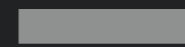


Sterling



Hiring Reimagined

**The Future of Hiring and
Background Screening**
According to HR Professionals
and Job Seekers

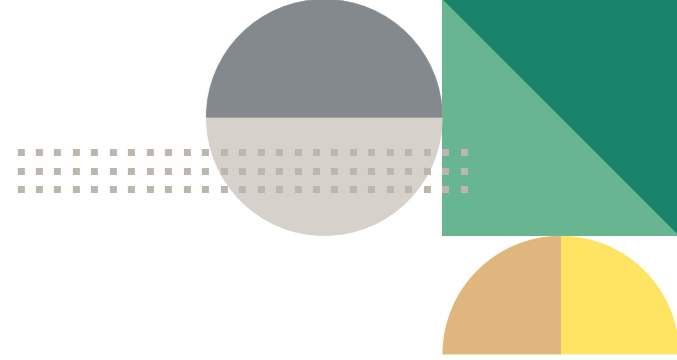




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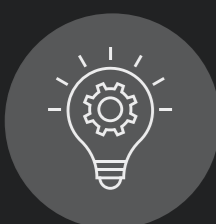
Our Research Focus

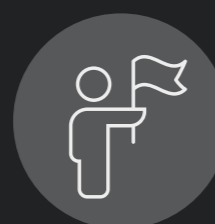
This report is a realistic yet optimistic outlook on the state of hiring, background screening, and the candidate experience — as expressed by more than 1,200 HR professionals in a global survey. At the same time, we'll reveal global perspectives from more than 3,700 recent job seekers to paint a more detailed portrait of what hiring professionals may be up against — both in terms of challenges to overcome and potential ways to elevate the hiring and background screening experience for the future.

With this in mind, our research report focuses on:

 What's driving today's hiring and background screening trends

 What the future may hold for hiring and screening practices

 What job seekers wish HR professionals understood about the candidate experience

 Where opportunities may exist to improve current hiring and background screening practices

A few details to keep in mind as you read this report...



It's About Time HR Professionals Got a Dose of **Optimism**



—

You don't need us to tell you that it's a different and ever-changing environment out there lately for anyone involved in recruiting, screening, onboarding, retaining, or engaging with job candidates and employees. You're navigating the shifts and challenges in hiring and employment first-hand, regardless of the type of organization you work in or the types of workers you seek to hire.

Even though the current environment may be challenging, we see HR professionals pushing forward, with eyes on the future and plenty of optimism about where their hiring processes are headed. Is hiring challenging today? Yes. But that's not to say it isn't also exciting, innovative, and rewarding.

In some ways, the Great Resignation appears to have become the Great Reimagination for HR and People and Culture teams. While job seekers and employees may be driving change for HR departments, many HR professionals seem to be leaning into the future of hiring with optimism and confidence.

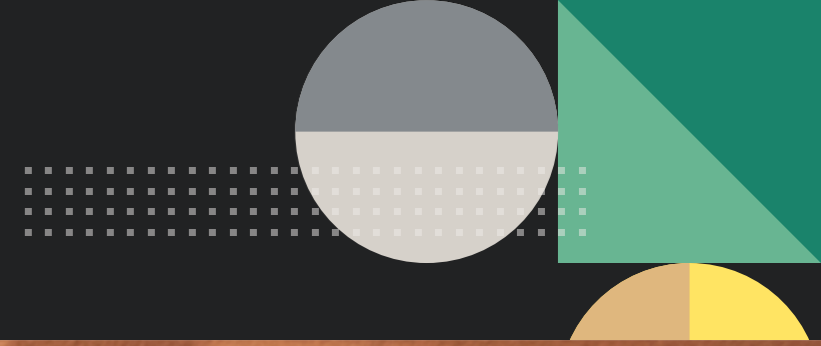
Create a Magnetic Company Culture



“ We’re all in the people business, no matter the industry, size, or competitive strength of your company. While total rewards certainly matter, culture and values are the true differentiators — not only for engagement and retention, but also as job candidates select their next employer. People want to genuinely imagine themselves as part of your team and want to feel like they’ve made a great career choice. If hiring is challenging for your organization, the time is now to invest in ways to build a culture that feels magnetic for job seekers and truly is inspiring for your team. ”

Robyn Price Stonehill

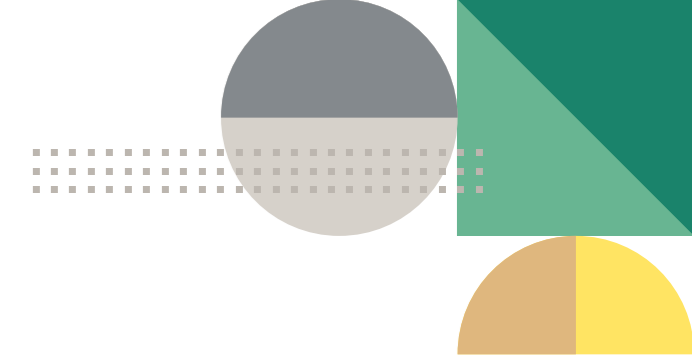
CHIEF PEOPLE OFFICER
STERLING



We Know Hiring Has Changed — Probably Forever. But Why?

We're reminded daily that the way people want to work has taken a dramatic turn. Thanks to more remote work options, the rise of the gig economy and contingent work opportunities, and the after-effects of pandemic-driven disruption, workers across the world have been re-evaluating how, where, and when they want to work. In addition, because many workers have more employment choices than ever before, organizations in all industries and regions have been facing a variety of hiring challenges.





If Hiring Has Been a Struggle, Know You Aren't Alone

The vast majority of HR professionals we surveyed say that hiring is challenging today. If that sounds like your own experience, then you likely will not be surprised to learn that **only 12% of HR professionals say they are not experiencing major hiring challenges today.** For everyone else, a wide variety of challenges are making hiring a real struggle.

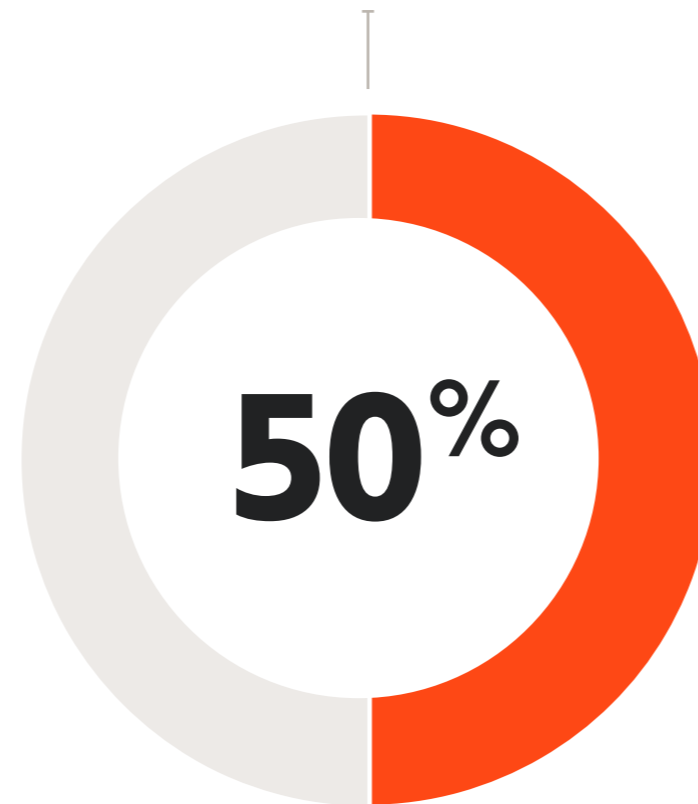
Most HR professionals report that they are experiencing hiring challenges today, and there is also a shared view that the hiring process — and the regulations and guidelines around each component part — likely will not become much easier in the future.

HR PROFESSIONALS

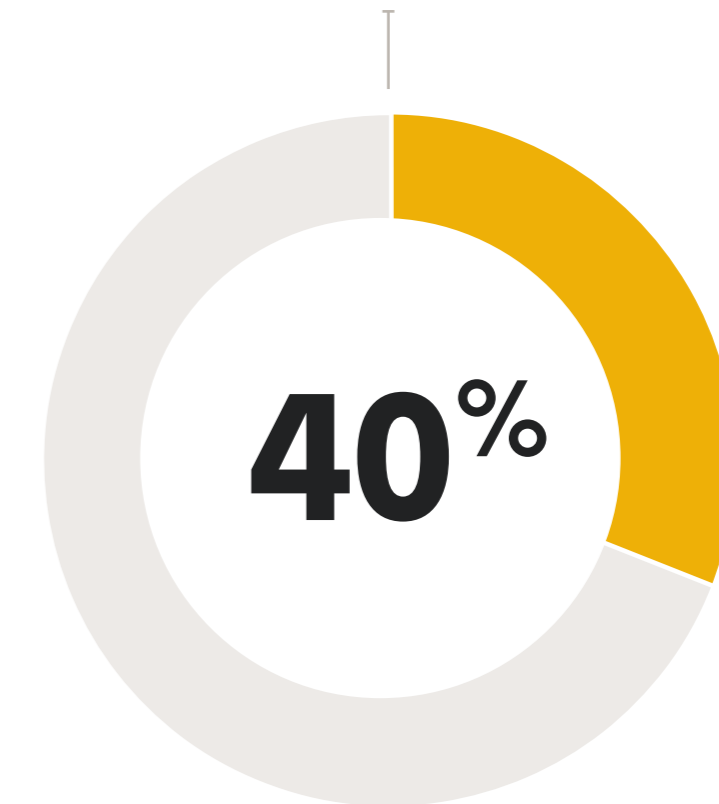
What are your greatest challenges when it comes to hiring?

Select all that apply.

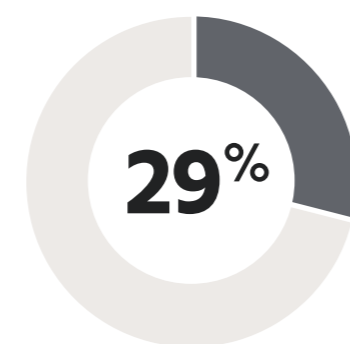
We can't find enough qualified candidates for the roles we need to fill



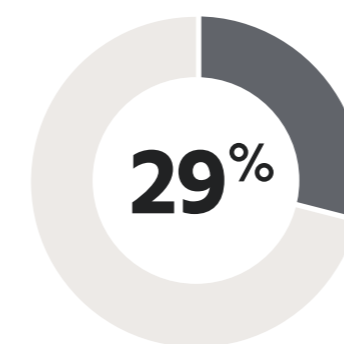
We are now competing with other/new types of work, e.g., remote, gig, contingent, etc.



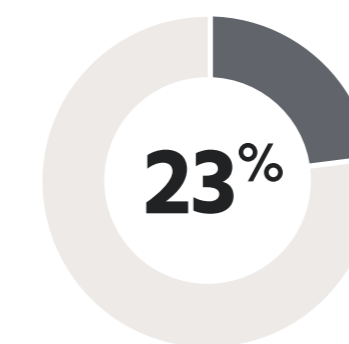
Hiring contingent workers is more complicated than hiring traditional workers



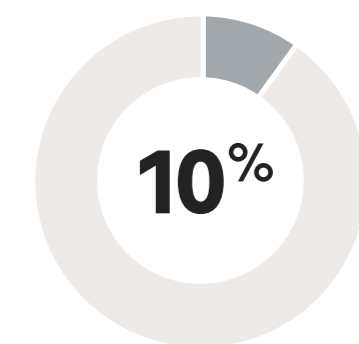
Our direct competitors win the talent we want to hire



Hiring rules, regulations, and guidelines change too often or vary too widely

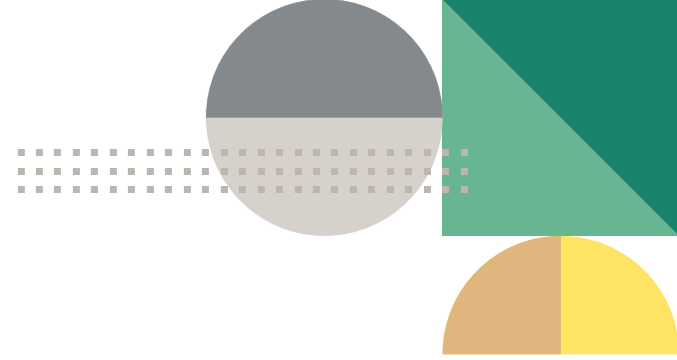


Our hiring process is inefficient or out-of-date



KEY INSIGHT REVEALED

Half of our respondents say they're unable to find enough qualified candidates to fill positions.



Investing to Meet Changing Demands

Many HR professionals are already recognizing that they need to make some key investments in order to overcome today's hiring struggles and be set up for success in the future. In fact, **only 11% of HR survey respondents said they are not making any investments to alleviate hiring challenges.**

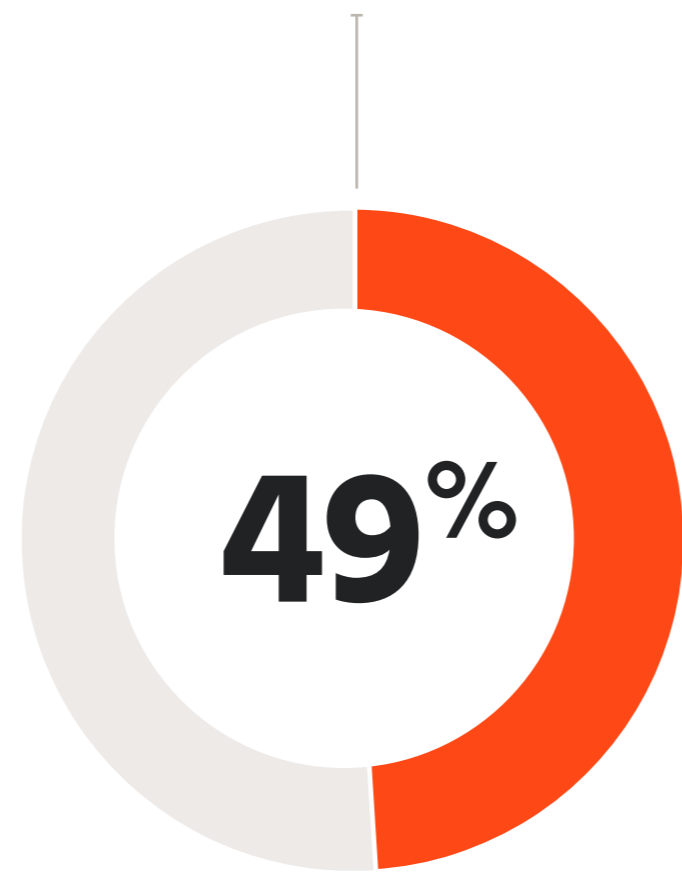
What is particularly interesting — and potentially advantageous based on our findings — is that many HR departments are investing in ways to improve the candidate experience. HR professionals are actively pursuing ways to operate effectively amid continued change and new trends in hiring.

