

# HR Metrics

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# Welcome to HR Metrics

- Why would we need HR Metrics?
  - To make well-founded decisions
  - To provide convincing support for recommendations set forth by HR
  
- How do we make decisions...??

# Decision Model?

- Gut Feelings
  - Experiential
  - Tied to the individual
- Data Driven Decisions
  - Consistent
  - Organizationally Owned
  - Impartial (subject to “interpretation”)

# What questions are useful to ask??

- How are we doing regarding filling vacancies?
- How much does it cost us to get an employee into a vacancy (recruitment?)

# Cost Per Hire?

- Salaries of recruiting staff (including benefits)
- Travel, lodging, brochures, other
- Job fairs, advertising
- Office supplies and other support costs

# Additional Support for Your Business Case

- Cost of not filling a vacancy?
  - Temporary employees?
  - Consultants?
  - Outsourcing?
  - Overtime for existing employees?
    - Fatigue and "Diminishing returns?"

# Making it Visible

- An undefined feeling that something should, somehow, be better?
- Accurate data can make visible a previously unidentified “feeling”
- Vacancies are being filled, but...

# Data Accuracy

- Ensure that what you ask for will get you what you want
- Crosscheck results
- Make time to assess what is meaningful to your purposes



# 2007 New Hire Survey

When asked how they found out about the position for which they were hired:

70 = District Website

17 = Other Websites

17 = Recruitment Fairs

7 = Job Hotline

6 = Other (including word of mouth referrals)

# 2007 New Hire Survey

When asked why the applicant chose  
Citrus County:

42 = Relatives/Friends

37 = Location

31 = Other (many due to husband's job)

16 = Cost of Living

15 = Quality of Education

2 = Pay/Benefits

# Exit Survey – Support

## 2006-2007

Retirement	24
Other (Including Teaching Position)	18
Family/Personal Reasons	14
Inadequate Salary	13
Relocation	8
Dissatisfaction w/Supervisor	8
Stress on the Job	4
Dislike for Assigned Duties	3
Inadequate Benefits	2
Lack of Advancement Opportunities	1
Total	110

# Questions or Comments?

Thank you