

Survey Findings 2010: Overall Satisfaction

Overall satisfaction ranking for the RPO industry

An overall satisfaction table for the recruitment process outsourcing (RPO) industry is shown below. The results are based on a sub-set of responses to the HRO portion of the survey. The maximum score attainable was 5.00 and the minimum score attainable was 1.00. Results are shown only for those respondents who indicated that they use their HRO service provider for recruitment and candidate assessment. A minimum of five responses was required for inclusion as a candidate in the list of leading RPO service providers. This created a pool of nine candidate service providers for the RPO industry. All of these candidates are shown in ranked order.

Rank	Service Provider	Average Rating
1	Capgemini	4.20
2	Adecco	4.10
3	Randstad	3.92
3	IBM	3.92
4	HP	3.80
5	Manpower	3.70
6	Accenture	3.57
7	Xchanging	3.20
8	Hays	2.80

Overall satisfaction ranking for benefits administration

An overall satisfaction table for the benefits administration segment within the HRO industry is provided below. The results are based on a sub-set of responses to the HRO portion of the survey; specifically, they include those respondents who indicated that they use their HRO service provider for benefits administration. A minimum of five responses was required for inclusion as a candidate in the list of leading service providers. This created a pool of six candidates for the benefits administration segment of the survey. .