to their candidate experience in the year ahead*:



Percentage cited by respondents

The top three ways participants changed their companies' candidate experiences over the past year are: 1) made interviews easier to schedule (48%); streamlined the application process (44%); and increased virtual interviews (39%). Making interviews easier to schedule and streamlining applications both show applicants that a potential employer respects their time—a quality that's especially meaningful to hourly and high-volume workers, as they're often treated less respectfully than non-hourly workers and management employees.

Making interviews easier to schedule and streamlining applications both show applicants that a potential employer respects their time.

The top three changes participants are *considering* for their candidate experiences for the coming year are: increasing virtual interviews (40%); making interviews easier to schedule (39%); and streamlining the application process (35%). It's interesting that virtual interviews are the top consideration, as most hourly positions are onsite in stores, offices, schools, plants, etc. We assume virtual interviews will be used largely to screen candidates more efficiently prior to final interviews and/or hiring. And shortening the application process (reducing the number of steps to apply, adding a mobile application function, asking fewer questions, etc.) is a proven tactic for bringing candidates into the talent pipeline more effectively.

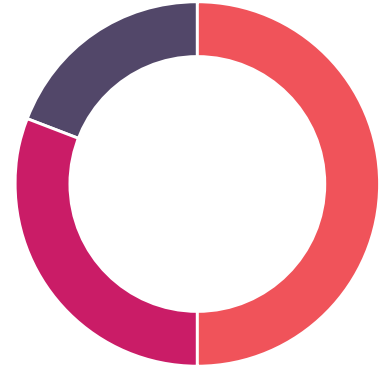
Candidate Experience—Improving Candidate Experience can always be a challenge for companies, especially those with lots of high-volume hiring year after year. Talent Board benchmark research has shown that incremental improvements in experience can make a difference between candidates choosing to apply again and/or refer others. This research further expands incremental improvements that employers are making that can improve their recruiting results and their candidate experience.

- Require fewer background checks and/or drug tests - 58% better results
- Streamlined the application process (shortened application, reduced number of steps to apply, added mobile application, etc.) - 44% better results
- Reduced number of assessments required - 22% better results
- Made interviews easier to schedule - 17% better results
- Increased virtual interviews - 12% better results

8. The TA Team Experience

Having an efficient and rewarding TA team experience is every bit as important as delivering a great candidate experience, especially now that so many TA teams are operating under tight deadlines, reduced budgets, and increased workloads. We asked participants whether their recruiters and hiring managers spend too much time on manual administrative recruiting and hiring tasks:

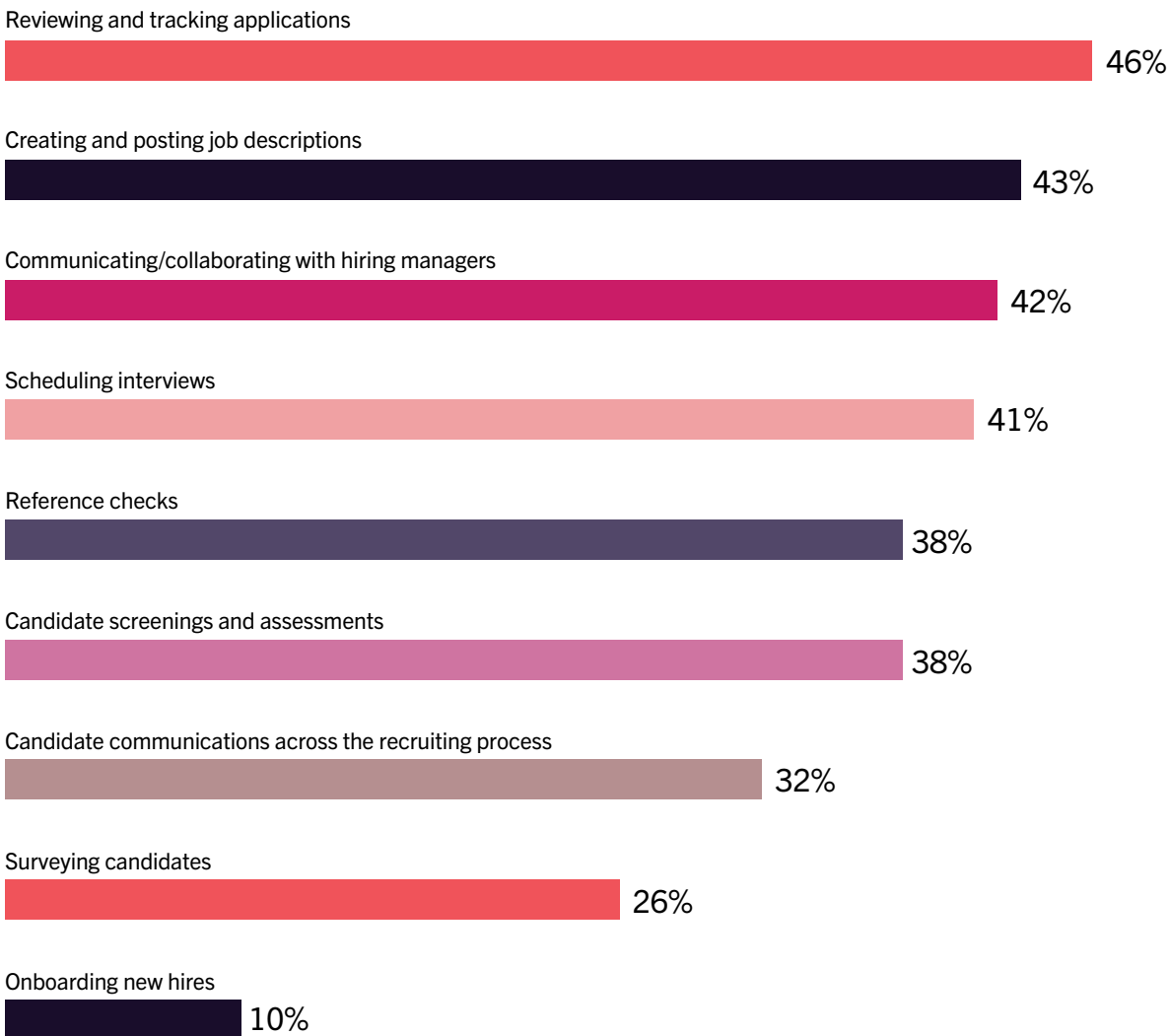
Half of our participants said their recruiters and hiring managers do indeed spend too much time on manual administrative recruiting and hiring tasks. According to past Talent Board surveys, the primary places where manual work creeps into the recruiting process are in the Application stage, the Offers and Onboarding stage, and the Interviewing stage, in that order. ATS technology, in particular, seems to be letting down TA teams, as it was designed to reduce the amount of time recruiters spend manually inputting candidate data. Yet, the Application stage is the number one stage where TA team members are spending the most time entering data by hand and ATS technology (as we'll see below) is the most highly utilized recruiting tech.



- 50% Yes
- 31% No
- 19% Not sure



Among those who answered “yes” to the question above, we asked them to identify the specific tasks that are their teams’ biggest pain points*:



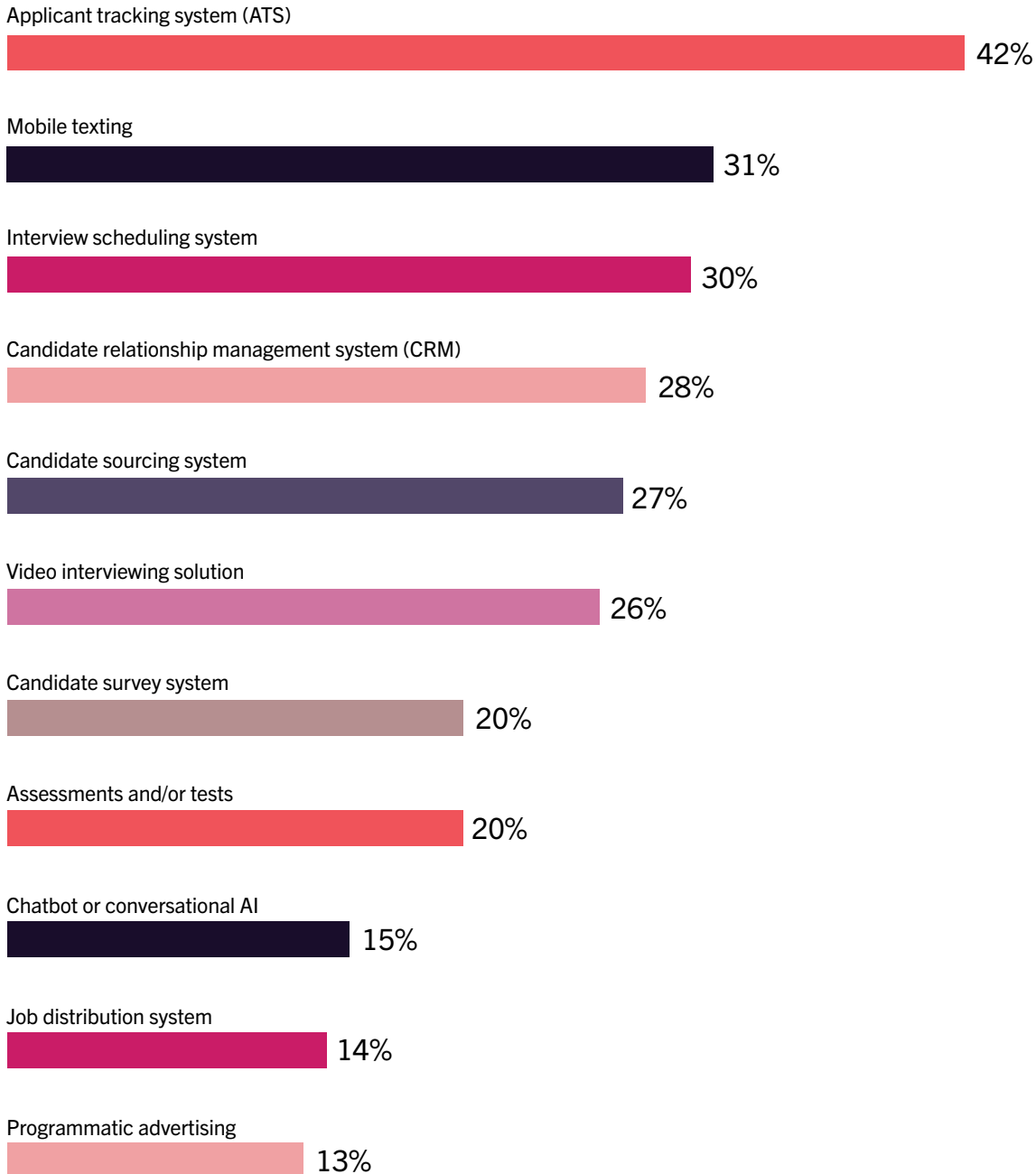
Percentage cited by respondents

The three tasks that represent TA teams’ greatest pain points are: reviewing and tracking applications (46%), creating and posting job descriptions (43%), and communicating/collaborating with hiring managers (42%). All of these tasks can be streamlined or even automated to some degree through the use of various recruiting technologies, although this is true to a lesser degree with communicating/collaborating with hiring managers.

It’s worth noting that even with the use of the most sophisticated technologies most recruiters and hiring managers unfortunately spend too much time doing manual tasks. However, past Talent Board research has shown that roughly 60% of recruiters and hiring managers are investing 6 or more hours every week in manual tasks, which indicates the technologies they’re using either aren’t well integrated or aren’t being leveraged to full capacity.

