

ASA & Inavero State of the Industry

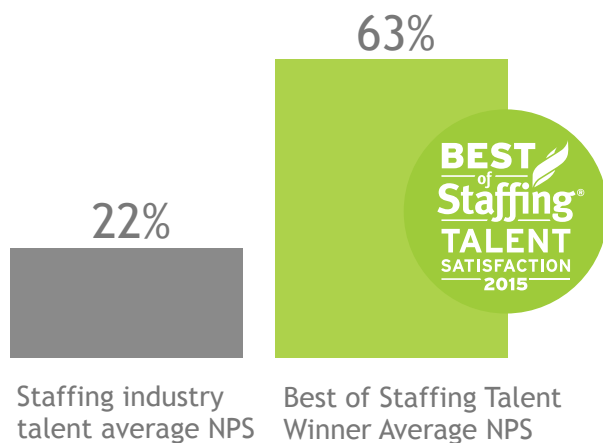
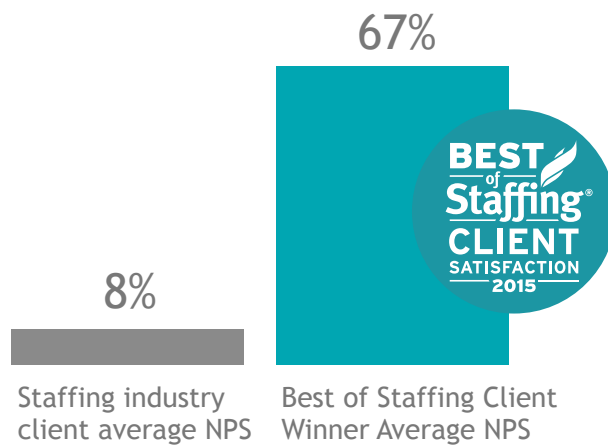
Inavero Research Update
March 2015



Staffing Client and Talent Satisfaction Benchmarks

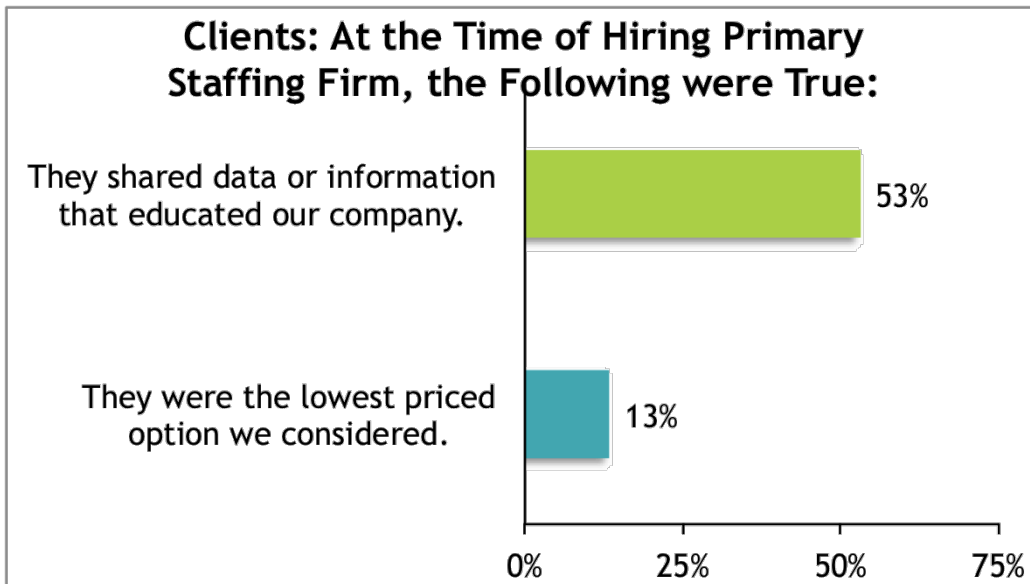
Best of Staffing Overview

- More than 2.5 million staffing clients and talent have been surveyed.
- Nearly 700,000 surveys have been completed since the program began.
- The average response rate for client surveys is 34%
- The average response rate for talent survey is 43%



How the Top 2% of Staffing Firms Deliver Remarkable Service

1. They Deliver Value Early & Educate Often



Best of Staffing Winners are:

- 55% more likely to share hiring trend data
- 24% more likely to share thought leadership content
- 23% more likely to share salary trends

How the Top 2% of Staffing Firms Deliver Remarkable Service

2. They Reduce Stress for their Talent

Job seekers working with firms that won Best of Staffing report feeling less stressed about their job search than those working with non-winners.