HR PROFESSIONALS

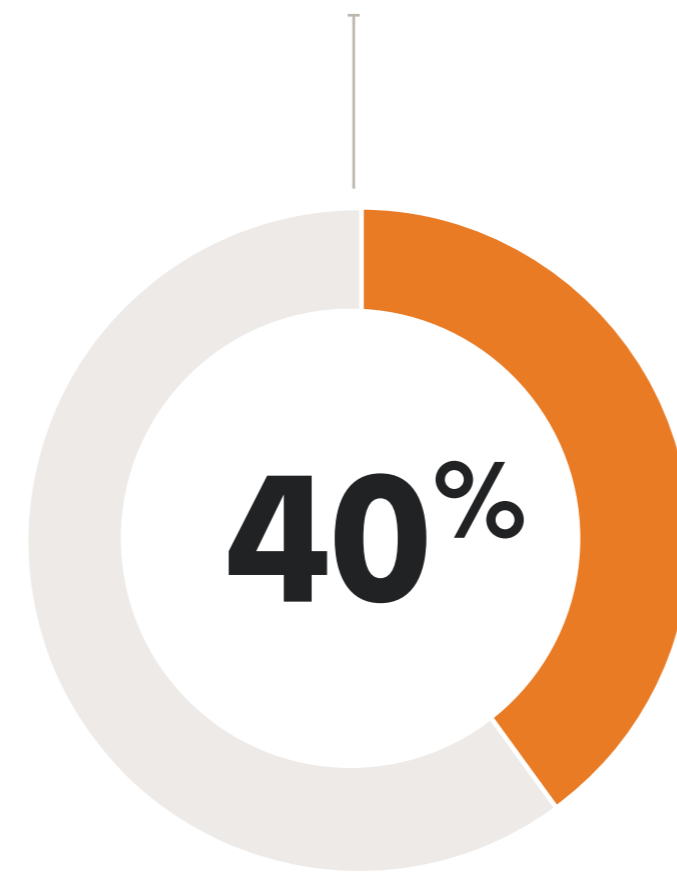
What investments are you making at your organization to address hiring challenges?

Select all that apply.

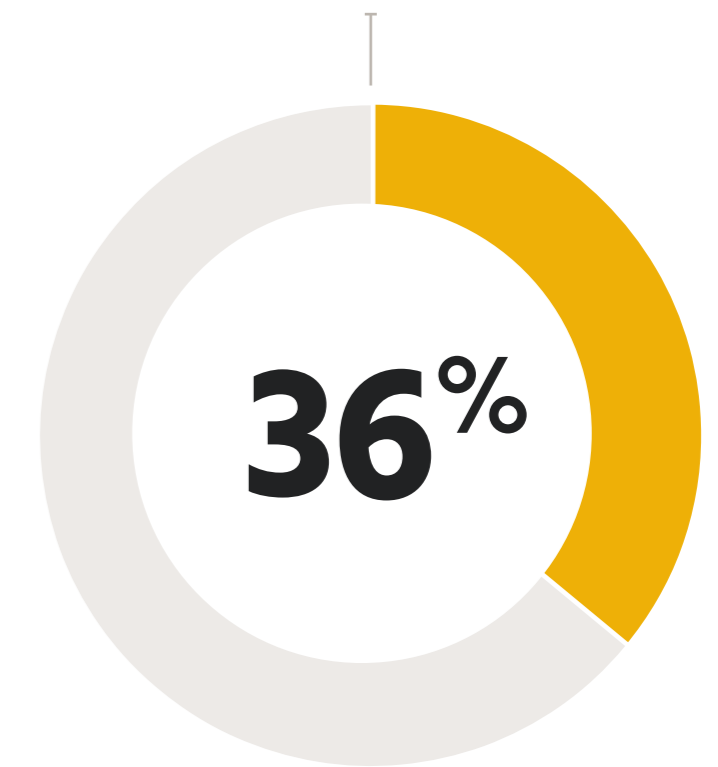
Using technology to enhance or simplify the candidate experience



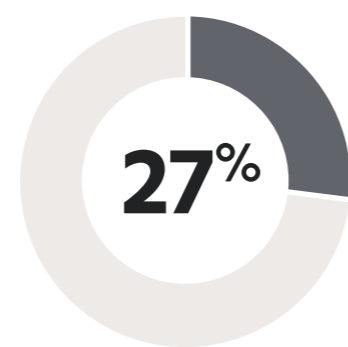
Using technology to further automate our process



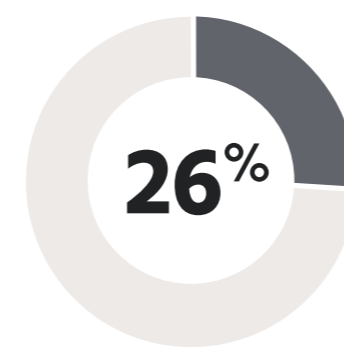
Integrating background screening and identity verification into our hiring workflow to create a more seamless experience



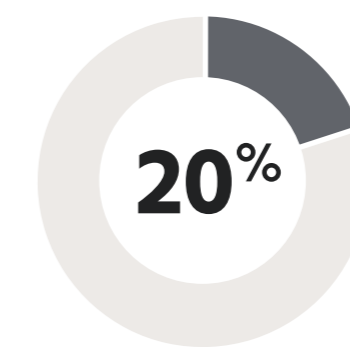
Increasing or expanding employee perks and benefits



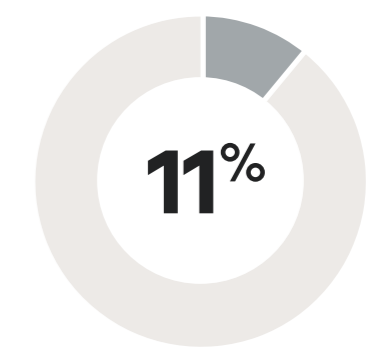
Reconsidering work structures
e.g., full-time vs. contingent or on-site vs. remote



Partnering with compliance experts



Not making any investments to alleviate hiring challenges



KEY INSIGHT REVEALED

Of those survey respondents investing in their hiring process, 89% are actively investing in new technology to streamline the candidate experience and automate hiring.

The Challenge of Keeping Up With Evolving Regulations

We found that HR professionals are struggling with hiring for a variety of reasons, with difficulty finding qualified candidates and competing with other types of work being the biggest reasons.

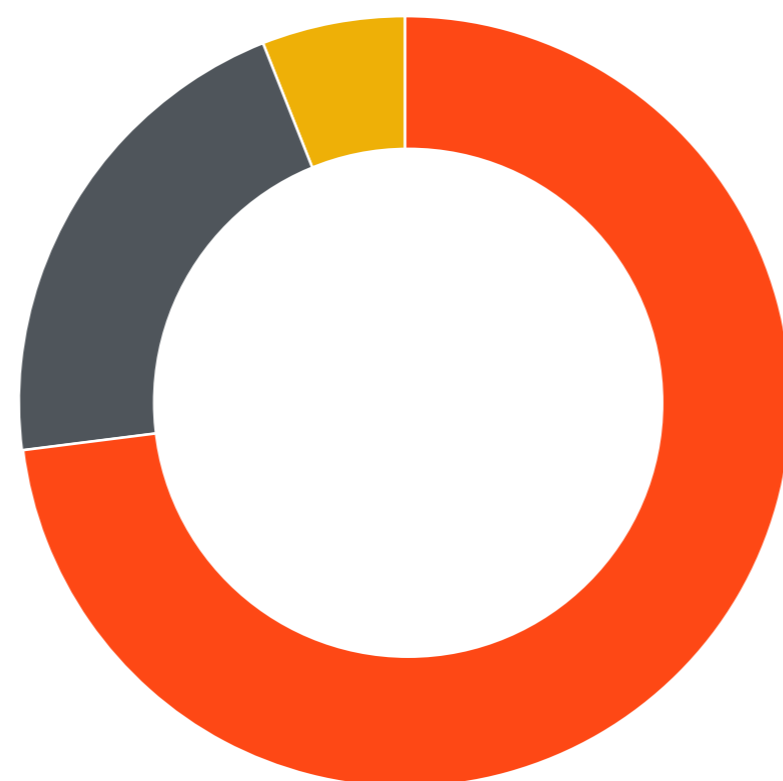
As if the ultra-competitive job market weren't enough of a hurdle, HR teams also have to contend with another perennial challenge: evolving regulations and practices.



HR PROFESSIONALS

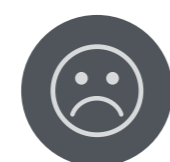
To what extent do you agree with the following statement?

"I anticipate it will become increasingly challenging to keep up with changes in hiring regulations and practices over the next two years."



Agree

73%



Disagree

21%



Neutral

6%



“As the global workforce continues to change and evolve, hiring practices and screening processes need to adapt as well. With the nature of work and hiring in a state of flux, HR professionals should be planning to operate in a continuously-evolving environment for the foreseeable future.”

Angela Preston

ASSOCIATE GENERAL COUNSEL,
CORPORATE ETHICS AND COMPLIANCE
STERLING

SPOTLIGHT

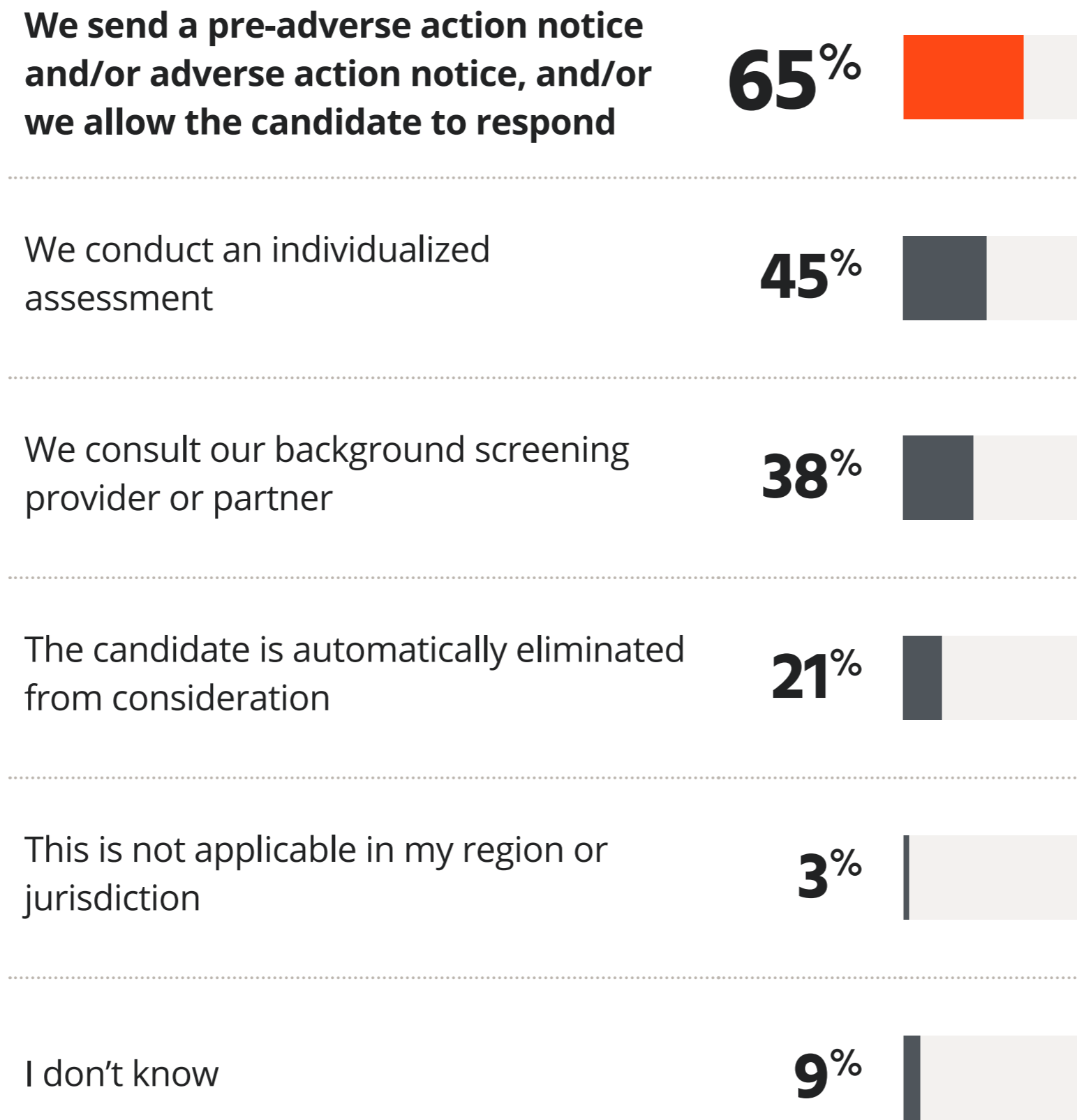
Adverse Action and Equitable Hiring

The majority of HR professionals (65%) we surveyed send adverse action notices to candidates after getting a “hit” on a background screen, but less than half (47%) are automating this process or their individualized assessments.

HR PROFESSIONALS

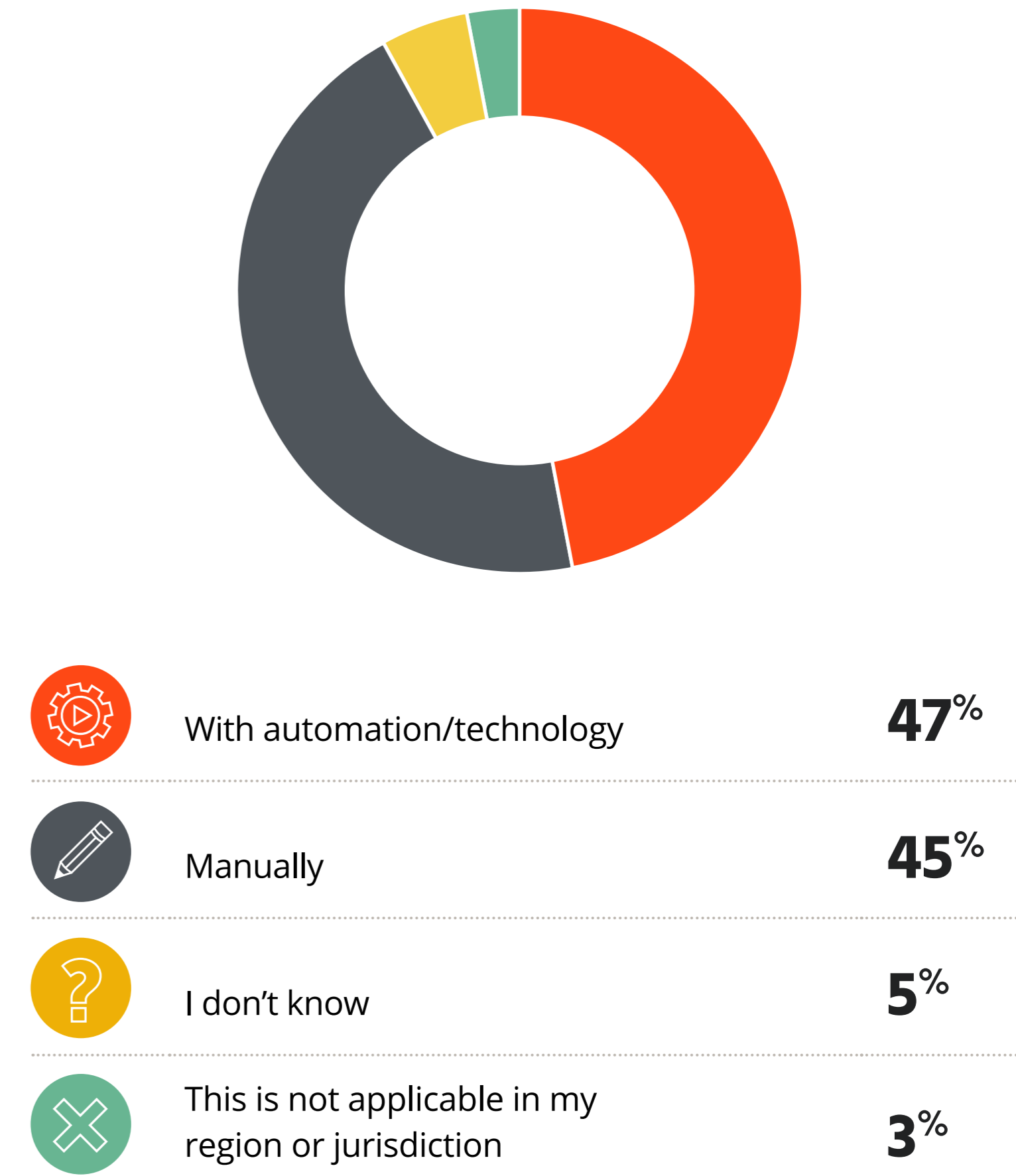
What happens if a background screen returns a “hit” on a criminal search, flagged activity, or consideration?