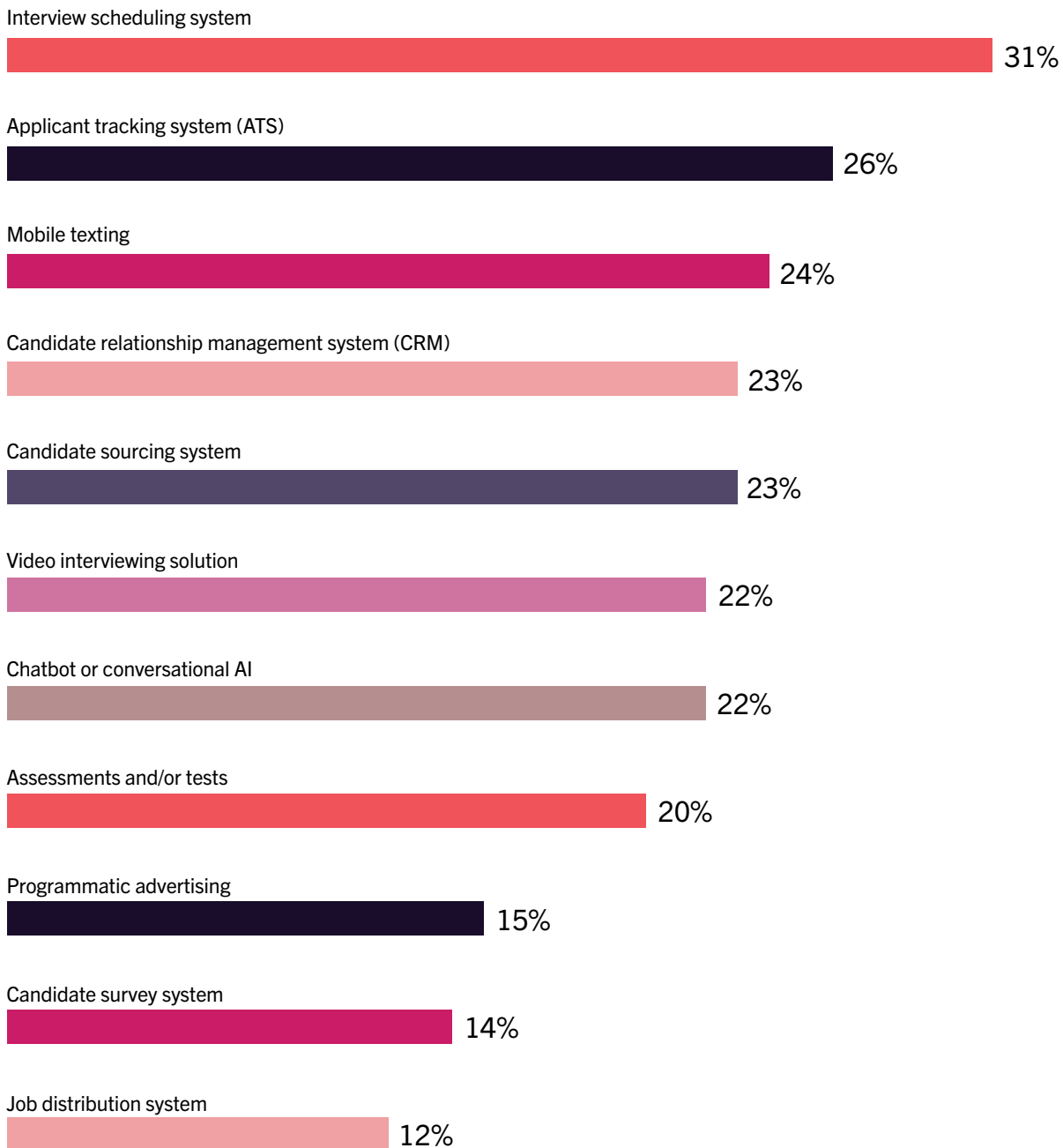
9. Recruiting Technologies

The use of recruiting technologies has not only become more common but it has also become much more necessary, as TA teams are being pared to the bone while also being tasked with becoming more efficient and effective. We asked participants which technologies they're currently using to aid their recruiting and hiring processes*:



Percentage cited by respondents

We also asked which technologies participants are considering implementing or changing in the next 6 to 12 months to improve their recruiting and hiring processes*:



Percentage cited by respondents

The top three technologies being utilized by our participants are ATs (42%), mobile texting (31%), and interview scheduling systems (30%). Interestingly, these same three technologies also top the list of the technologies that TA teams are *considering* for the future but in a slightly different order: interview scheduling systems (31%), ATs (26%), and mobile texting (24%).

Equally interesting is the fact that none of the newer, cutting-edge recruiting technologies rose to the top of these lists—technologies such as chatbots, conversational AI, or programmatic advertising. As TA teams look for new ways to combat candidate ghosting, attract qualified candidates, and fill their hourly and high-volume talent pipelines, we expect they'll adopt these newer technologies to a much greater degree in the months and years ahead.

The top three technologies being utilized by our participants are ATs (42%), mobile texting (31%), and interview scheduling systems (30%).

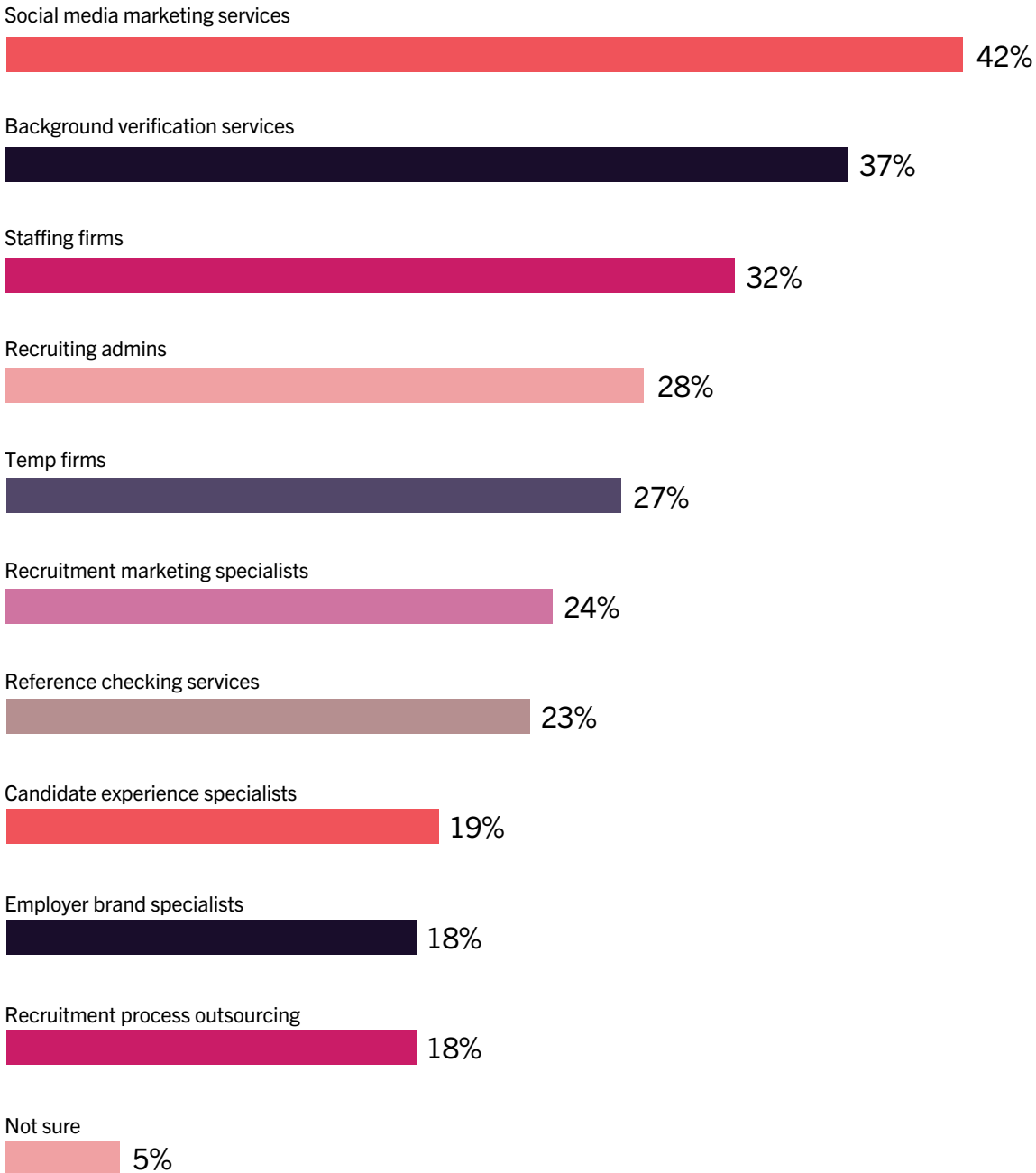
The relatively middling percentages of many of these technologies indicate a significant number of TA teams still aren't leveraging tech to their advantage. However, among the tech that is being put to use, it's not surprising that mobile texting and interview scheduling systems are high on the list, especially given the rise of all things mobile, younger candidates'/workers' preferences for mobile tech, and the need for most organizations to continually interview new talent (there are still nearly 10 million open jobs in the U.S. alone).



