

Finance and IT Staffing Survey of Victoria Organizations: December 2009

Conclusions

Conclusion 1: the market appears to be in a tenuous holding pattern with the prospect of improvement in 2010.

Conclusion 2: With respect to hiring employees or contractors, experience and cultural fit with the organization are critical. Of these, cultural fit is more difficult to assess confidently. Most organizations believe cultural fit is critical but do not typically have formal dialogue about it internally.

Conclusion 3: Work with an agency has provided organizations with obvious time savings and other benefits. However, in the area of achieving a strong cultural fit between a new hire and the organization there is potential to make meaningful gains.

Introduction

- We conducted a survey in December 2009 of Victoria based organizations.
- The objective was to understand the history and experiences of local organizations pertaining to finance and IT staffing, both temporary and permanent.

Scope

- The surveying was confined to Victoria organizations (public and private sector).
- While we focused on finance and IT staffing, the vast majority of respondents (90%+) reported on their experience with IT staffing.
- We spoke with HR Coordinators/Managers, IT Managers/Directors, Executives, and others - people who oversee or who are end users of the hiring process.
- To December 29, 2009 we spoke with a total of 29 people from 20 organizations.

Method of Surveying

- We contacted people directly and in most cases completed the survey by phone with them. In about 20% of cases the survey was completed by email.
- If the person being surveyed was new at their particular organization they were asked to complete the survey using their experience at their last or a prior organization.
- At least 75% of the survey had to be filled out for the result to be included in the overall results. Any incomplete surveys received which did not meet these criteria were discarded.

Analysis

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- Organizations surveyed in Victoria stressed significant operational and financial pressures over the last year. Going forward, **36%** responded that some or all projects were delayed or cancelled. Only **11%** of buyers surveyed were busy adding new projects.
- Second only to “experience” (**96%**), cultural fit was the top hiring criteria of those surveyed (**82%**). In fact many senior managers stated it was their most important criteria assuming the individual could perform the job duties.
- Interviews were the primary method used to assess new hire fit with an organization followed by ‘gut feel’.
- **62%** of organizations use, have recently used, or have seriously considered a staffing firm in the past. Of these organizations, access to a large, qualified, applicant pool and speed of submission were listed as the key benefits of working with an agency.
- Survey respondents ranked their current success with achieving new-hire cultural fit (through agencies) third behind candidate quality and submission speed.
- Survey respondents told us they were receiving a large number of resumes for each posted position as compared to the recent past.

Graphical Data – December 2009 – Victoria Organizations