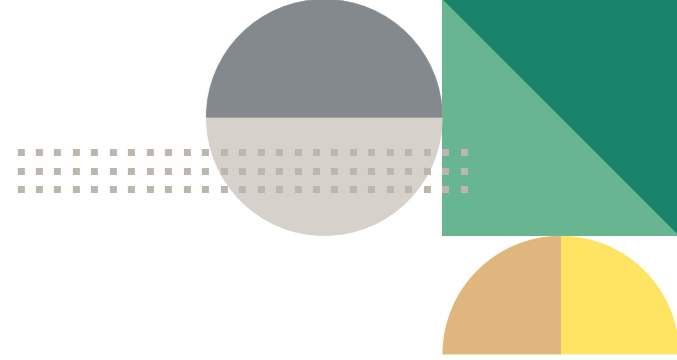
Select all that apply.



HR PROFESSIONALS

How are your adverse action and/or individualized assessments triggered and managed?





Understanding the Shift in Hiring Power Dynamics

To better understand the trend of candidates wielding more power than ever in the hiring process and the challenges this trend poses to HR professionals, we knew we needed to hear from job seekers themselves about their experiences and perspectives. We asked recent job seekers from around the world — who had gone through the hiring process, including background screening, within the last 12 months — a critical question that we believe underlines the shift in hiring power dynamics.

KEY INSIGHT REVEALED

70% of recent job seekers surveyed dropped out or considered dropping out of the last hiring experience they had.

JOB SEEKERS

Did you consider voluntarily dropping out of your most recent hiring experience?



45% **CONSIDERED** dropping out of their most recent hiring experience

26% **ACTUALLY** dropped out of their most recent hiring experience

While we already knew that candidates are largely in the driver's seat in today's job market, we were surprised to learn that 7 in 10 recent job seekers considered dropping out (or did drop out) of their most recent hiring experience. But why is this happening?

Why Are Candidates Dropping Out of the Hiring Process?

What is particularly interesting here is that the majority of responses relate to the complexity of the hiring process, and are indicative of a **challenging or time-consuming candidate experience**, rather than a decision to simply take another job or stay at a previous job. Candidates tend to see issues with the experience of getting through the hiring process, which can be seen as an opportunity for HR because it is an area where HR teams have considerable control. HR professionals and hiring managers simply cannot overlook how important it is to **provide an efficient, engaging hiring process for candidates**.



JOB SEEKERS

What made you drop out or consider dropping out of the hiring process?

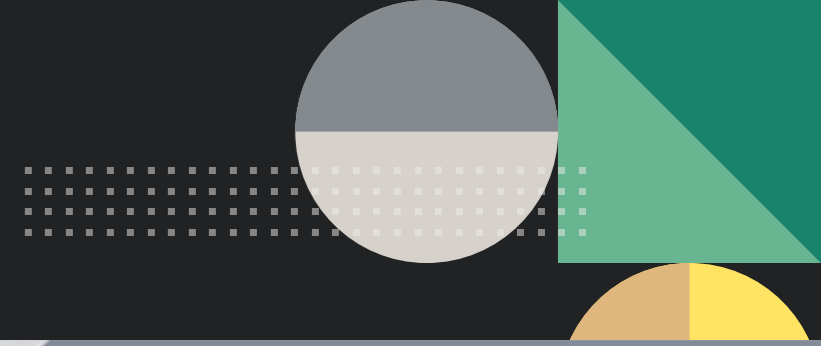
Select all that apply.



OPPORTUNITY UNCOVERED

Hiring may be a struggle, but HR professionals have an opportunity to alleviate challenges by looking at the hiring process and candidate experience with fresh eyes.

To triumph in the future of hiring, it will be important for HR professionals to recognize job seekers' frustrations with the process and to invest in areas that will accelerate and simplify the candidate experience.

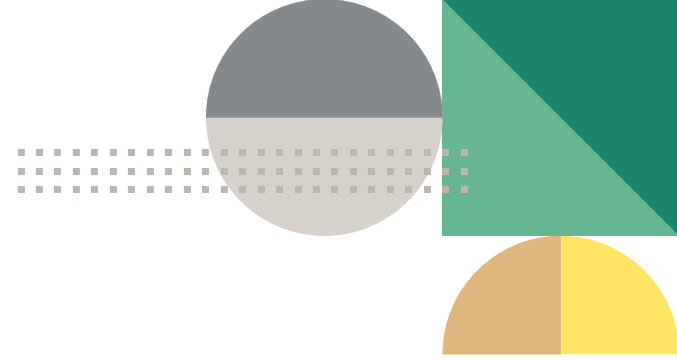


Background Screening in Focus

The Now and the Next

Just as effective marketing, interviewing, and onboarding are central to the hiring process, **background screening is a critical component that helps organizations ensure they are making offers and hiring candidates with full confidence.** While it may be tempting to think of background screening as just another step to complete in the hiring process, the way that background searches are conducted can actually have a major impact on how candidates experience and perceive the overall hiring effectiveness of an organization that they are considering joining.





To Screen or Not to Screen?

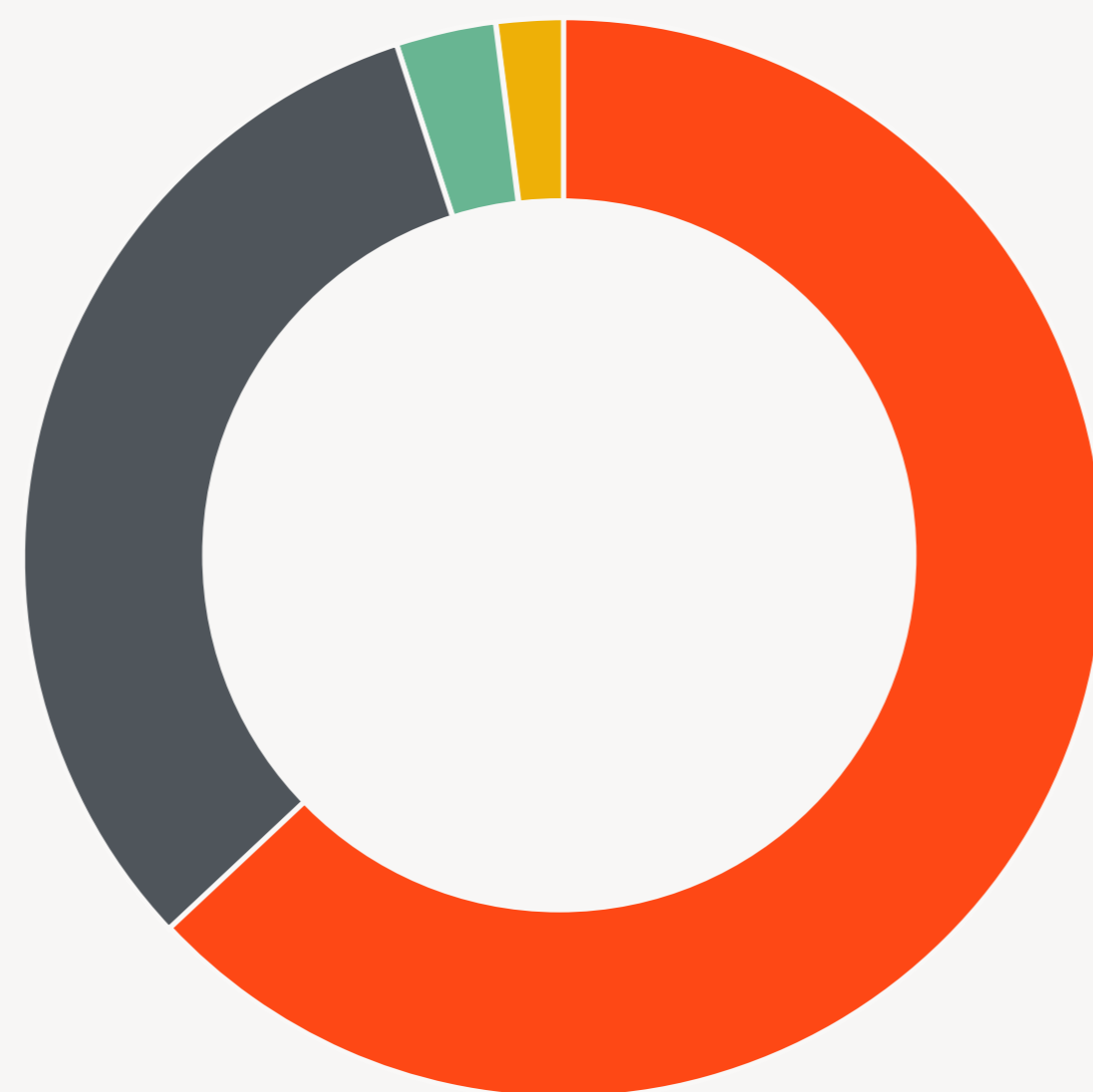
In many jurisdictions around the globe, background screening is mandated by law, and there are specific practices that need to be undertaken in order to stay in compliance with local, national, and international regulations. However, in some places, and in some industries, background screening is only recommended, not required by law. To further complicate things, as employment options evolve and new work types — such as contingent and gig — increase in popularity, **organizations need to make sure they're screening the right people at the right time for the right reasons.**

KEY INSIGHT REVEALED

While a majority of organizations are conducting background screens of all workers, nearly a third of HR professionals say that they only screen traditional employees.

HR PROFESSIONALS

Which types of workers or candidates are background screened by your organization today?



- 63%** All workers regardless of type
- 32%** Traditional employees only (e.g., full-time, part-time)
- 3%** I don't know
- 2%** It depends on the nature of the work

Of the small percentage who say they screen candidates based on the nature of the work, explanations include screening high-level employees only, people who will be handling sensitive information (e.g., patient medical records), or office workers but not field workers.

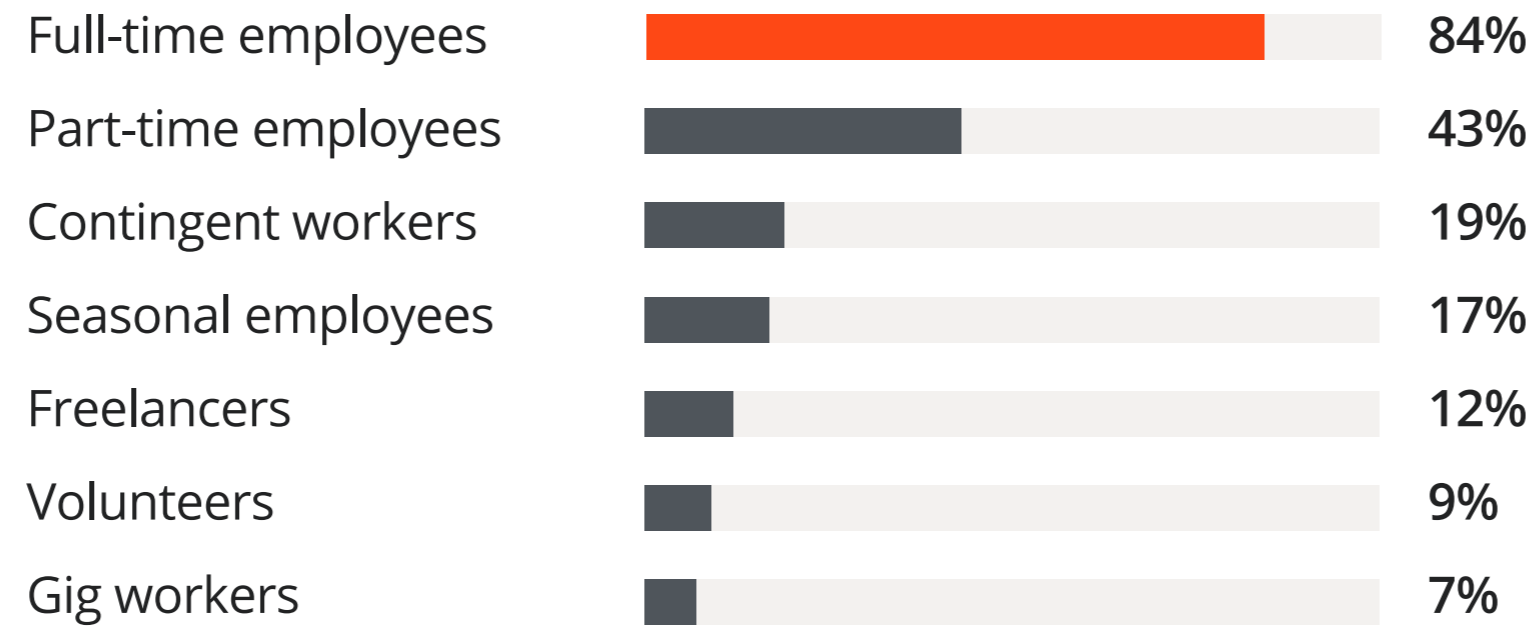
SPOTLIGHT

Employment Types and Work Structures

While full-time employees are still the majority of hires today, most employers surveyed (65%) expect to hire more contingent workers over the next two years. Likewise, these employers expect their remote and hybrid hires to increase in this same period, which already form nearly half (48%) of all new hires.

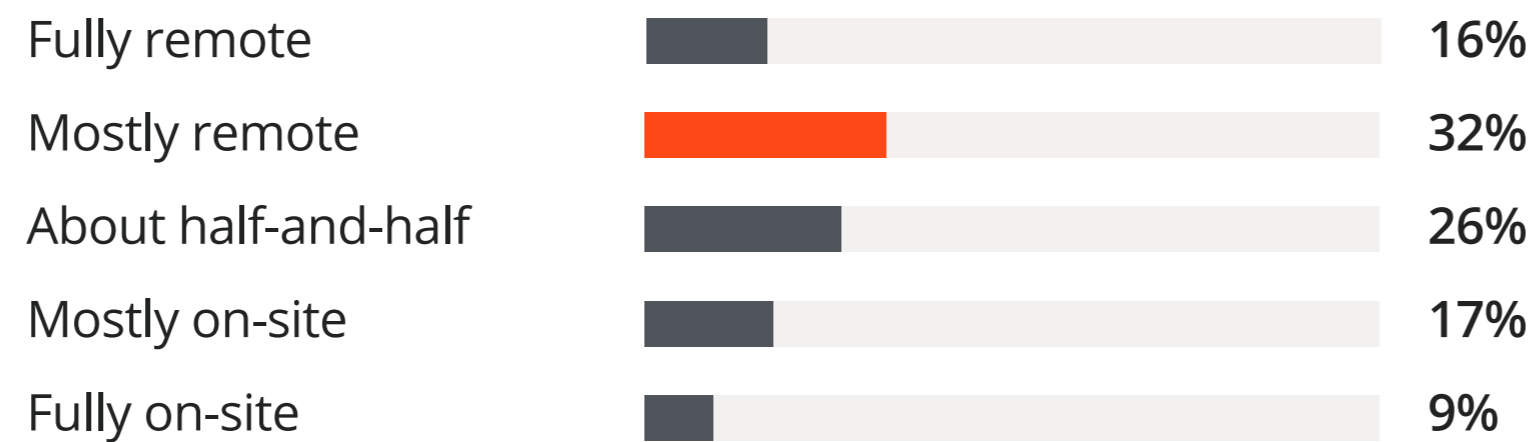
HR PROFESSIONALS

Which types of workers does your organization hire today? Select all that apply.