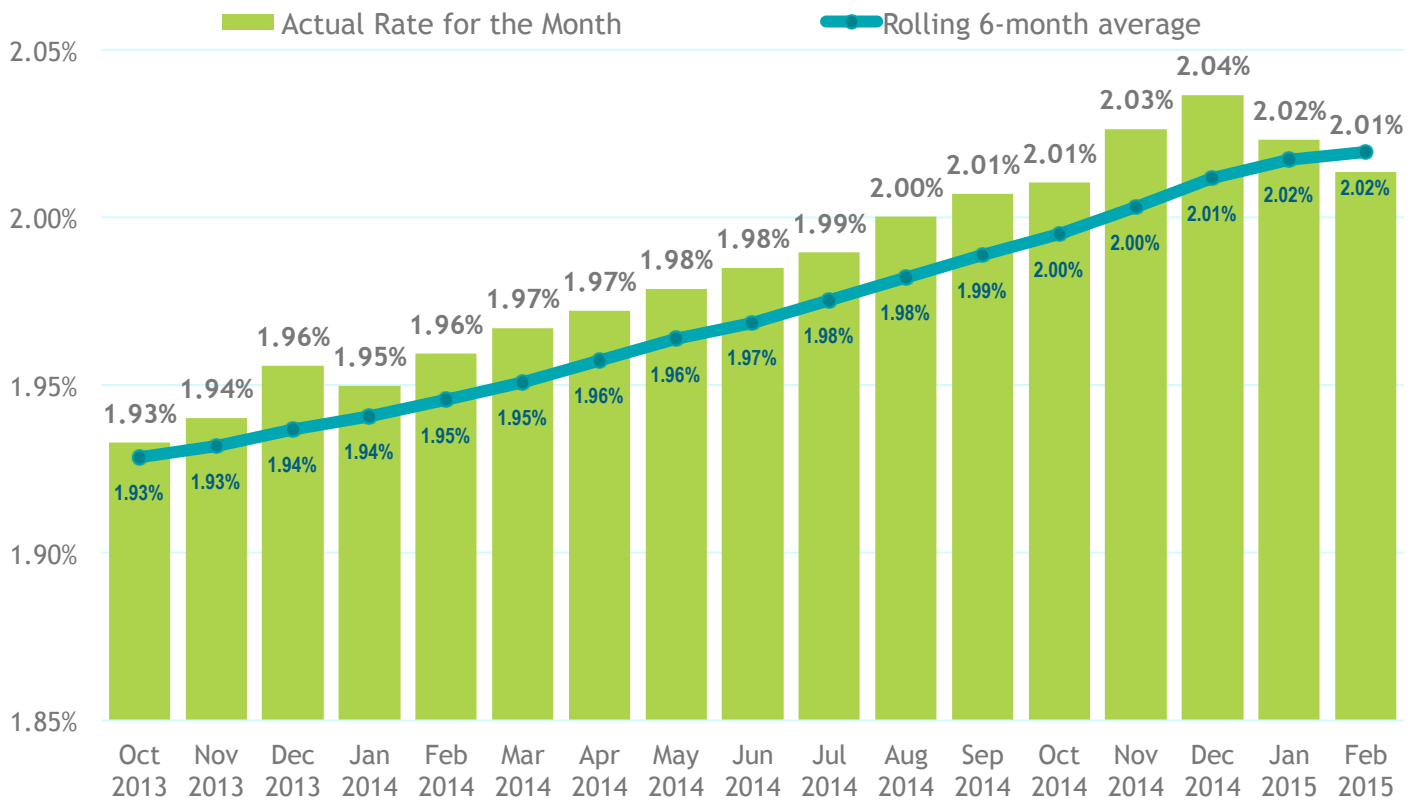
3. They Have Formalized Processes in Place to Impact the 3 R's

