

Candidate Survey

General Overview

Stanton Chase International Belgrade conducted for the first time this year a survey among its candidates with the aim to hear their impressions and comments about the cooperation and suggestions on how to improve this cooperation.

The anonymous questionnaire was sent to candidates who had interviews with us in the previous year, that is to say, the candidates who had personal contact with our consultants, including those who were presented as shortlisted candidates to clients, and those who were not. The questionnaire was filled in by over 70% of the asked candidates, which makes the results of this survey representative and valid.

In the first part of the survey we wanted to find out some basic data about the participants, such as age, gender and industry they work in. The majority of participants are aged between 30 and 39, which was expected, but the percentage of candidates between 40 and 49 is also not negligible, almost 30%. It is a bit surprising that almost two thirds of the participants are male, and especially that over 50% of them come from financial industry, bearing in mind the current crisis. The crisis has obviously affected more the real sector, while banks and other financial institution are still active in finding adequate staff. Consumer goods are on the second place with 20%, and all the other industries have small ratio.

Almost two thirds of the candidates heard of Stanton Chase from colleagues and friends and it is definitely the best recommendation. A small number of candidates heard of us through social networks, although Stanton Chase is very active in LinkedIn, but it seems that the usage of social networks for business purposes has not been developed enough in Serbia.

We were particularly interested to find out which factors are most important for candidates in their contact and relationship with an executive search company. The following factors were named: trust, confidentiality, understanding of the market and the position, understanding of the candidates' need and open communication, good positioning of the company and its influence in the market. The results led us to the conclusion that all the factors were very important because they were highly rated by the participants, and that none stands out as the most important.

In the next part of the survey we wanted to find out something more about the impressions candidates got during the personal contact with our consultants. Over 75% of the participants rated our consultants with two highest marks, four and five. Candidates were most satisfied with confidentiality (95%), open communication and a structured interview, while there is a space for improvement in giving precise answers to all candidates' questions.

One set of questions was posed only to the shortlisted candidates, those who were interviewed also by clients. They made 75% of the overall number of the participants and they rated their experience with Stanton Chase as very positive. Typical comments:

“High degree of market awareness, pleasant and constructive communication during the interview.”

“A professional firm which understands the needs of its clients.”

“A serious international company.”

In Tune with the Local Connected to the World

“They are professional, discreet and reputable.”

“SC is an excellent link for professional to find an adequate employment.”

“A more professional attitude than with other agencies of the similar kind.”

“One of the best, if not the very best company of this sort in the domestic market.”

One third of the participants did not have an opinion about whether Stanton Chase helped them make a good decision for their career. This result might be understood as an indication that sometimes it takes a lot of time, even years, to assess if a particular job decision was right.

The only critical comments, so to say, were aimed at the length of the process, which is in Serbia a reality we can hardly influence, and at the feedback from clients after their interviews with candidates, especially concerning the explanation why a candidate was finally rejected. Stanton Chase usually seeks high positions among top professionals and usually all the shortlisted candidates meet the required criteria, so that little details make the difference with clients. The truth is that there is no particular reason why someone “did not pass”, but a client simply opted for one of several excellent candidates. It is rare that clients comment on the candidates they did not choose, and they are not obliged to do so.

“The only objection to the process is that the period from the first meeting in Stanton Chase office until the feedback lasted too long.”

“Instead of standard explanations, try to find out from the employers the reasons for refusing the candidates after interviews.”

All in all, more than two thirds of the participants assessed their experience with Stanton Chase as positive or very positive, and a very high percentage (93.4%) of candidates would recommend Stanton Chase to their colleagues and clients. Some of the comments:

“Professionalism and trust are reasons why I would give my recommendation.”

“I would recommend them because I find Stanton Chase one of the rare executive search companies in the territory of Republic of Serbia which performs its job in a professional way: consultants are well-informed about the position, respect candidates in all aspects – their experience, time, ask questions which reflect their education and experience.”

We may conclude that Stanton Chase International was rated as a very professional company whose consultants understand well both the market and clients’ needs, can convey it to candidates and are absolutely discreet.