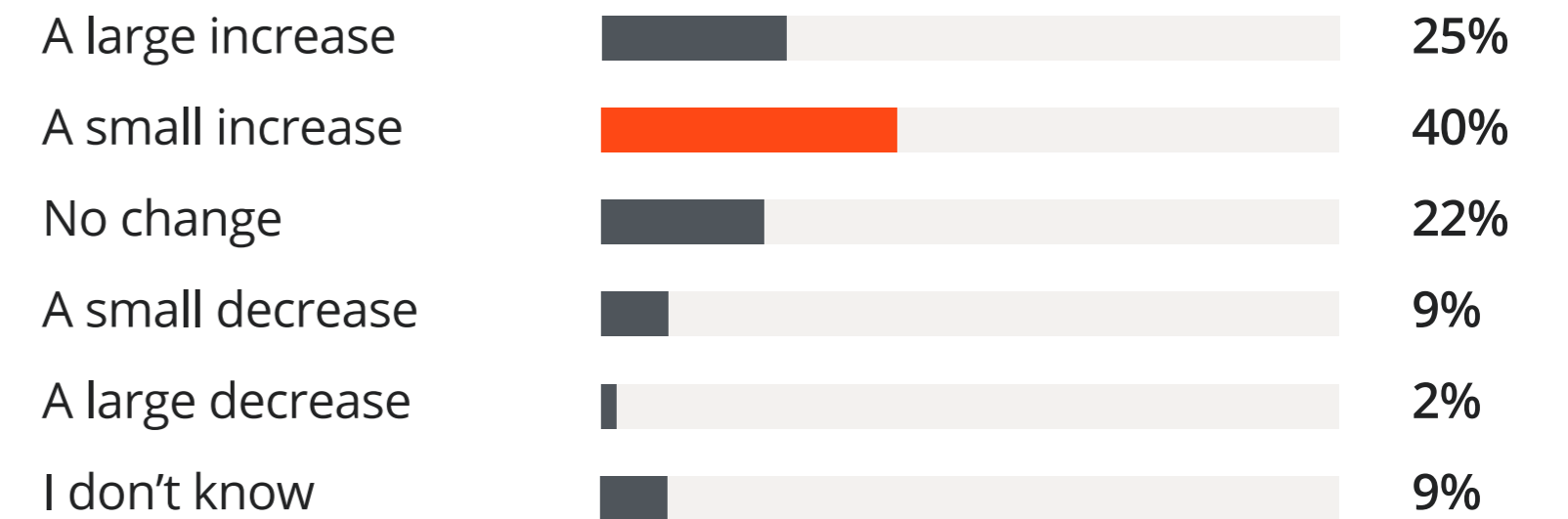
HR PROFESSIONALS

Today, how much of your workforce is made up of remote workers?



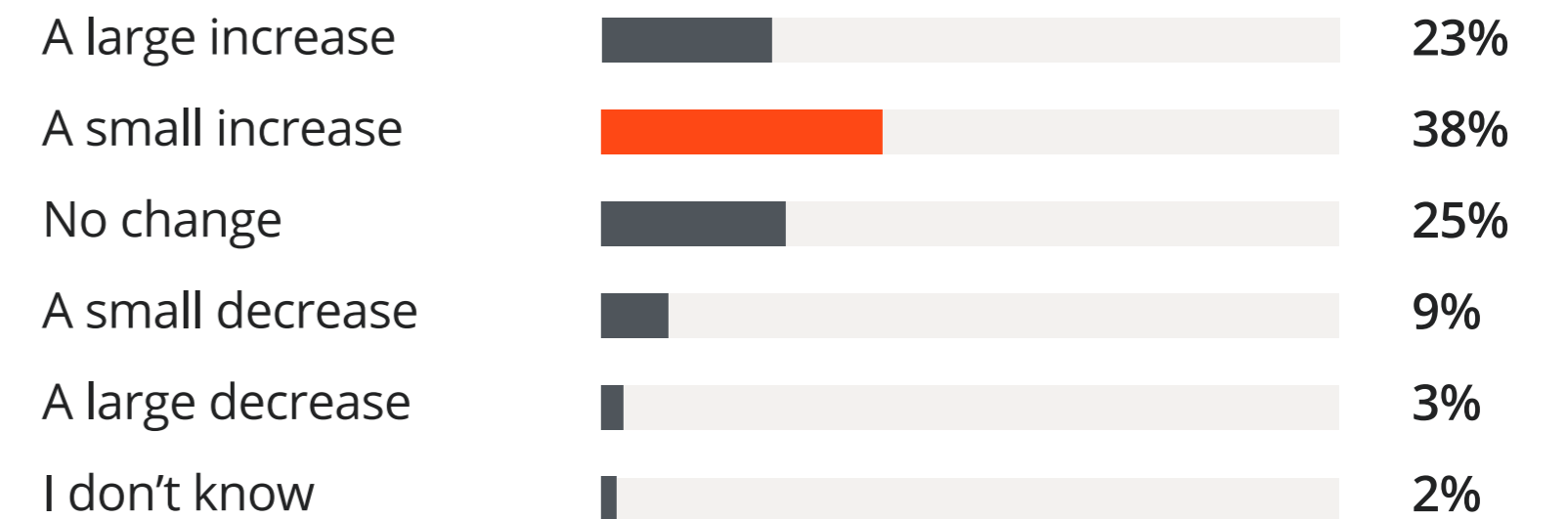
HR PROFESSIONALS

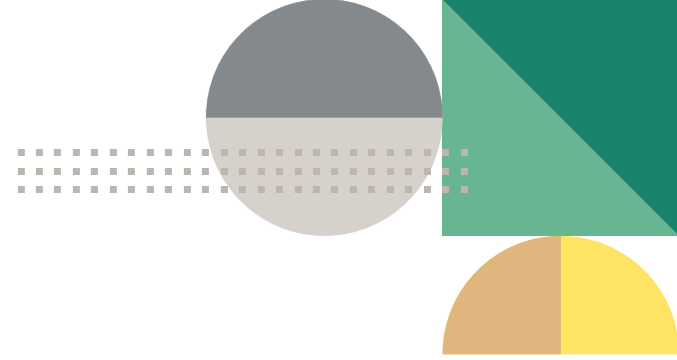
How do you expect your hiring of contingent workers will change over the next two years?



HR PROFESSIONALS

How do you expect your remote workforce will change over the next two years?





Will Future Screenings Cover Non-Traditional Workers Too?

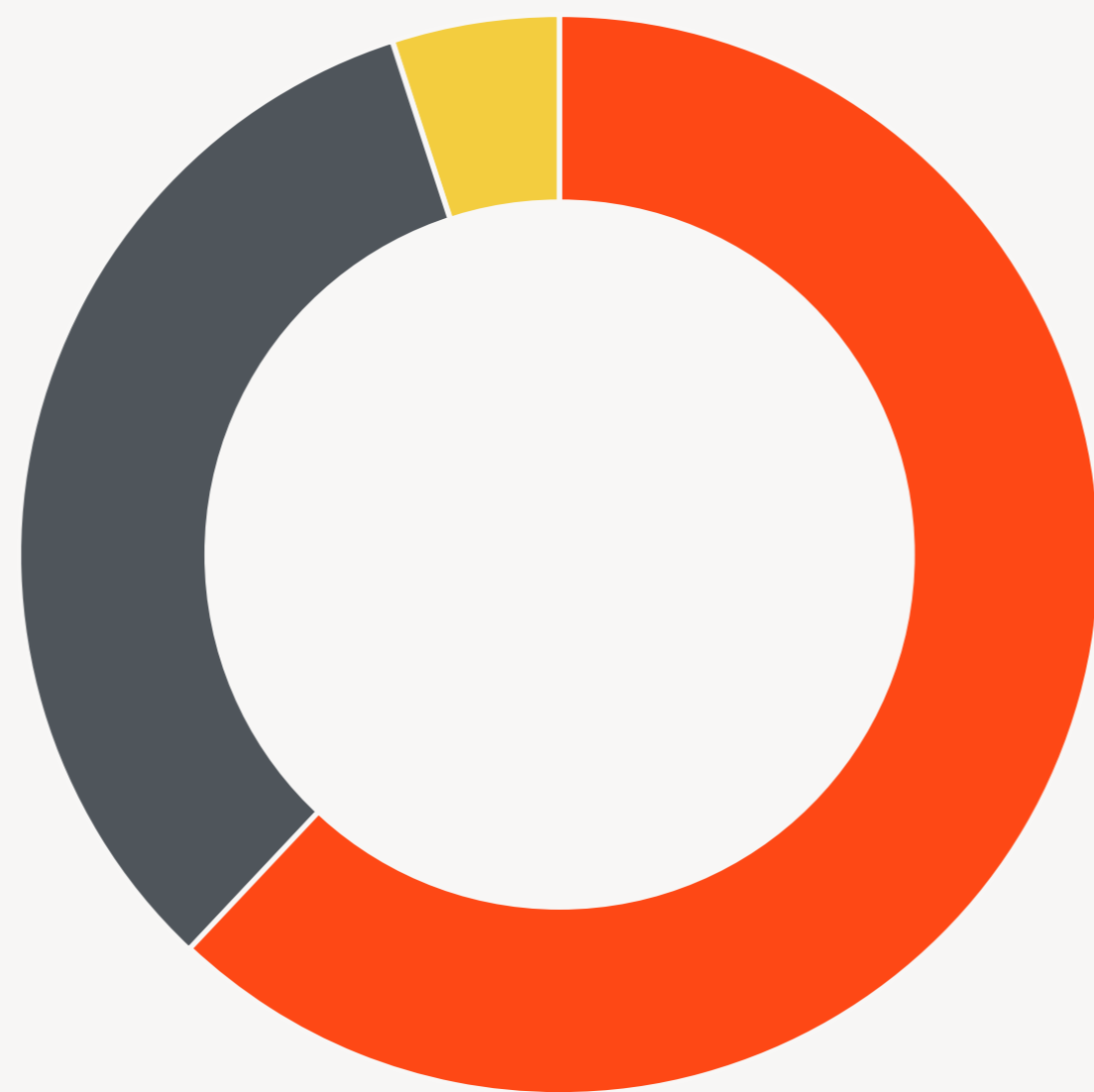
Now, if we consider that **65%** of HR professionals believe their organizations will look to hire more contingent workers, and **57%** believe they will employ more remote workers over the next two years, this raises a question about whether employers who currently screen only traditional employees will expand their practices to include candidates seeking non-traditional roles and work structures.

KEY INSIGHT REVEALED

Many organizations have already begun changing their background screening processes to get ahead of new trends in work and hiring.

HR PROFESSIONALS

Has your organization made any changes to candidate background screening in response to a shift toward remote or contingent work?

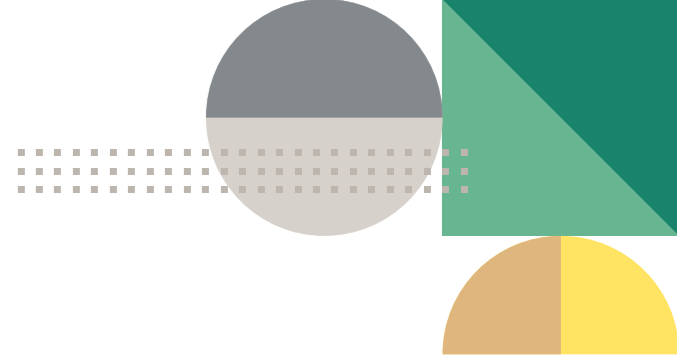


62% Yes

33% No

5% I don't know

While it appears many organizations have already begun making changes to background screening processes in response to new trends in work and hiring, HR professionals are expecting more change to come. And when approached the right way, change can be a good thing.



How HR Professionals Expect Background Screening to Change

To better understand what the future may hold, we asked HR professionals and hiring managers to consider a set of forward-looking concepts about how background screening may change. **Only 12% believe their background screening process will remain relatively the same over the next two years.** Of the 88% who do foresee changes, there are a variety of perspectives, with the most popular choice being that screening will become “more thorough.”

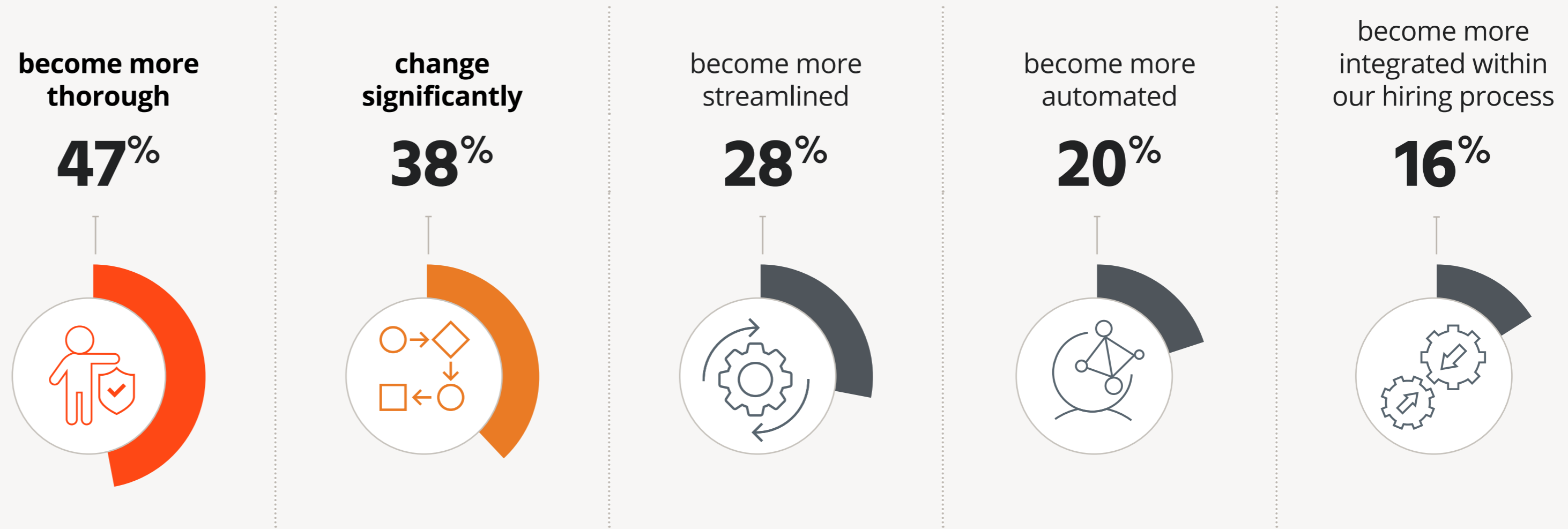
KEY INSIGHT REVEALED

Nearly half of HR professionals around the world agree that background screening will become more thorough over the next two years.

HR PROFESSIONALS

Which complete-the-sentence statements about your organization’s background screening process align with your views? Select all that apply.

“I believe that over the next two years, our background screening process will...”



Remember: making background screening more thorough should not come at the expense of efficiency, especially as we know some job seekers consider dropping out of the hiring process when things become complicated or time-consuming.