10. Recruiting Services, Sources, and Channels

Without a doubt, TA teams are seeking more diverse services, sources, and channels to recruit and hire sufficient numbers of hourly and high-volume workers.

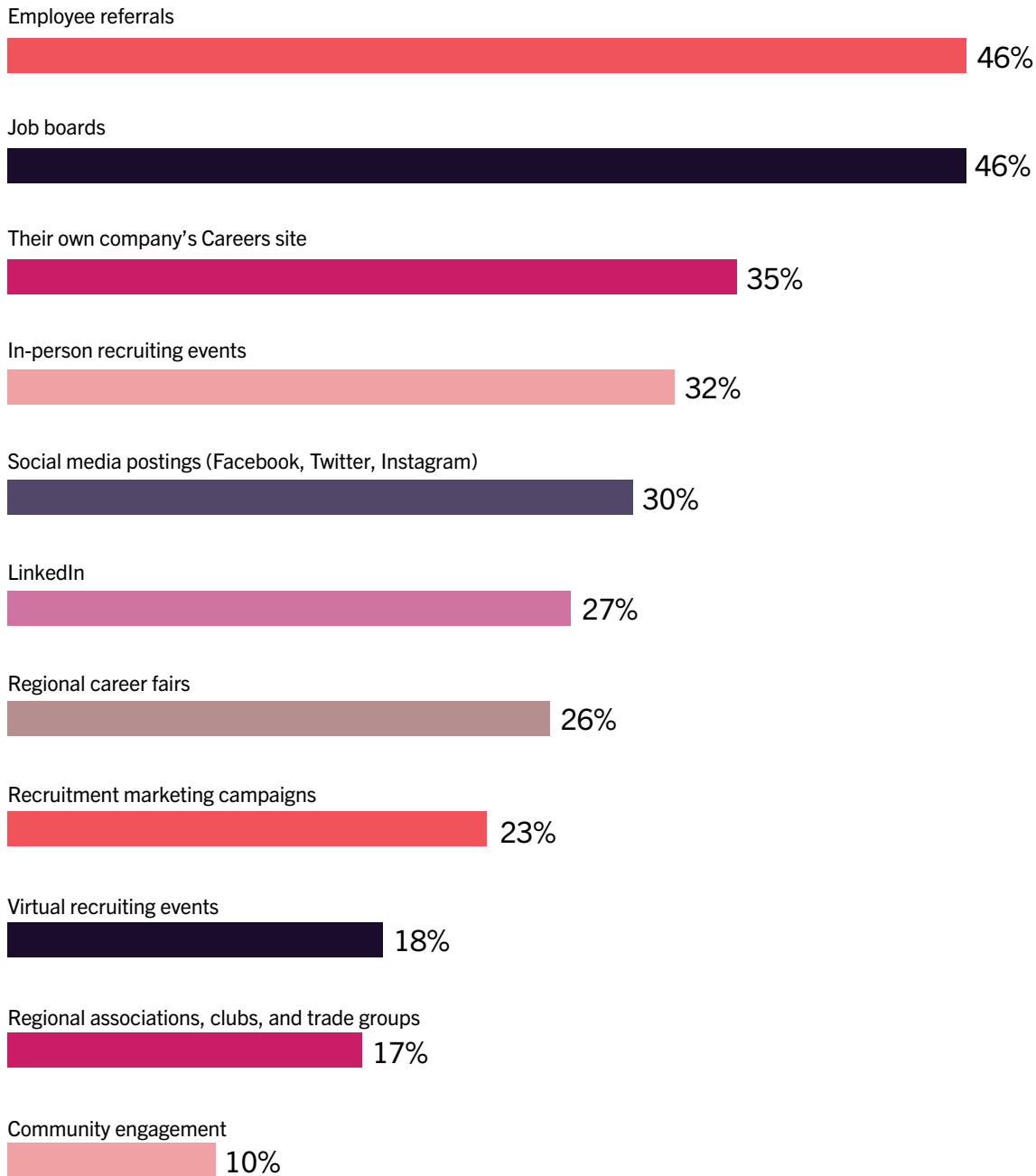
The services participants are using are*:



Percentage cited by respondents

These figures clearly show that even though significant numbers of TA teams are using external services, many (if not most) continue to handle the bulk of recruitment and hiring internally.

We also asked participants to identify the sources and channels that are currently most effective in helping them meet their talent needs*:



Percentage cited by respondents

The top three sources/channels that are most effective for our participants are stalwarts in the recruiting field: employee referrals (46%), job boards (46%), and their own company Careers sites (35%). We fully expect that the use of all of the sources and channels mentioned above will grow over time, as talent shortfalls and an aging workforce continue to take their toll on the jobs market.

The top three sources/channels that are most effective for our participants are stalwarts in the recruiting field: employee referrals (46%), job boards (46%), and their own company Careers sites (35%).

Other solutions, services, sources, and channels that can help employers drive better recruiting and hiring results include:

Solutions

- Fringe benefits or perks (daycare, tuition reimbursement, etc.) - 54% better results
- Reduced required qualifications - 42% better results
- Invested in technologies that help with candidate sourcing, engagement, and communications - 42% better results
- Began offering or enhanced medical benefits - 40% better results
- Free training/schooling - 34% better results

Services

- Recruitment marketing specialists - 51% better results
- Candidate experience specialists - 46% better results
- Employer brand specialists - 46% better results
- Recruitment process outsourcing - 29% better results
- Recruiting admins - 27% better results

Sources/Channels

- Regional associations, clubs, and trade groups - 49% better results
- Virtual recruiting events - 44% better results
- Recruitment marketing campaigns - 32% better results
- Company Careers site - 20% better results
- Social media postings (Facebook, Twitter, Instagram) - 6% better results

Key Takeaways

Hiring workers for hourly and high-volume positions is arguably more challenging than it's ever been due to several factors including a competitive and chaotic labor market, growing shortages of qualified talent, and serious levels of quick quitting and candidate/new hire ghosting.