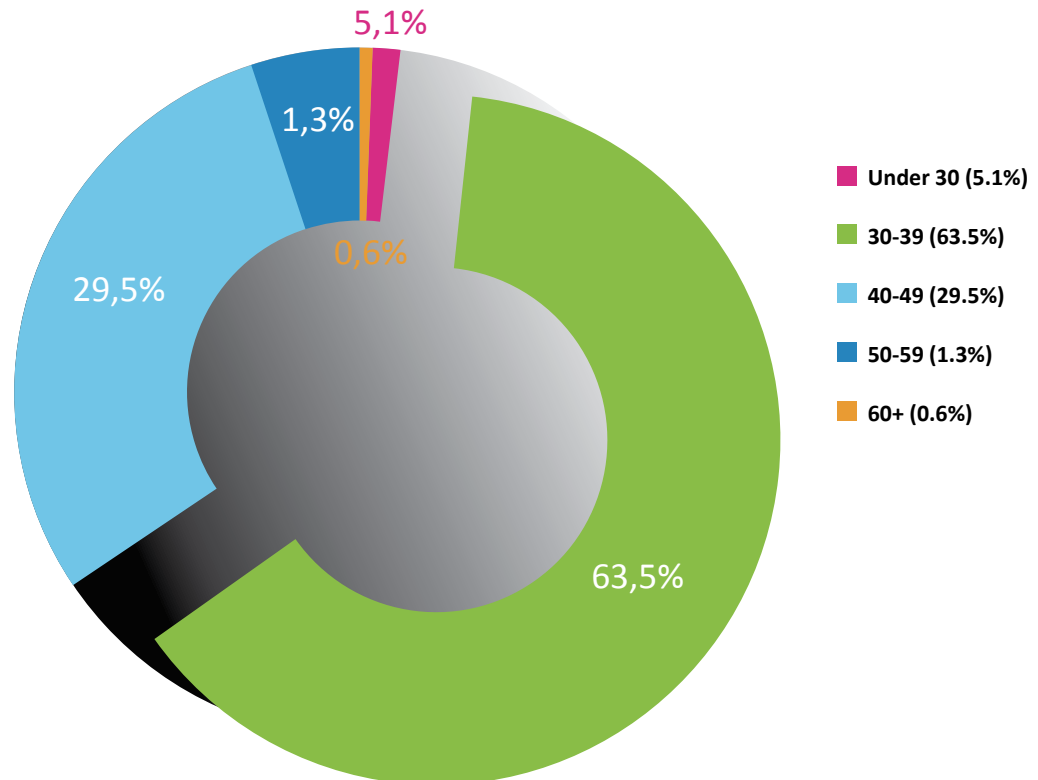
There are opportunities for improvement in more frequent communication with candidates regardless of the existing positions, especially via Web, blogs, LinkedIn. Notifying candidates regularly about the ongoing process even when there are no news is also desirable, especially if the process is unexpectedly prolonged.

We hope that this survey will contribute to even more successful communication between Stanton Chase and candidates, and to better understanding of the selection process by all the parties involved.

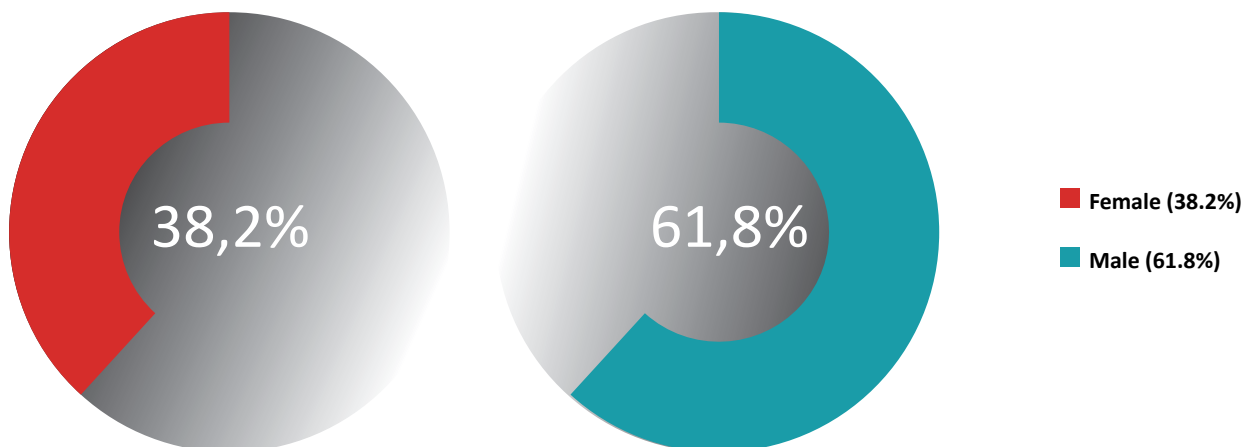
Age and sex

Most of the participants in the survey are between 30 and 39 years of age, more men than women.