With the vast majority of our survey respondents expecting background screening to change over the next two years, we wanted to look further into how this may look in practice.

What Kinds of Changes Do HR Professionals Expect to Make?

With the vast majority of our survey respondents expecting background screening to change over the next two years, we wanted to look further into how this may look in practice.

It is notable that more than half of respondents plan to add services, such as identity verification and social media screening, in order to make their background screening processes more thorough.

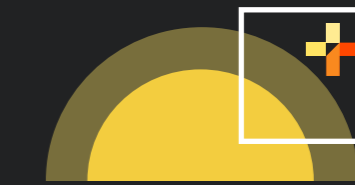
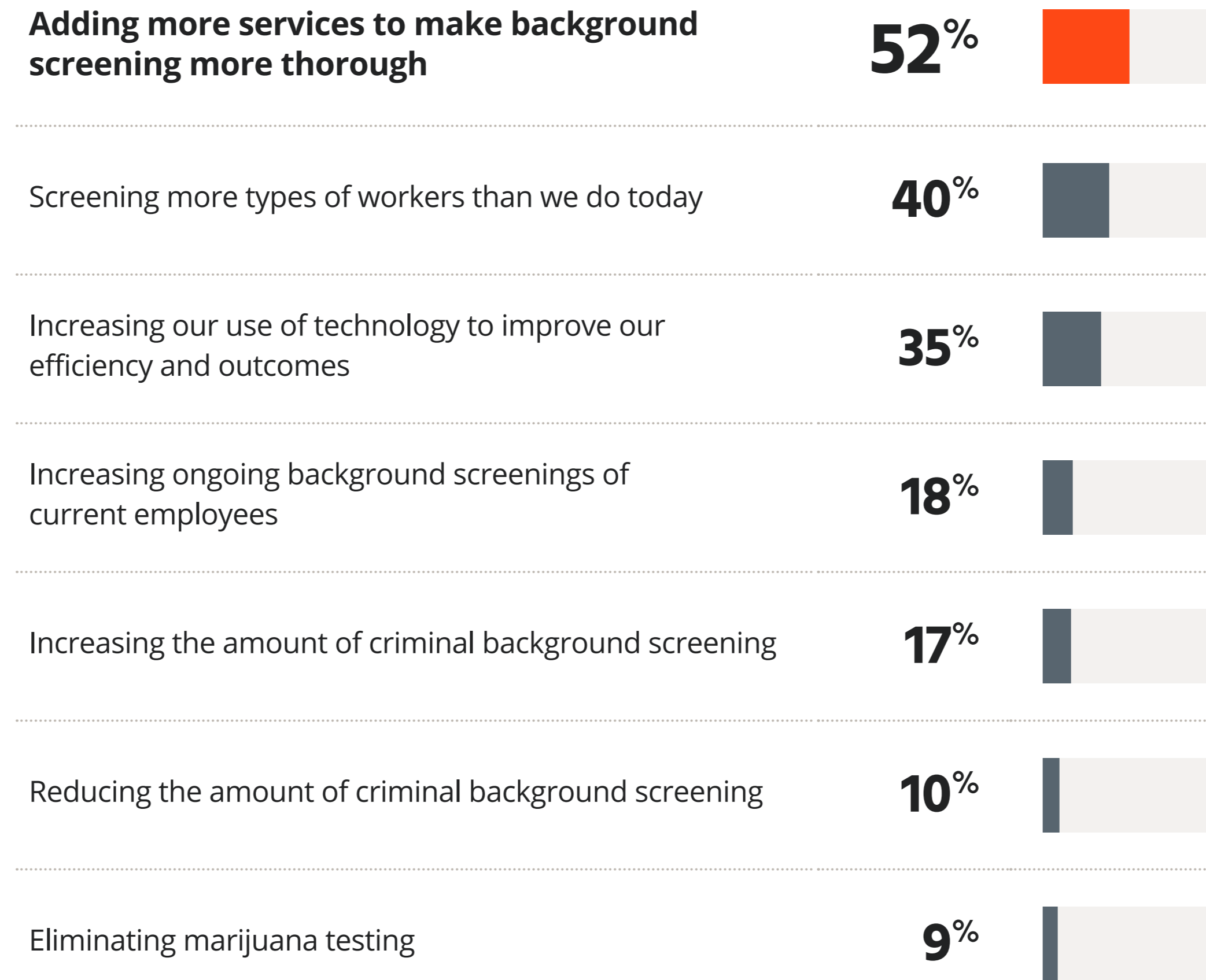
KEY INSIGHT REVEALED

52% of survey respondents plan to add services to make background screening more thorough.

HR PROFESSIONALS

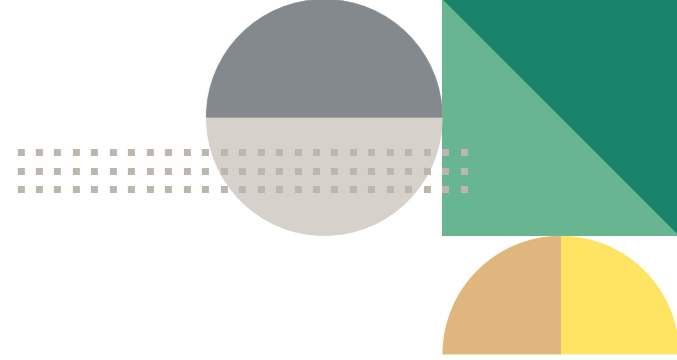
Which of the following changes do you anticipate your organization will make to its background screening program in the next two years?

Select all that apply.



OPPORTUNITY UNCOVERED

The time is now to invest in technologies and partners to help you optimize your hiring and background screening processes for the future. With over half of survey respondents saying that more thorough background screening will soon become the norm, HR professionals need to prepare their organizations for the future by strengthening points in hiring and screening processes that will improve efficiency, thoroughness, and candidate experience.



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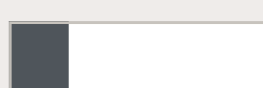


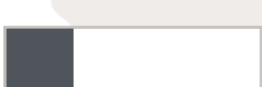
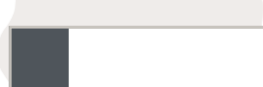

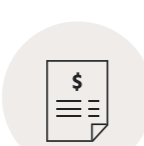







Plans for Adding New Services

Based on the 52% of respondents who told us they are planning to add services to make their background screening programs more thorough, we wanted to learn more about the specifics.

We investigated which services HR professionals plan to add, from both a global and a regional perspective.

HR PROFESSIONALS

If you anticipate adding more services to make background screening more thorough, what types of services are you planning to implement? Select all that apply.

SERVICES	NORTH AMERICA	EMEA	ASIA PACIFIC
 Identity Verification	66% 	46% 	69% 
 Social Media Screening	45% 	52% 	59% 
 Covid-19 Vaccine Records	47% 	34% 	61% 
 Covid-19 Health Testing	46% 	39% 	54% 
 Drug & Health Screening	44% 	23% 	43% 
 Workforce Monitoring	27% 	23% 	36% 
 Credit Reports	25% 	14% 	39% 
 Motor Vehicle Records Review	26% 	18% 	31% 

KEY INSIGHT REVEALED

Globally, identity verification is the most popular area where HR professionals plan to add new services in the coming years.

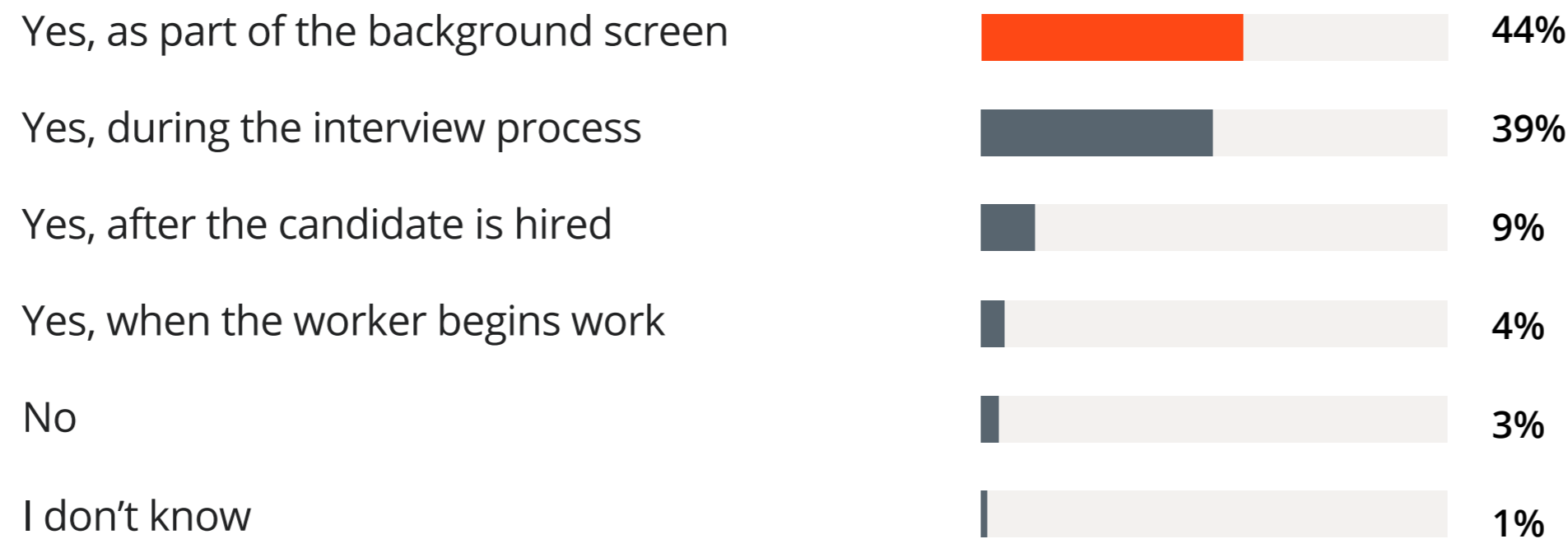
SPOTLIGHT

Identity Verification

Overwhelmingly, 96% of our respondents incorporate identity verification in their hiring or onboarding process — and nearly as many (95%) express confidence in this service.

HR PROFESSIONALS

Does your organization currently conduct identity verification?



HR PROFESSIONALS

How confident are you in your current identity verification process?



(Due to rounding, the results represented in some of our findings may not add up to 100%.)

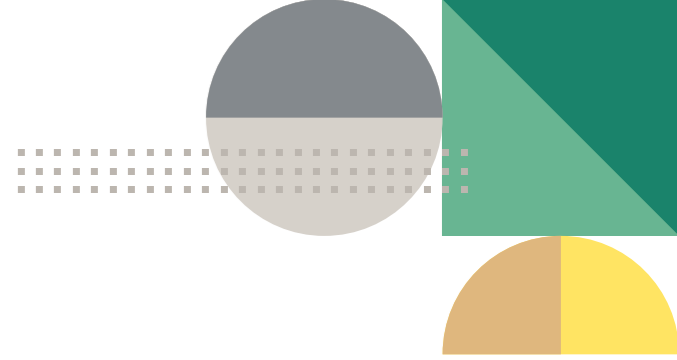
Wait a minute.

Are identity verification methods and standard background checks actually the same thing?

Given our findings, we believe it's important to note that **identity verification is not synonymous with background screening** — they often go hand-in-hand, but are not the same.

Additionally, some jurisdictions and industries require identity verification by law, but it is not required everywhere or in every case. That said, more and more, HR departments are looking to incorporate identity verification services into their hiring process — adding a critical trust-centered and security-focused step which should take place before the background screen gets underway.

It's important to know that the person you are screening is truly who they say they are, and identity verification is the only way to confirm that upfront in the hiring process.



Background Screening Could Change for Good. How Can HR Teams Adapt?

There is broad consensus among HR professionals that background screening is changing and will continue to change. We asked our HR survey participants if they believe their organizations are making the right changes for the future.

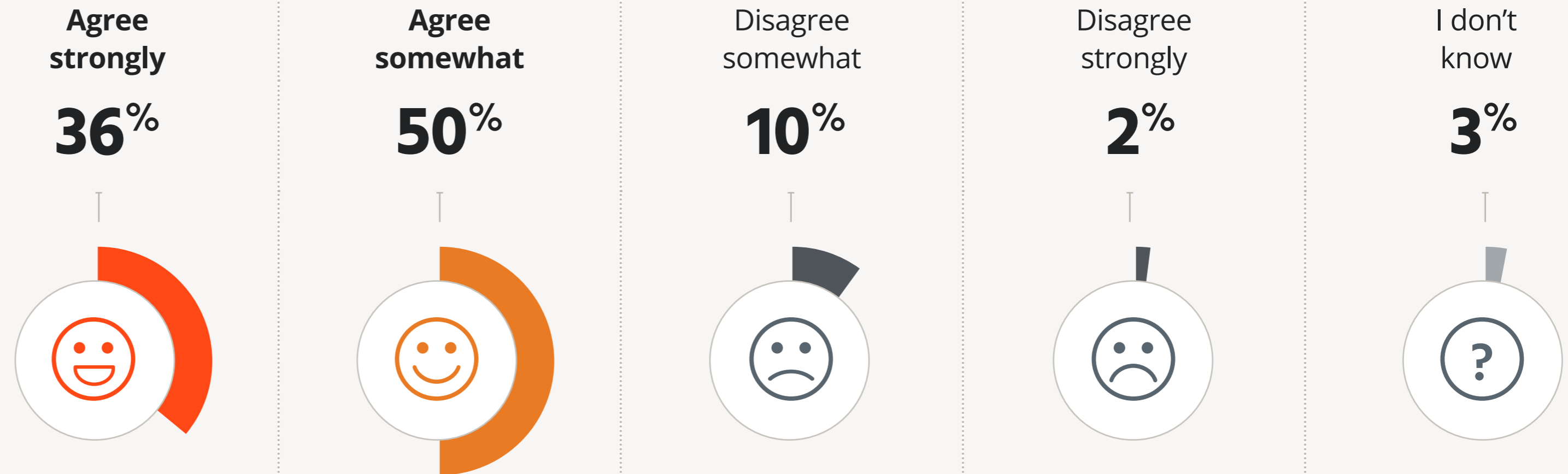
KEY INSIGHT REVEALED

With just over one-third strongly agreeing that their organizations are making the right changes, there is room to increase confidence overall.

HR PROFESSIONALS

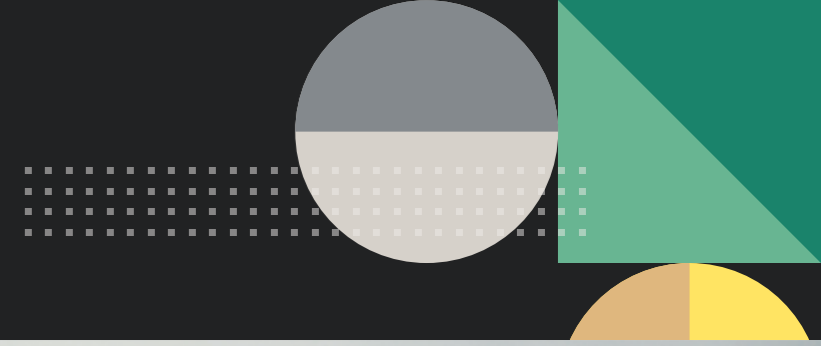
To what extent do you agree with the following statement?

“I believe my organization is planning to make or is making the right changes to our background screening process.”



Due to rounding, the results represented in this chart do not total 100%.

Perhaps a better understanding of job seeker expectations and experiences would help? Let's take a look at what 3,777 recent job seekers shared with us about their own hiring experiences.