How Best of Staffing Winners Focus on the 3 R's:

- 89% have a process in place to improve talent retention
- 91% have programs focused on improving rehire rates
- 91% have a process in place for generating client and talent referrals

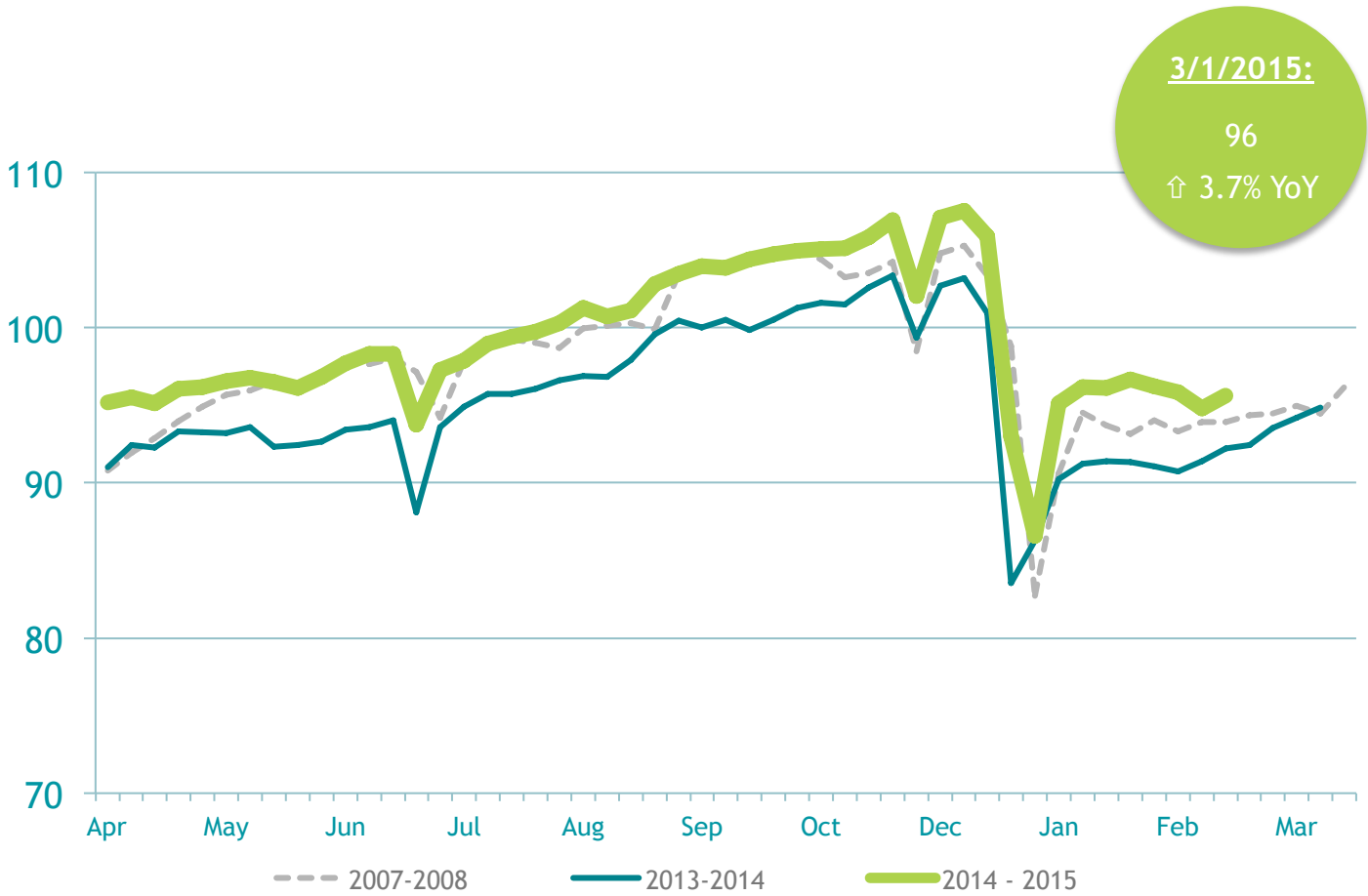
Monthly Temporary Help Penetration Rate Remains Above 2%

