



**(2020–2024)**



# RPO Baker's Dozen Methodology

- *HRO Today* distributes the link to about 45 providers and to our own list of approximately 1,200 RPO customers each year.
- The Baker's Dozen questionnaire has 42 questions. It measures providers in 3 dimensions: breadth of services, size of deal, and quality of service.
- Companies need a minimum of 13 surveys from 10 companies to qualify for the enterprise list.
- The ranking is completely based on customer feedback and quantitative rankings.

**Sample Size for RPO Baker's Dozen Survey  
2020-2024\***

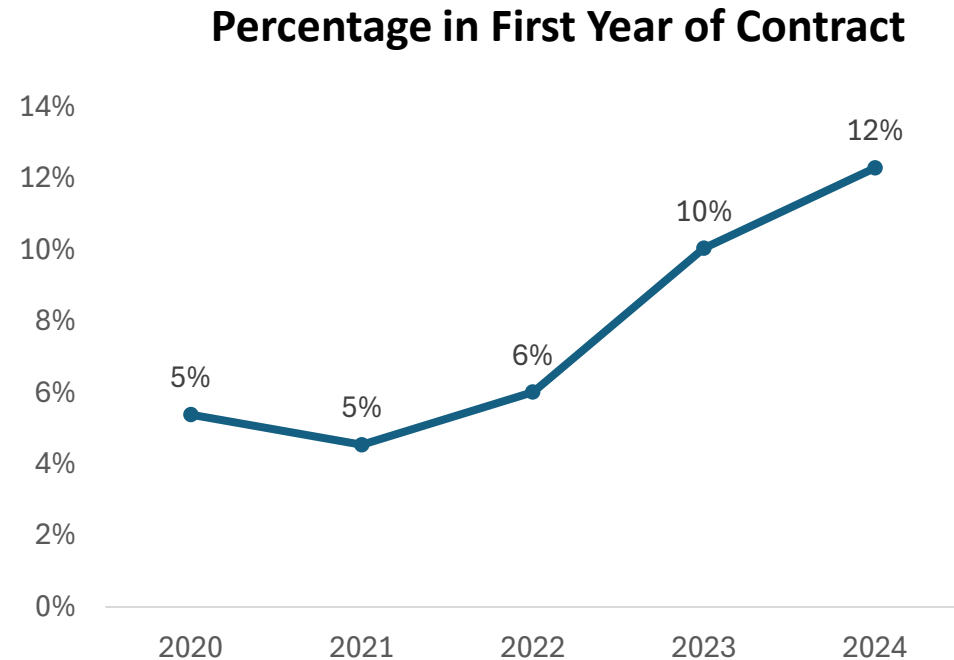
	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
# Respondents	800	700	900	900	900

\*Includes responses for providers ranked outside top 13 Enterprise level

# Percentage in First Year of Contract

*My company initiated our contract with this recruitment services provider approximately on this date:*

- Twelve percent of contracts were in their first year in 2023, up for the third consecutive time. This is more than twice the percentage recorded in 2019-2021.

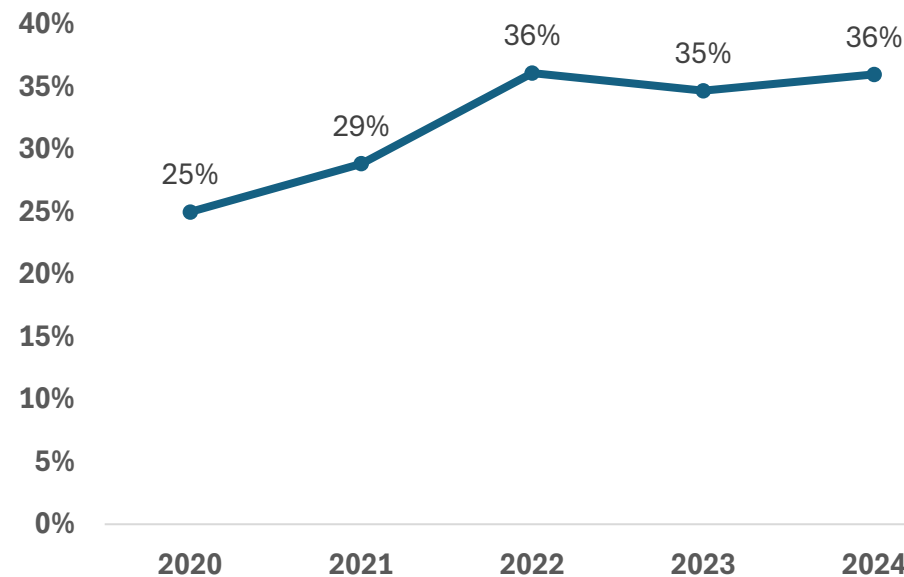


# Consistency of RPO Contracting

*We had a different RPO provider previous to our current provider.*

- Just over one-third (36%) of RPO clients had a RPO provider prior to their current one. That proportion is up 11 percentage points since 2020 and may reflect a maturation of the market.