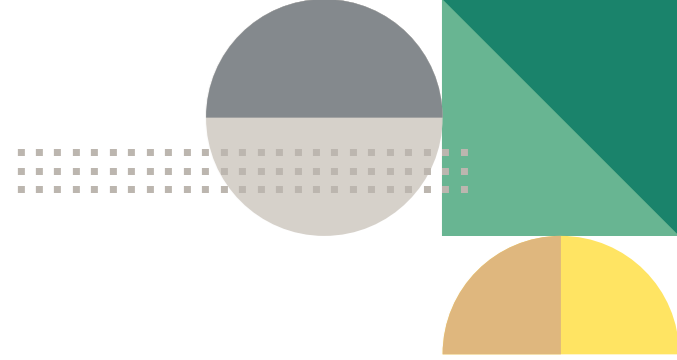


How Well Do You Know Your Candidates?

Understanding the Job Seeker Mindset

Hiring is a shared experience between hiring managers, HR professionals, and candidates, so the perspectives of job seekers are critical to understanding the current reality and anticipated future of hiring. **We asked thousands of recent job seekers — who represent traditional full-time and part-time employees, contingent workers, gig workers, and more — for their views on hiring and background screening.** What we uncovered were some key opportunities for HR professionals to become better aligned with candidates, so both employers and prospective employees can be empowered to take the next step in the shared hiring experience.





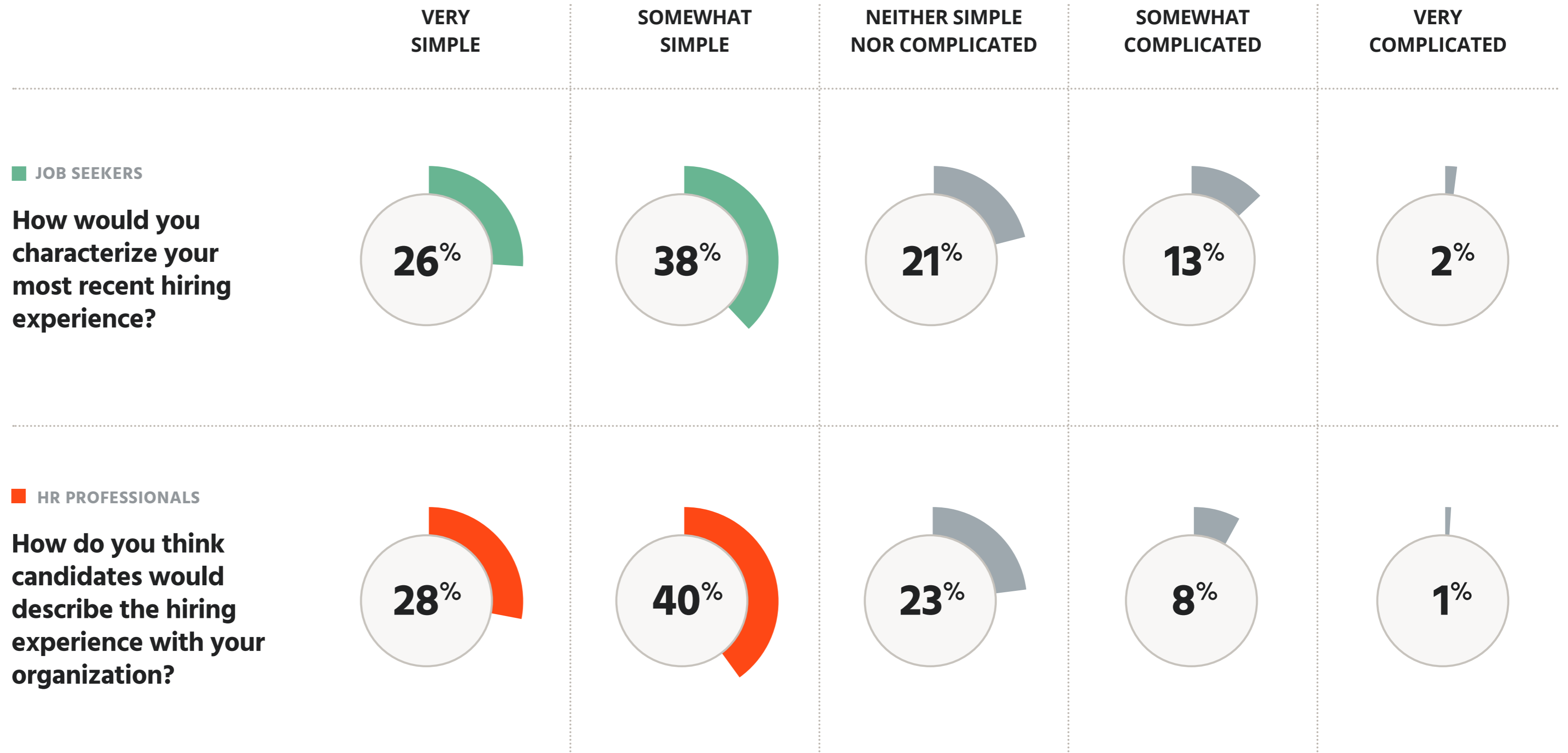
Contrasting Views on the Hiring Experience

As the first point of comparison, we asked job seekers how they would characterize their most recent hiring experience, while also asking HR professionals how they thought candidates would characterize the hiring experience.

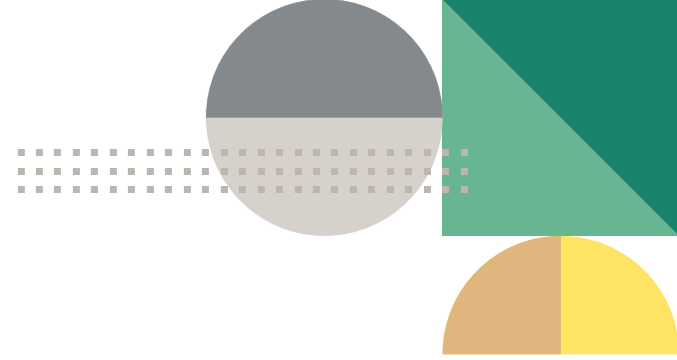


KEY INSIGHT REVEALED

Only 9% of HR professionals believe candidates would find their hiring process complicated, but 15% of candidates said their most recent hiring experience was complicated.



Comparing these responses, we're encouraged to see alignment around the beliefs that the hiring experiences are simple, with 68% of HR professionals and 64% of job seekers agreeing.



What Do Candidates Value Most in the Background Screening Process?

One surprise in our research findings was that HR professionals seem to be misaligned with what candidates consider most important as part of the background screening process.

Our panel of job seekers feel a background screening experience that is reflective of an organization's culture and values is more important than even the speed or seamlessness of the process itself. What does this mean for HR professionals? **It will grow increasingly important to authentically express culture and values early and often throughout the hiring process.**

KEY INSIGHT REVEALED

Across almost every factor, HR professionals did not accurately predict what is most important to candidates in the background screening process.

IMPORTANCE RANKING

5 is most important
1 is least important

JOB SEEKERS

How important were each of the following elements of the background screen in your most recent hiring experience?

HR PROFESSIONALS

Which elements of the background screening experience do you believe are most important to candidates?

Reflective of the organization's culture and values



Speed and/or a quick turnaround



Seamlessness with the rest of the hiring process



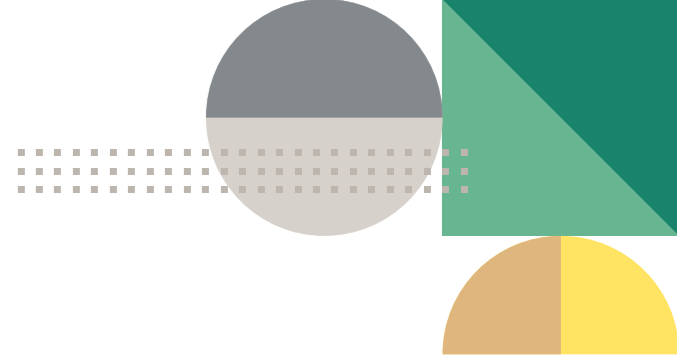
Mobile-friendly interface



24/7 support



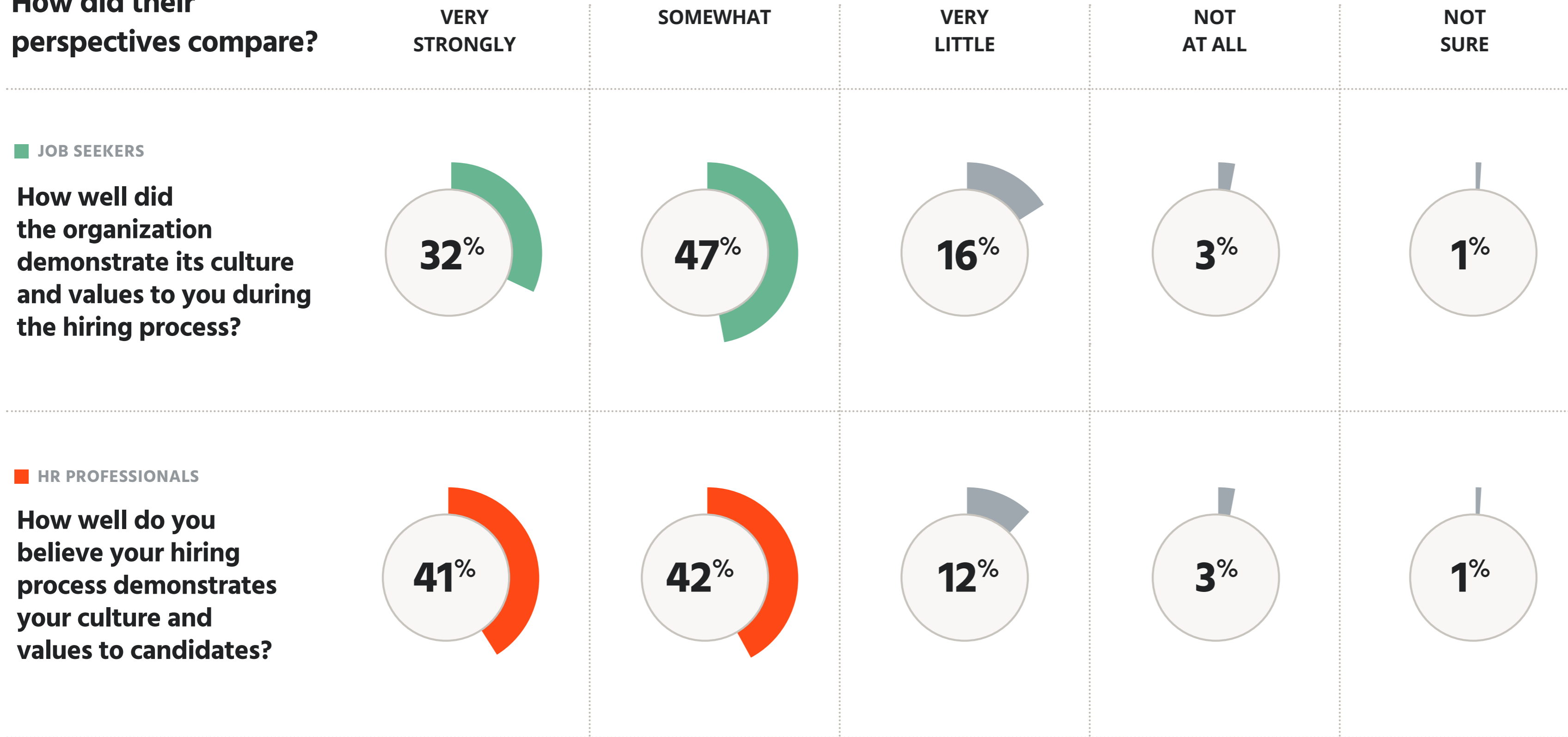
Candidates clearly place a premium on culture, values, and communication, so these are areas for hiring teams to highlight in order to attract and engage the best workers for your organization. Additionally, **78% of job seeker respondents reported that communication and proactive updates are important in the background screening process.**



The Importance of Expressing Your Organization's Culture and Values

In our surveys, we wanted to understand whether or not HR professionals and job seekers are aligned on the way organizations demonstrate their culture and values within the hiring process.

How did their perspectives compare?



Due to rounding, the results represented in some of our findings may not add up to 100%.

KEY INSIGHT REVEALED

HR professionals and candidates have different opinions about how well organizations demonstrate their culture and values during the hiring process.

Notably, **41%** of HR survey respondents believe their hiring process demonstrates organizational culture and value very strongly, while only **32%** of candidates agree.



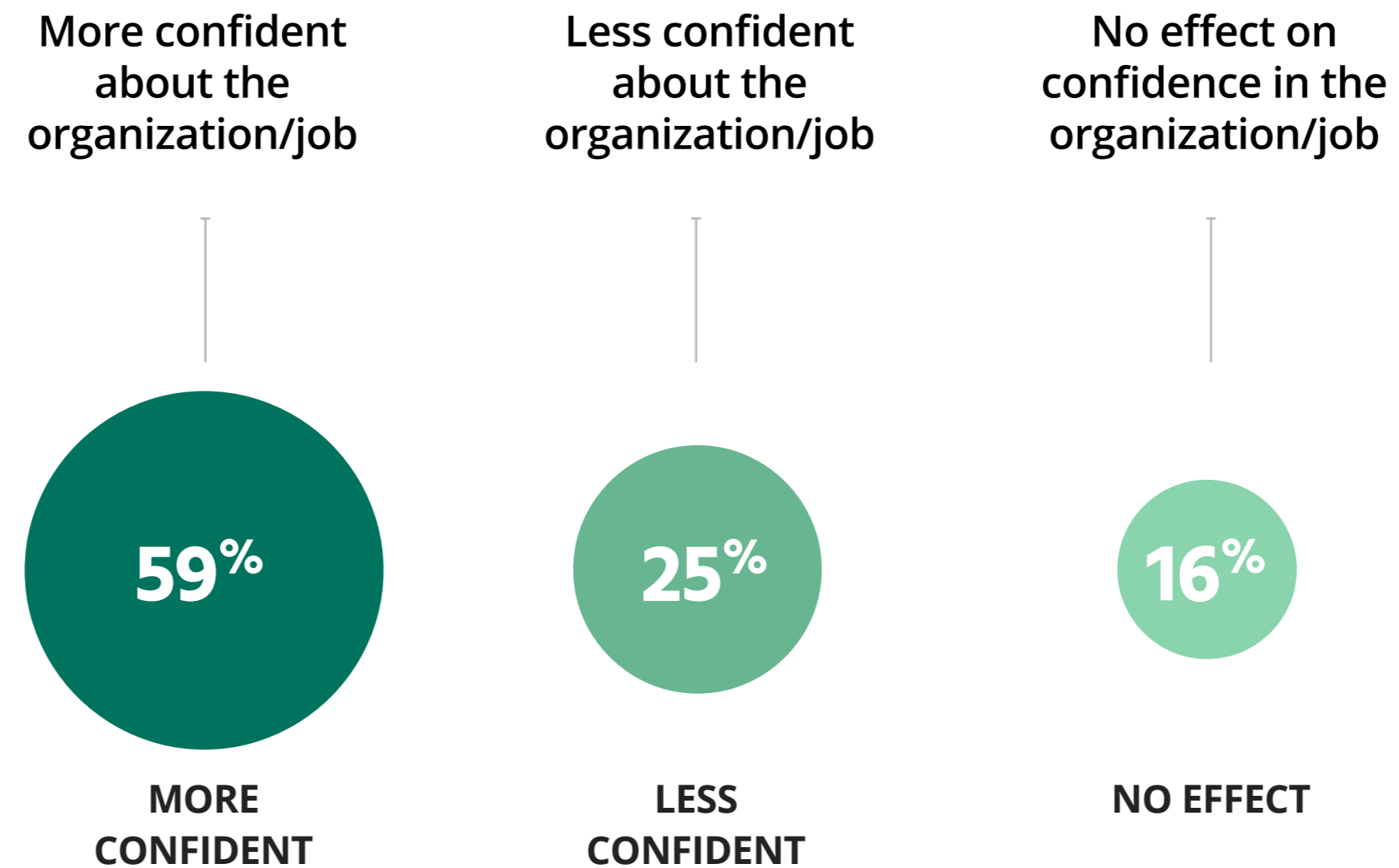
How Do Job Seekers Really Feel About Background Screening?

