New Hire Surveys

HumanR Approach

HumanR provides New Hire Surveys to help client organizations gauge how well hiring and on-boarding processes are working. The data are used both immediately, as well as in combination with employee survey and exit interview data, to determine which aspects of hiring and on-boarding are impacting employee retention.

New employees are invited to take the survey 30 to 60 days after their hire date. Results are typically reported quarterly, though the reporting period varies depending on the number of employees being hired (e.g., in a large organization where turnover is relatively high, reporting is more frequent). Results are reported for the organization overall, by department, and by key demographics (e.g., position, recruiting mechanism, etc.), and are used to identify what’s working well and areas for improvement.

For example -

One company found that a particular department experienced low ratings regard to:

- new employees understanding of their role and how it fits within the organization;
- the extent to which the manager has discussed employees’ performance objectives with them;
- how employees’ performance relates to the company’s goals and value; and
- actions were taken that resulted in increased scores during subsequent measurement periods (e.g., from 3.0 to 4.1 on a 5-point scale).

First Impressions Count

New employees tend to join organizations with a high degree of commitment. As time goes by, however, this “Honeymoon Effect” begins to dissipate. How much it dissipates depends largely on the extent of the disconnect between the new employee’s expectations and reality.

How organizations handle the process of integrating new employees is critical to their productivity and commitment. Given that turnover costs are the largest controllable expense incurred by most organizations, getting off on the right foot with newly acquired talent is an important effort.

Features

- An instrument customized for your organization
- Web, paper or phone administration
- Action planning, support from experienced, skilled facilitators

Benefits

- Expertise in identifying key factors affecting employee satisfaction
- Attractive, easy-to-use, web-based
- Value added analyses
- Reports that facilitate decision making
Sample Topics

Topics typically covered in HumanR’s New Hire Surveys are described briefly below. Two sample items are provided for each topic. Each topic typically includes six to ten items. Topics and items are customized for the organization.

Hiring Process

Covers the steps involved in recruiting, interviewing, and hiring; for example:

- I feel it was easy to apply for open positions within the company.
- The role and responsibilities of the position were clearly articulated during the interview process.

First Day on the Job

Focuses on the extent to which the work space was set up and operational when the employee arrived for work; for example:

- My computer hardware (laptop or desktop PC, monitor, keyboard, mouse) was operational.
- I was provided with adequate information on how to use my phone and computer.

First Week on the Job

Focuses on the extent to which employees received an adequate orientation and how well they were integrated into their work group; for example:

- My New Hire Orientation was informative and a positive learning experience.
- My department/team provided me with a warm welcome to the group and to the company.

Enrolling in Benefits/Other Company Programs

Covers orientation to company programs and the enrollment process; for example:

- My orientation provided me with a good overview of my benefits and the enrollment process.
- I found the Help Desk to be helpful, courteous, and timely in addressing my benefits, stock, and payroll questions/problems.

The First Week and Beyond

Focuses on role clarity, training received and manager-employee interaction; for example:

- The job requirements described to me in my interviews adequately match those of my current role.
- I received an adequate amount of on-the-job training to perform my job well.

Overall Evaluation

Includes several overall evaluation items; for example:

- I am satisfied with my decision to join the company.
- I would recommend the company as a good place to work to a close friend.

Comments and Suggestions

Employees are asked to comment on aspects of the hiring and on-boarding process; for example:

- Please comment on any aspects of the hiring process that you feel went particularly well.
- Please comment on any aspects of the hiring process that are in need of improvement.