Temporary Help Penetration Rate (October 2013-February 2015)



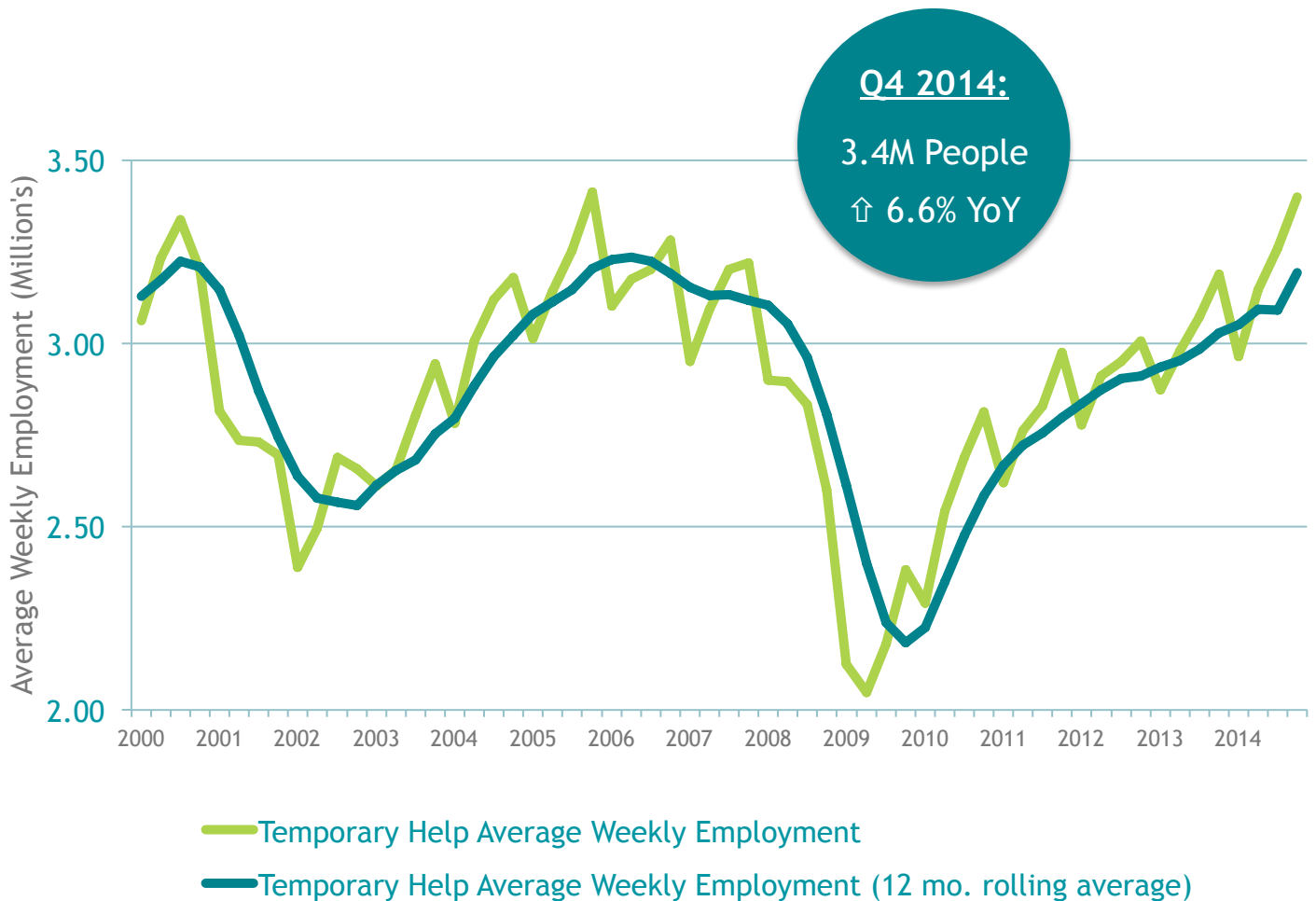
Source: U.S. Bureau of Labor Statistics, temporary help services seasonally adjusted employee counts from Current Employment Statistics survey