HR professionals may think that candidates view background screening as a check-the-box activity, or even an inconvenience, in the process of getting hired. So, it may be surprising to learn that **candidates do have some positive sentiments about background screening.**

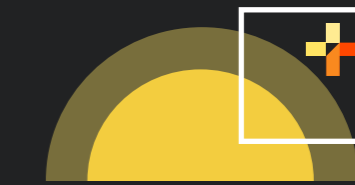


JOB SEEKERS

Did the background screening experience make you feel more or less confident about working with the organization or pursuing the job?



A majority of candidates felt more confident about working with the organization or pursuing the job based on their background screening experience. This presents an opportunity for hiring teams to think about background screening as a way to build confidence with candidates.



OPPORTUNITY UNCOVERED

Candidates expect a quick turnaround in the background check process, but **what they truly value is a culture-focused and engaging experience.** To meet candidates' expectations, it is critical for HR professionals to prioritize the seamlessness of the experience and the authentic expression of your organization's culture and values during the background screening process.



What Candidates Wish HR Professionals Knew

The Job Seekers Have Spoken

For HR professionals who are looking for ways to alleviate and overcome hiring challenges, it is critically important to **align the organization's hiring and background screening processes with the expectations of today's — and tomorrow's — job seekers**. In a challenging hiring environment, guessing at what candidates want from the hiring experience won't be enough.



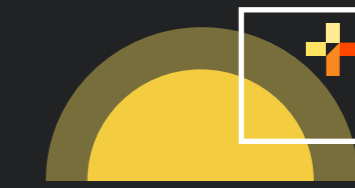
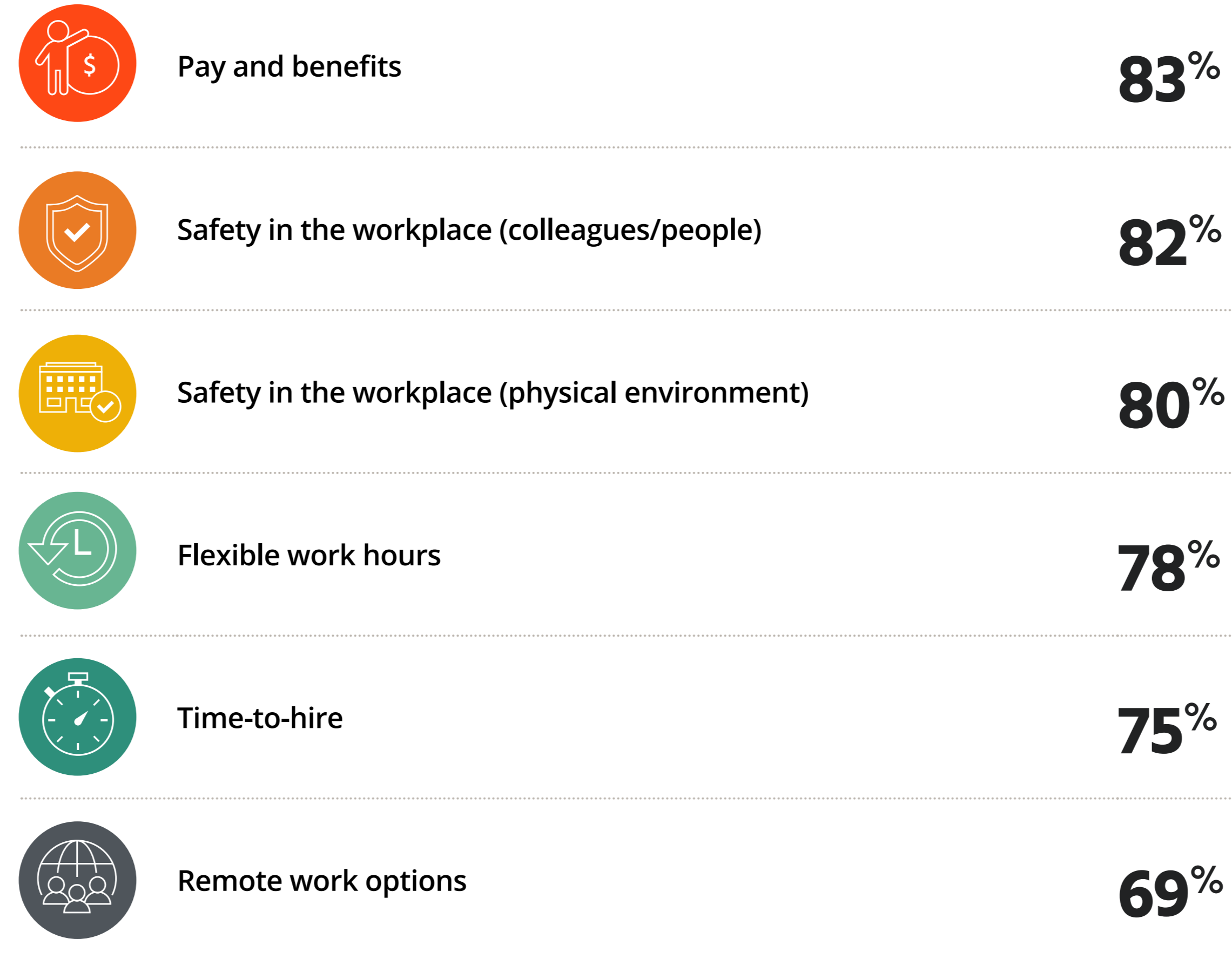
Choosing Where to Work Isn't Just About Pay

Unsurprisingly, job seekers rate pay and benefits as the most important factor in choosing where to work or what kind of job they want to do. However, it is important to realize that there are several other factors that candidates consider important when deciding which job opportunities to pursue.

What this data tells us is that **candidates want to work at organizations where they can trust that they will be safe, where they have a degree of control over when and where they get their work done, and where they can get started at the job quickly.**

JOB SEEKERS

Factors that are very important or somewhat important to job seekers in deciding where to work or what kind of work to pursue:



OPPORTUNITY UNCOVERED

Offering competitive pay and benefits is important, but **HR professionals and hiring managers shouldn't ignore how much value work candidates put on safety, flexibility, and respect for their time.**

Particularly when it comes to candidates' prioritization of safety in the workplace, HR professionals should ensure that their background screening process reinforces this value and demonstrates the organization's commitment to worker safety.

Fostering a Culture of Trust From the Start



“




As people look for more flexible earning opportunities, we've seen a number of people attracted to self-employment where they have the autonomy and freedom that comes with being their own boss. This shift of mindset within the workforce, and our high-volume recruiting efforts, allow Liveops to meet this demand, providing flexible solutions to our clients and agents. When we source independent contractor agents, we know the safety and security of our client partners' information is of paramount concern. Partnering with Sterling for a customized background screening solution provides protection for everyone in our model. This is something we take very seriously.

”

liveops

Candidates In Their Own Words

As part of our job seeker survey, we asked respondents to describe their most recent background screening experience using three words:

-  **Green** denotes a positive response
-  **Yellow** denotes a neutral response
-  **Gray** denotes a negative response

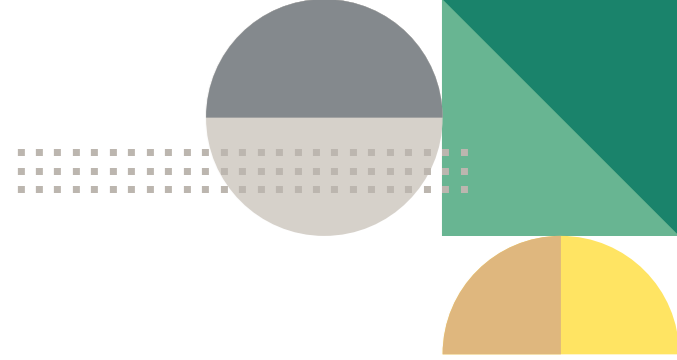
JOB SEEKERS

Please share three words to describe your most recent background screening experience.

Some of the words used across responses:

DESCRIPTIVE WORD	TIMES USED
Good	● 465
Easy	● 395
Quick	● 188
Simple	● 177
Fast	● 164
Long	● 160
Efficient	● 88
Interesting	● 78
Hard	● 74
Complicated	● 63
OK	● 62
Great	● 62
Seamless	● 60
Important	● 51
Thorough	● 41
Tiring	● 36
Stressful	● 32
Fine	● 32
Safe	● 29
Difficult	● 28
Slow	● 26
Complex	● 26
Effective	● 25





■ JOB SEEKERS

What is one thing you wish organizations and HR professionals understood better about the hiring experience from the perspective of a job/work candidate?



TIME



“Companies should prioritize ways to shorten the screening period.”

“Don’t leave people waiting for an update longer than one week.”



CHOICE



“HR professionals need to understand that candidates are always applying for multiple jobs.”

“Complete honesty should be expected from both sides. I am capable of finding another job just as much as they can find another worker.”



HUMANITY



“We are all humans with faults and talents.”

“Understand the applicant’s true abilities and potential.”



COMMUNICATION



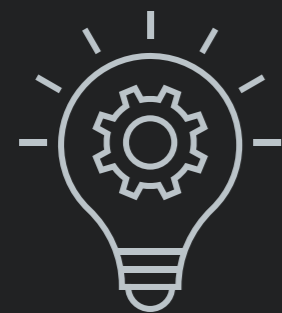
“It’s important to [have] clear, honest, and consistent communication with the candidate... [about] the status of our application.”

“Show respect and patience with candidates, and strive to put candidates at ease.”

To wrap up our job seeker survey, we gave **candidates** an opportunity to share, in their own words, **what they wish HR professionals understood about the candidate experience from their perspective.**



Their responses shed light on the wide variety of experiences candidates have had with hiring teams. Even within the plethora of unique responses, we found that many could be categorized within a few core concepts.



How Can You Prepare for the Future of Hiring and Background Screening?

It may be a challenging hiring environment today, but opportunities abound for the HR professionals and hiring managers who want to uncover them.



Not sure where to start?
Begin here.



Embrace change. Hiring may not look like it did even a few years ago, but that doesn't mean you can't rise to the challenge by leaning into change.



Identify any weaknesses in your hiring and background screening processes as soon as possible. Assemble experts. Ask tough questions. HR professionals around the globe agree that hiring will likely become more challenging in the future, so now is the time to strengthen your processes.



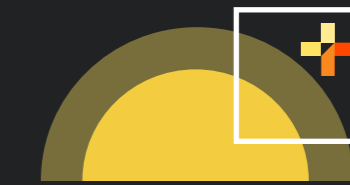
Prioritize the candidate experience across the entire hiring process, including background screening. Candidates place high importance on proactive communication, mutual respect, and an authentic expression of organizational culture and values as part of the hiring experience.



Look for ways to better understand candidate perspectives. Especially if you are seeing that candidates are opting out or you are struggling to get the right people hired, you should seek opportunities to hear directly from candidates about their real-life expectations and viewpoints.

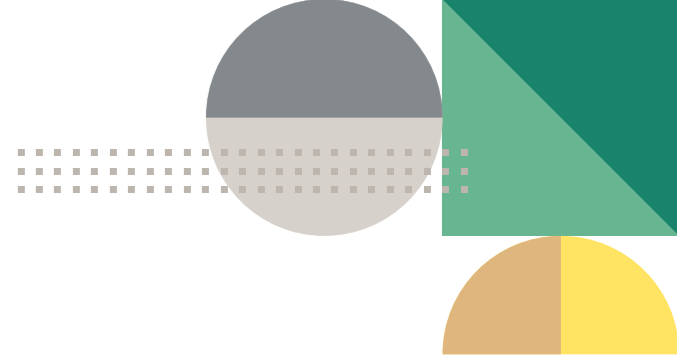


You don't have to figure everything out on your own. Seek out partners to help you elevate the candidate experience, maximize your culture in the hiring process, and optimize background screening processes to meet the moment.



OPPORTUNITY UNCOVERED

To position for hiring success today and in the future, **HR professionals and hiring managers should make it a priority to listen to what job seekers have to say.** Seek to hear about their honest experiences with hiring and background screening and then put that feedback into action.



Survey Details: HR Professionals

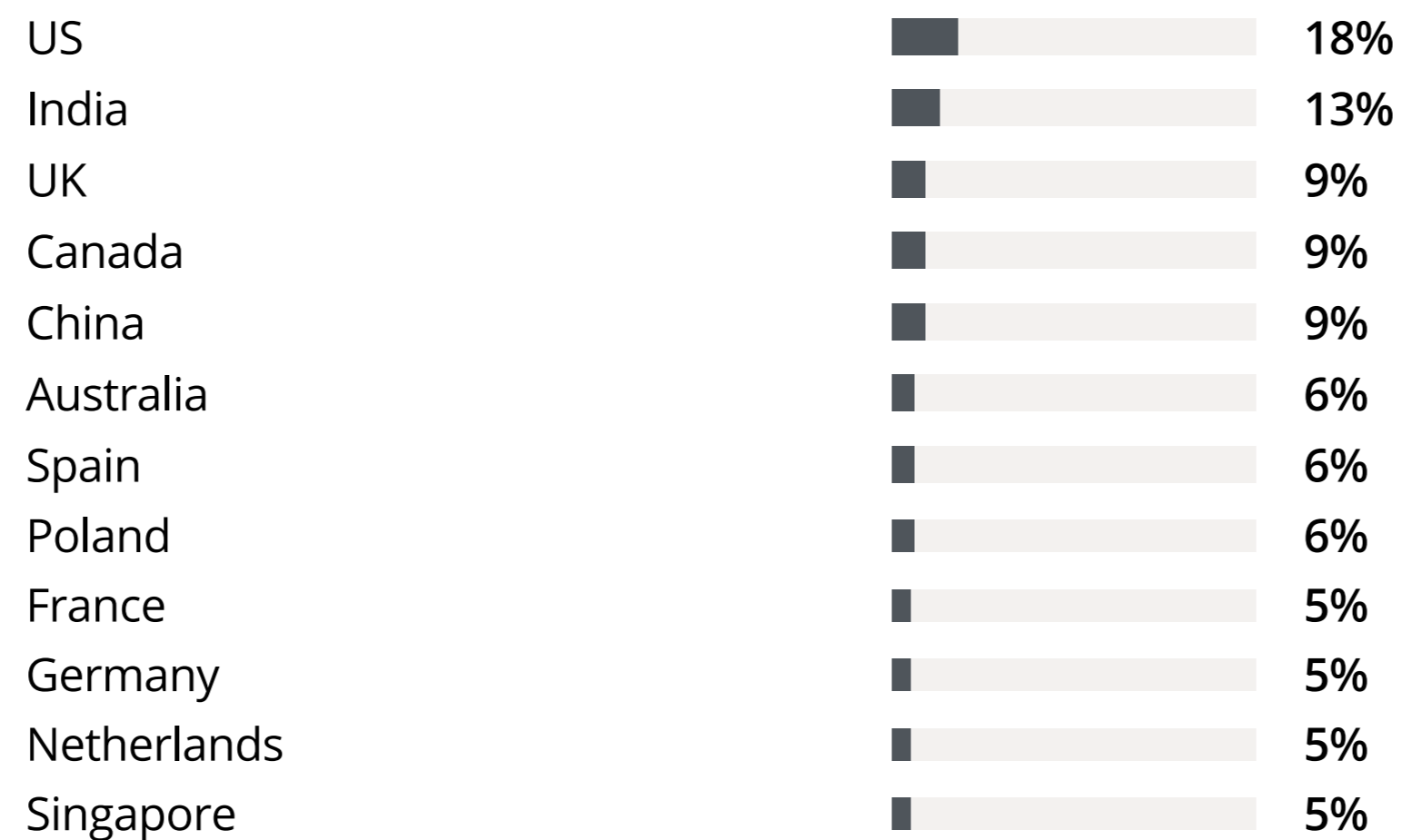
Sterling distributed a survey to HR and hiring professionals in January 2022 to assess attitudes, experiences, challenges, and opportunities related to hiring and background screening.