“Recruiting as usual” simply won't win new talent in sufficient numbers in this new reality, and no single strategy or tactic (raising wages, for example, or offering flexible work schedules) no matter how potent will balance the talent equation for TA teams. Success in this new reality will come from creatively leveraging recruiting technologies, services, sources, and channels while also making continuous improvements to the recruiting process and to the candidate and recruiter experiences. Only by combining all of these advancements will TA teams be able to gain a competitive talent advantage.

Success in this new reality will come from creatively leveraging recruiting technologies, services, sources, and channels while also making continuous improvements to the recruiting process and to the candidate and recruiter experiences.

While there is no formula for implementing these ideas, our survey points toward several key takeaways that drive better recruiting and hiring results and/or exceed hourly and high-volume hiring goals:

Improving the Candidate Experience

- When participating employers streamlined the application process (shortened applications, reduced the number of steps to apply, added a mobile application function, etc.), they said they had 44% better recruiting and hiring results and 34% more of them exceeded their hiring goals.
- When participating employers reduced required qualifications for hourly and high-volume positions, they said they had 42% better recruiting and hiring results.
- When participating employers required fewer background checks and/or drug tests, they said they had 58% better recruiting and hiring results and 55% more of them exceeded their hiring goals.

Recruiting Services, Sources & Channels

- When participating employers partnered with recruitment marketing specialists, they said they had 51% better recruiting and hiring results and 67% more of them exceeded their hiring goals.
- When participating employers leveraged regional associations, clubs, and trade groups, 52% more of them exceeded their hiring goals and 49% more rated their talent attraction results as “excellent.”
- When participating employers employed staffing firms, 30% more of them exceeded their hiring goals.

Recruiting Technologies

- When participating employers invested in recruiting technologies that help with candidate sourcing, engagement, and communications, they said they had 42% better recruiting and hiring results.
- When participating employers used a CRM, they said they had 58% better recruiting and hiring results and 61% more of them exceeded their hiring goals.
- When participating employers used a chatbot or conversational AI, they said they had 61% better recruiting and hiring results and 30% more of them exceeded their hiring goals.

Incentives

- When participating employers offered hourly and high-volume candidates fringe benefits or perks (daycare, tuition reimbursement, etc.), they said they had 54% better recruiting and hiring results and 42% more of them exceeded their hourly and high-volume hiring goals.
- When participating employers offered medical benefits or enhanced medical benefits, 70% more of them exceeded their hourly and high-volume hiring goals.
- When participating employers offered free training/schooling, 50% more of them exceeded their hourly and high-volume hiring goals.

One final thing to consider when developing hourly and high-volume recruiting and hiring strategies: optimize, optimize, optimize. While there is no one-size-fits all way to go about optimizing your recruiting and hiring processes, every organization needs to think about the economic market forces that impact its business, regional and industry-based labor differences, and company size, among a myriad of other potentially important variables.

As the challenges of hiring hourly and high-volume talent continue to intensify and evolve, AMS and Talent Board look forward to further monitoring and reporting on how TA teams adapt and respond.

About AMS and Talent Board

About AMS

AMS is a talent solutions business. Working with clients across the globe, they have learned what it takes to build high-performing employers through sourcing, selecting, and keeping the right talent. AMS has unmatched expertise in digital innovation and a deep understanding of the complex needs of the talent you are seeking to engage—whether that talent is external to your business or already inside it. With 11,000+ experts across 120+ countries, speaking more than 50 languages, AMS delivers projects for the world's most admired companies. Learn more about AMS at <https://www.weareams.com/>.

About Talent Board

Founded in 2011, Talent Board and the Candidate Experience Awards is the first non-profit research organization focused on the elevation and promotion of a quality candidate experience. Talent Board delivers annual recruiting and hiring industry benchmark research that highlights accountability, fairness and the business impact of candidate experience. Learn more about Talent Board at <https://www.thetalentboard.org>.