Highest First Quarter Staffing Index on Record



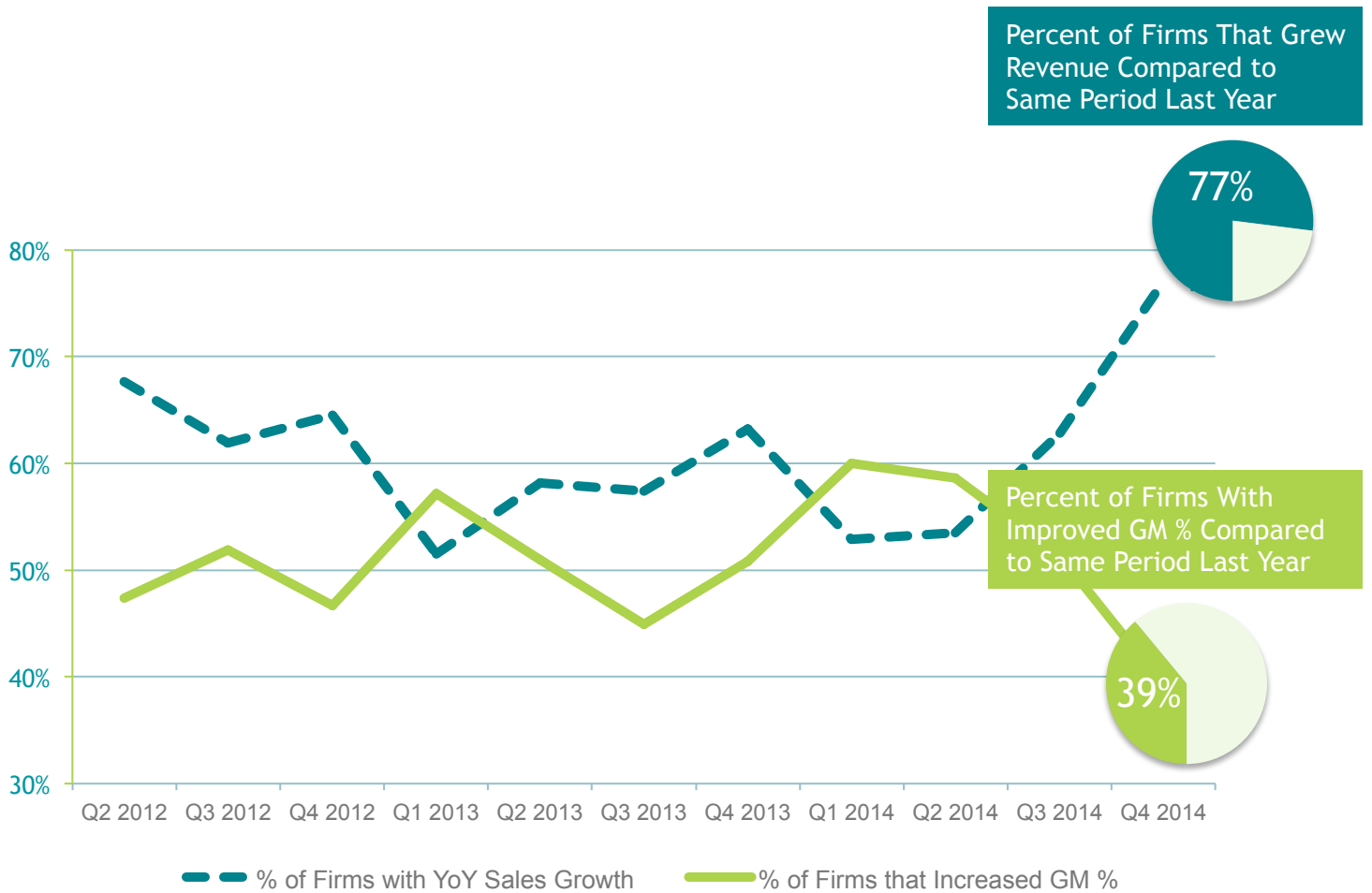
Source: ASA Staffing Index, administered by Inavero