This survey was completed by **1,208 respondents globally**, representing **13 countries** and numerous industries.

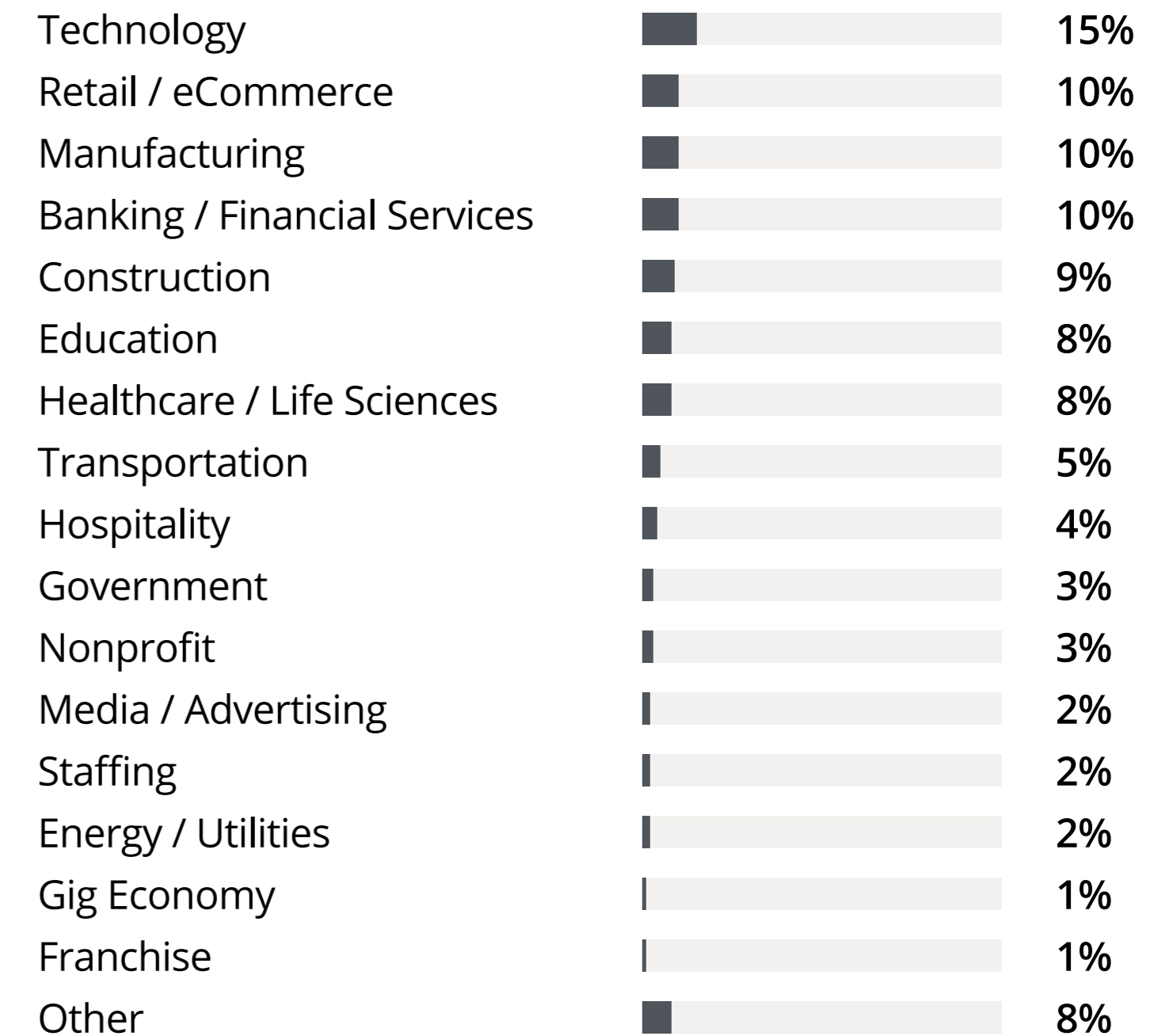
Which most closely matches your role or title?



In which country are you located?



Which best describes your organization's primary industry?

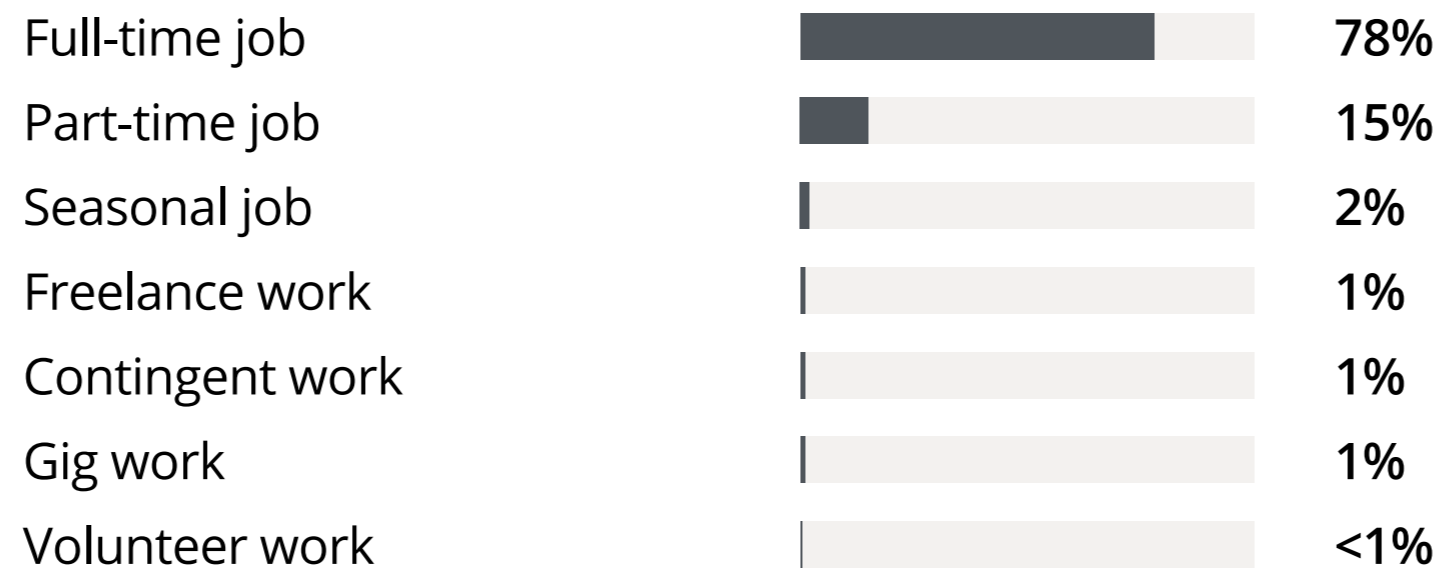


Survey Details: Job Seekers

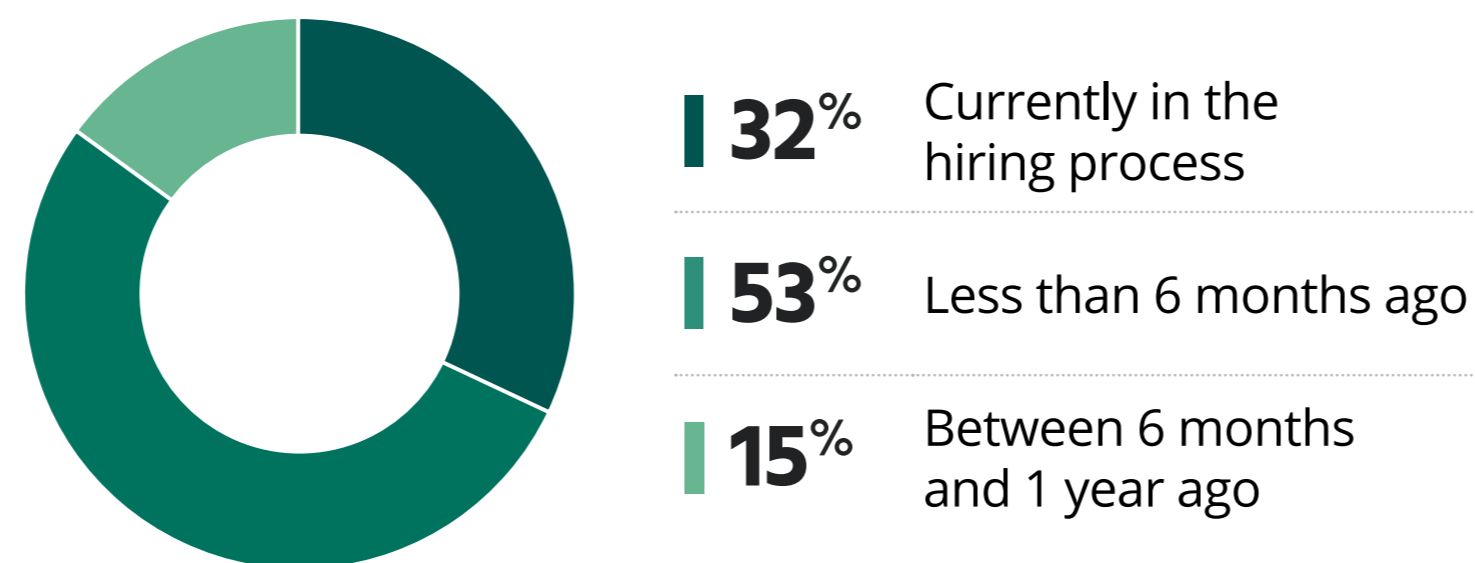
Through a third party, Sterling distributed a survey to individuals who participated in a hiring experience and completed a background check within the last year (“job seekers”).

This survey was distributed in January 2022 and was completed by **3,777 respondents globally**.

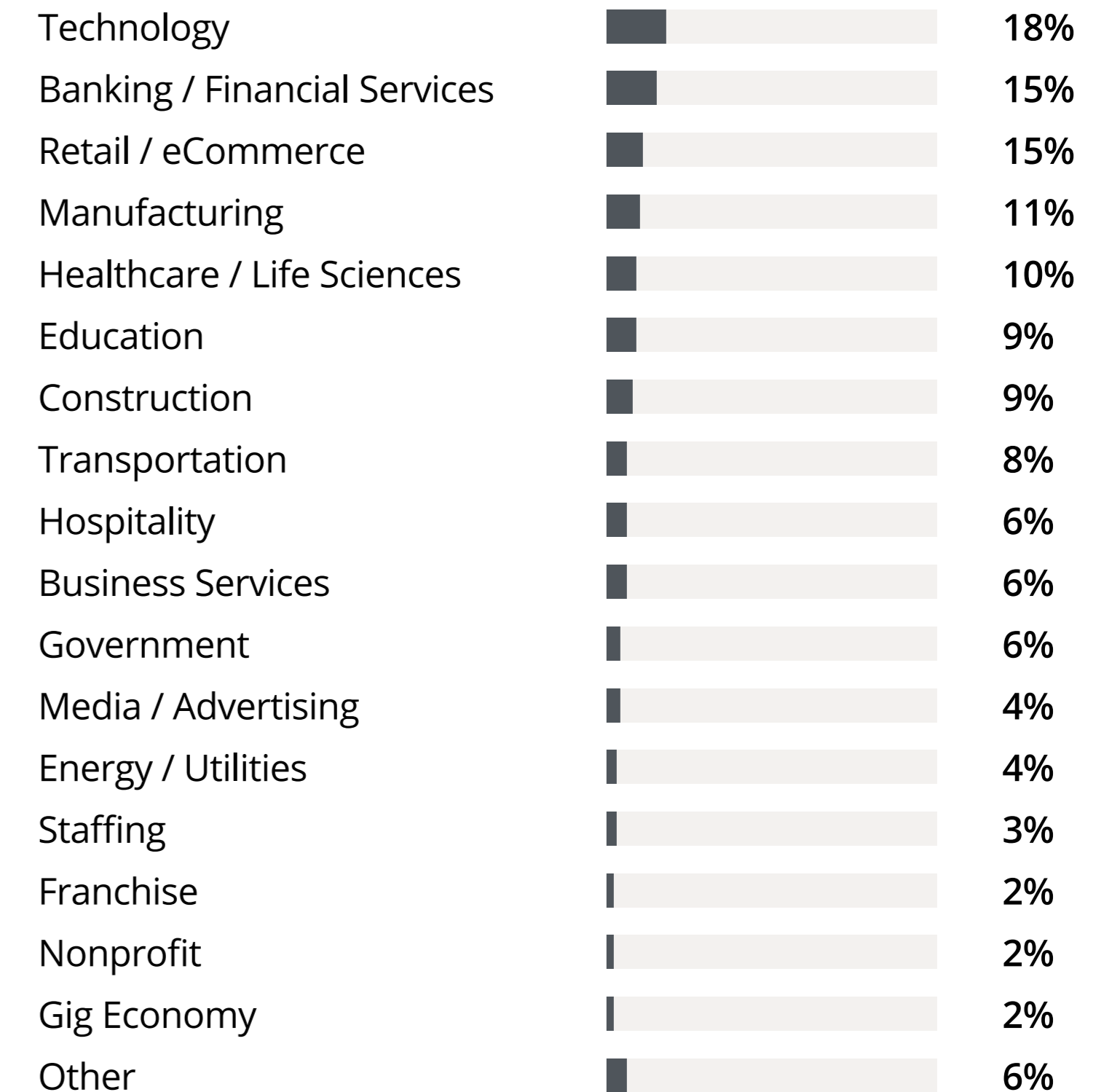
What is the primary type of job or work you were applying for as part of your most recent hiring experience?



How long ago did you go through the hiring process as a job/work candidate?



What is the primary industry of the organization you were applying to as part of your most recent hiring experience?



Armed with insights, supported by expert partners, and motivated by a healthy dose of optimism, you can be part of the Great Reimagination of HR. The future of hiring and background screening will be both challenging and exciting.

At Sterling, we look forward to joining you on the journey.

To learn more about how Sterling's background screening and identity verification services can help you triumph in hiring today and tomorrow, connect with a member of our global team now.





About Us

Sterling (NASDAQ: STER) — a leading provider of background and identity services — offers background and identity verification to help over 50,000 clients create people-first cultures built on a foundation of trust and safety. Sterling’s tech-enabled services help organizations across all industries establish great environments for their workers, partners, and customers. With operations around the world, Sterling conducted more than 95 million searches in the 12 months ended December 31, 2021.

Want More?

Sterling regularly publishes cutting-edge research and insight on the latest trends in human resources, talent acquisition and management, and hire processing.

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