**Percentage With Different RPO Provider**

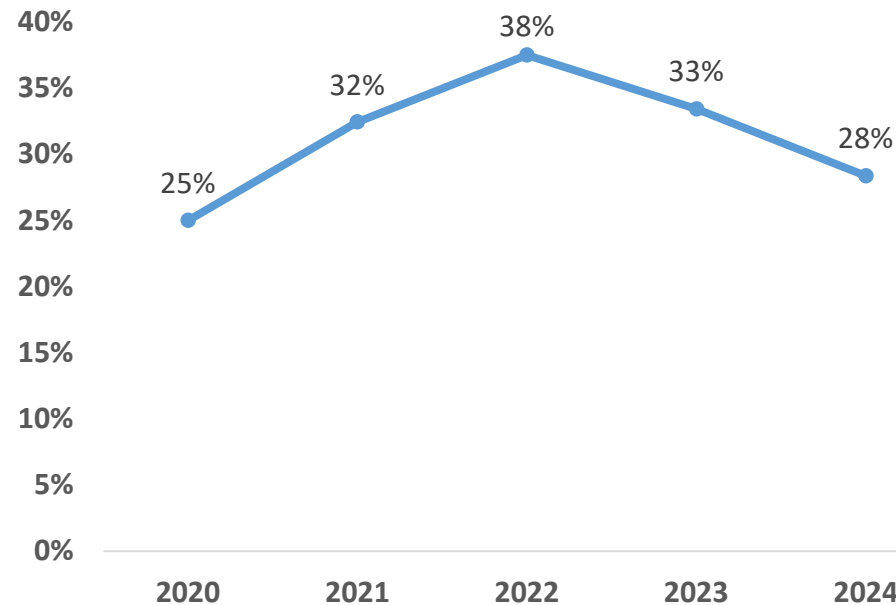


# Use of Multiple RPO Providers

*Do you use more than one RPO provider for different recruiting needs?*

- In 2024, just over one-quarter (28%) report using more than one RPO providers for different recruiting needs. That is down for the second consecutive year, declining 10 percentage points since 2022.

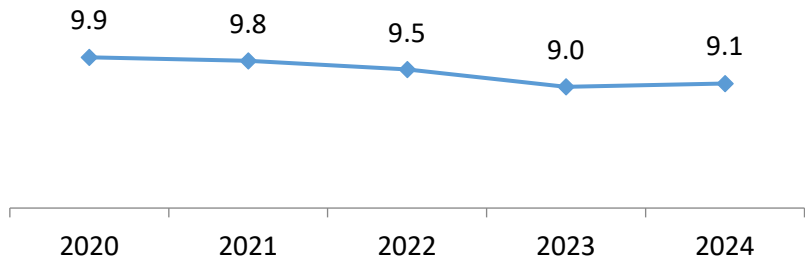
**Percentage Using Multiple RPO Providers**



# Service Utilization

*I have utilized this RPO provider for the following services*

- In 2023, the average number of reported services used was 9.1. There has been a modest decline in the average number of services used since 2022.



- Sourcing, screening, and interview scheduling have been the three mostly commonly used services since 2014, all approaching universal usage.

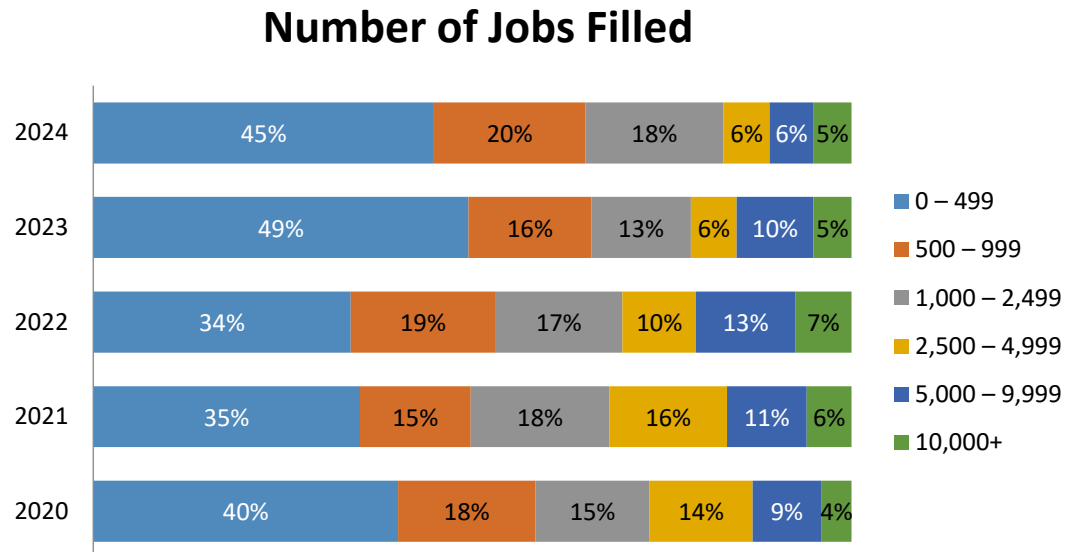
Service	2020	2021	2022	2023	2024
Sourcing	92%	92%	94%	91%	87%
Screening	93%	93%	92%	90%	86%
Interview scheduling	90%	92%	93%	87%	85%

