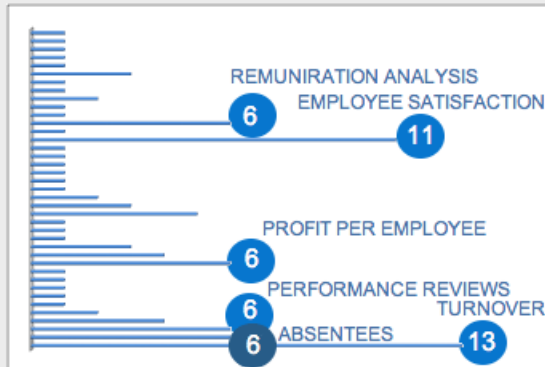


# HR metrics and indicators



## What do we measure?

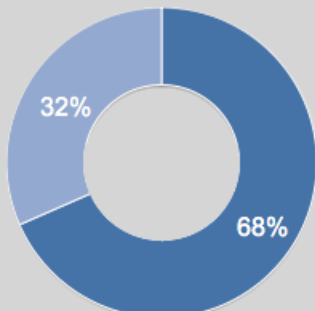


The most common measures used are about turnover, appraisal/performance review, employee productivity and workforce profile. Also, many companies have internal surveys where they try to gauge the workforce's satisfaction and attitude towards the job and the company. A more specific analysis on employee satisfaction comes from a review of the compensation and reward system, an indicator of how fair the employee might view the reward to effort balance. All values are percentages of respondents who use metric.

## A breakdown by category

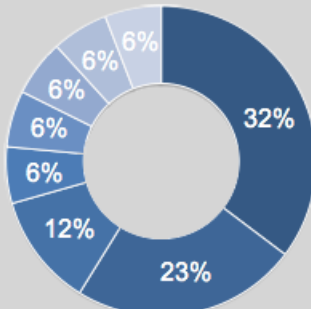
### TURNOVER / RETENTION / ABSENCE

- Employee Turnover
- Absentee statistics



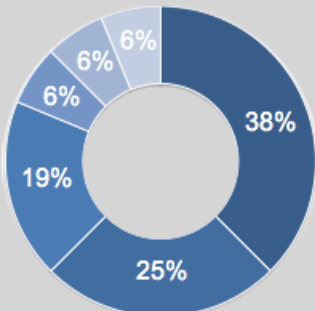
### COMPETENCIES / TRAINING

- Performance reviews, appraisal completion
- Training per employee (days, spend, ROI)
- Staff with professional qualifications
- Competency ratings
- Mistakes
- Exam passes
- Quality of leadership based - 360 degree assessment
- Average educational level



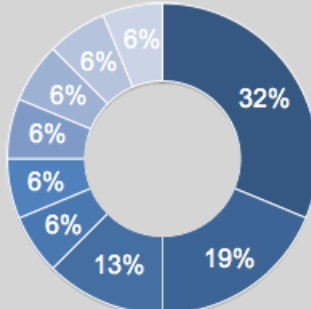
### EMPLOYEE PRODUCTIVITY

- Profit per Employee
- Revenue per Employee
- Wealth Created per Employee
- Cost per Employee
- Productivity measures
- Overtime



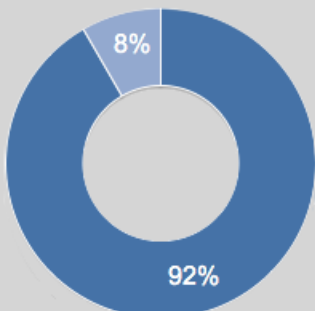
### WORKFORCE PROFILE

- Diversity
- Staff Headcount analysis
- Leadership talent pool (LTP)
- LTP - Numbers with senior executive potential aged < 40
- LTP - Senior executive job cover over next 2 yrs
- Technical/specialist skill pools
- Workforce demographics
- Average workforce age
- Average seniority



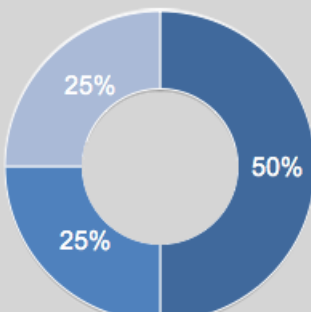
### EMPLOYEE ATTITUDE / ENGAGEMENT

- Employee Satisfaction (Surveys)
- Staff engagement Model



### RECRUITMENT

- Staff acquisition costs and payback analysis
- Graduate attraction
- Short Term Tenure (3-12 months)



Brought to you by



Source: Project by Foong and Yorston