


# WHAT DO CANDIDATES REALLY WANT AND EXPECT FROM THE RECRUITMENT PROCESS?



Each year, we gather insights and opinions from

 **6,500**

**candidates across the globe** who have applied for jobs in the last **12 months**.

We look to answer the questions Recruiters and hiring businesses are asking: What do candidates want and what frustrates them? How long are they willing to wait during the hiring process? And has the pandemic had an impact? We share our revelations for 2022 along with brand new information about the emotional impact of recruitment when it's done badly.

Let's delve into the key results and compare the differences with last year's report!

## GROWING IMPATIENCE

**38%**



**LACK OF RESPONSIVENESS** IS WHAT FRUSTRATES **UK CANDIDATES** THE MOST ABOUT THE INTERVIEW SCHEDULING PROCESS



**US AND UK ARE MOST IMPATIENT** REFLECTIVE OF THE JOB MARKET, MORE COMPETITIVE DUE TO **INCREASING VACANCIES** AND NOT HAVING ENOUGH PEOPLE TO FILL THEM, **CANDIDATES HAVE MORE POWER**



**BRITISH INTERVIEWEES WERE MOST LIKELY TO LEAVE AN INTERVIEW PROCESS DUE TO SCHEDULING DELAYS**

## SLOW INTERVIEW SCHEDULING

**45%**

**51%**

OVER HALF OF **MILLENNIALS AND GEN Z** HAD LEFT DUES TO **SCHEDULING DELAYS**

**75%**

OF **UK CANDIDATES** WOULD WAIT **NO LONGER THAN A WEEK** BETWEEN APPLYING AND SCHEDULING A JOB INTERVIEW BEFORE GIVING UP ON THE HIRING PROCESS



UP FROM **64%** LAST YEAR

**91%**

OF **SENIORS** WOULD WAIT **NO LONGER THAN A WEEK** BEFORE THEY TOO GAVE UP ON THE HIRING PROCESS



UP FROM **88%** LAST YEAR

## BRAND PERCEPTION

**64%**



ALMOST **2/3 OF UK CANDIDATES** SAID THEY WOULD BE **LESS LIKELY TO RECOMMEND OR ENGAGE** WITH AN EMPLOYER IN FUTURE BASED ON **FRUSTRATING INTERVIEW SCHEDULING**



**74% OF UK RESPONDENTS** SAID THEIR **PERCEPTION OF AN EMPLOYER** WAS IMPACTED BY **SLOW INTERVIEW SCHEDULING** - UP FROM **65%** LAST YEAR

ALMOST **2/3 OF RESPONDENTS** AGREED THE **SWITCH TO A MORE VIRTUAL WORLD** DURING THE PANDEMIC HAD LED THEM TO EXPECT MORE FROM AN **EMPLOYERS TECHNOLOG AND AUTOMATED SYSTEMS**

## APPETITE FOR AUTOMATION

**64%**

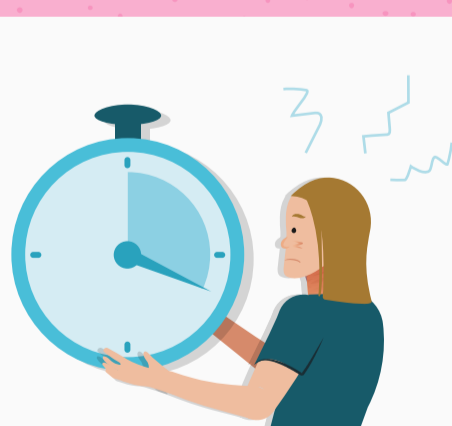


**GLOBAL INCREASED APPETITE FOR INTERVIEW SCHEDULING AUTOMATION** - **30%** LAST YEAR TO **35%**

## MENTAL HEALTH

**38%**

GLOBALLY, **OVER 1/3 SAY INTERVIEW SCHEDULING DELAYS** WOULD INCREASE THEIR **STRESS LEVELS**



**36%**

SAID **SCHEDULING DELAYS** WOULD INCREASE THEIR **ANXIETY LEVELS**



**35%**

SAID **SCHEDULING DELAYS** WOULD MAKE THEM FEEL **FRUSTRATED**



**MOST IMPATIENT INDUSTRIES:**  
1. ACCOUNTS  
2. HR/RECRUITMENT  
3. IT

## INDUSTRY FOCUS

**INDUSTRIES RESPONDENTS SAID THEY HAD LEFT THE RECRUITMENT PROCESS DUE TO DELAYS:**

**58%**

OF RESPONDENTS IN **ACCOUNTS**

**50%**

OF RESPONDENTS IN **HR/RECRUITMENT**

**46%**

OF RESPONDENTS IN **IT**