Most commonly outsourced service Second most commonly outsourced service Third most commonly outsourced service

# Deal Size: 2020-2024

*This provider fills the following number of jobs (both internally processed and externally sourced) per year.*

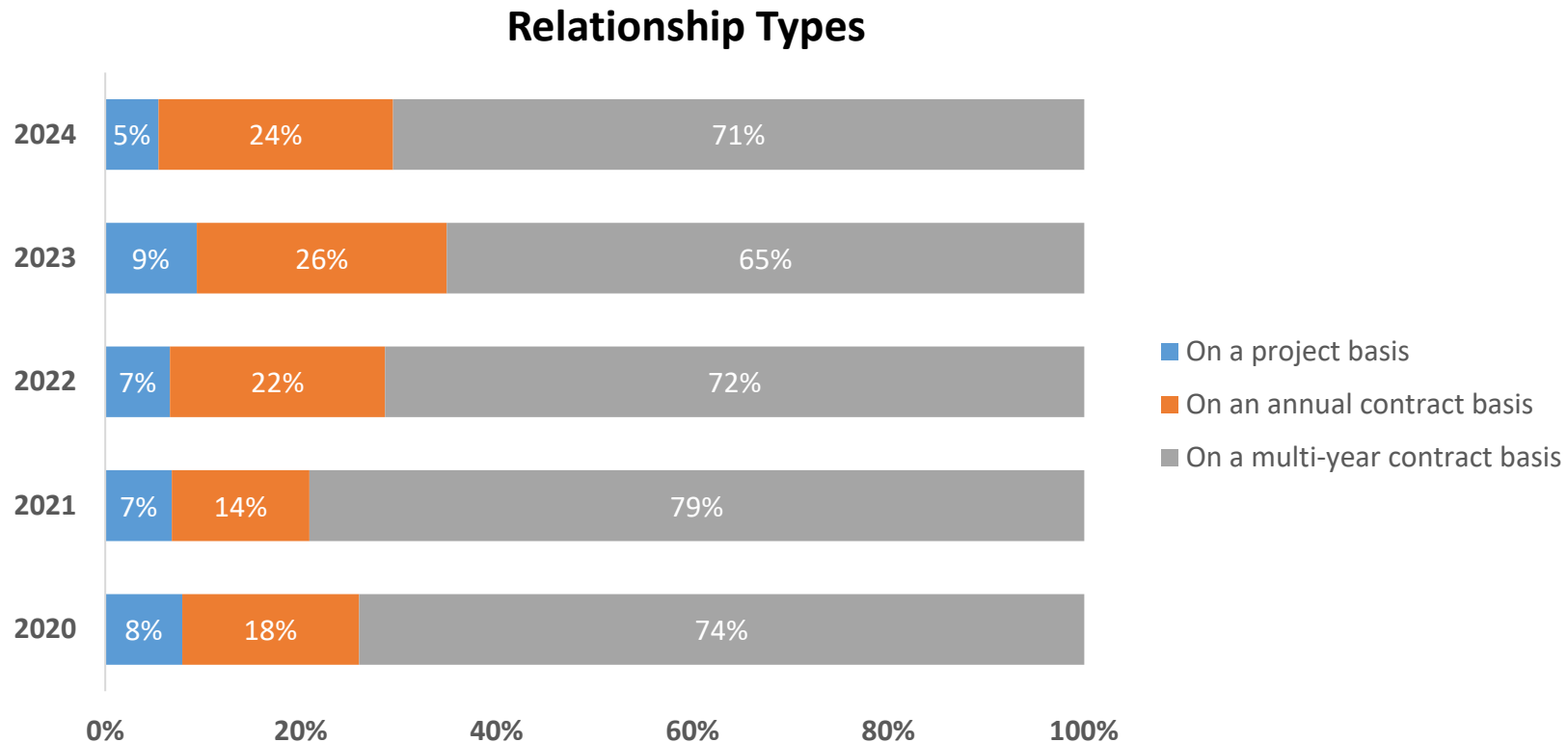
- Provider clients indicated that 17% of jobs filled were for 2,500 or more jobs per year, significantly below the 2020 level of level of 27%.
- Further, in 2024 nearly two-thirds (65%) of cases were for fewer than 1,000 jobs filled per year, the same as in 2023, but above the 58% in 2020.



# Relationship Type

*This RPO provider provides service primarily on a project, one-year, or multi-year contract basis*

- The proportion of all three types of contracts: multi-year, single-year and project relationships favor multi-year deals. The percentage of multi-year contracts (71%) returned to a similar level found in 2022, after a decline in 2023.





# Contract Renegotiation

- Contract renegotiation in 2024 has been stable since 2021 at 75%. The expansion of the contract during renegotiation also remained stable at 86% in 2023, about where it has been since 2021.