Industry Employment Highest Point Since 2005



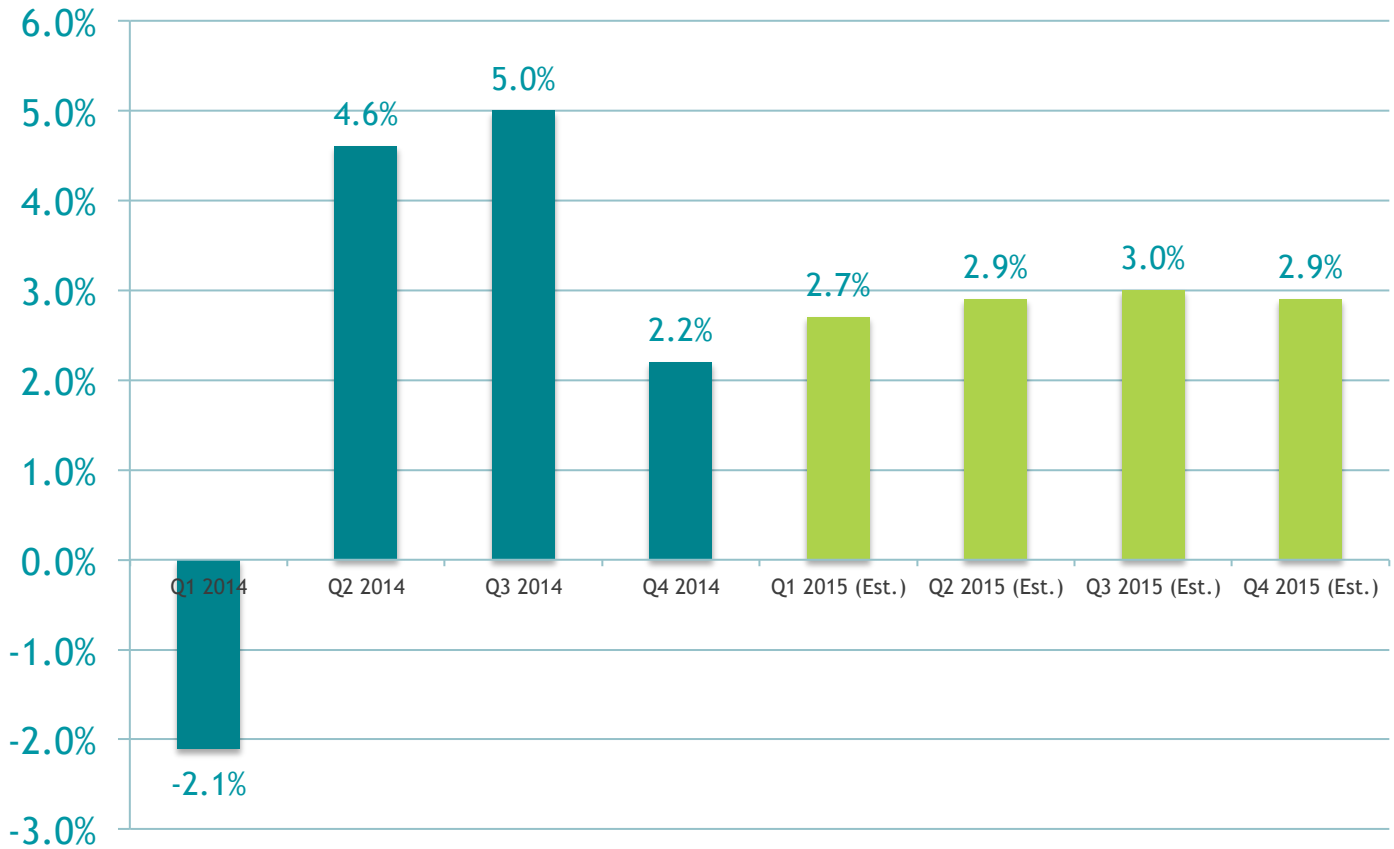
Source: Quarterly ASA Staffing Employment and Sales Survey, administered by Inavero

More Than 75% of Firms Grew Revenue Over Same 2013 Quarter



Source: Quarterly ASA Staffing Employment and Sales Survey, administered by Inavero

Economists See Growth, but Lower Projections for Next Two Quarters



Source: U.S. Bureau of Economic Analysis and Federal Reserve Bank of Philadelphia Q2 2014 Survey of Professional Forecasters



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