1. How old are you?



2. Gender

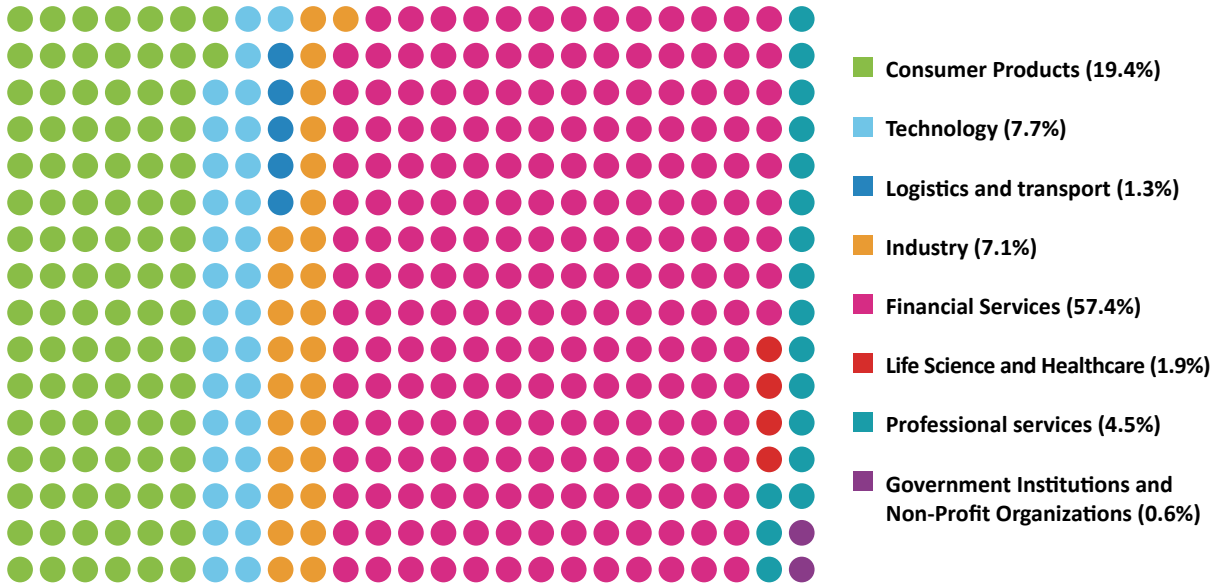


In Tune with the Local Connected to the World

Industries

Most of the participants come from Financial Services and Consumer Products.

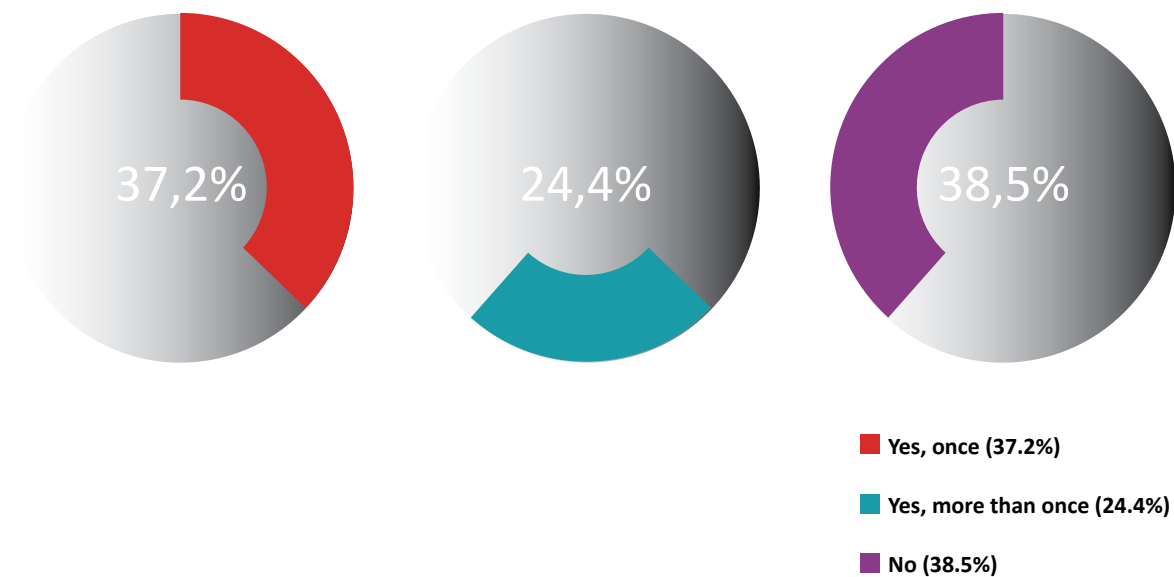
3. Which industry do you work in?



Change of industries during career

Majority of candidates have changed the industry throughout their career.

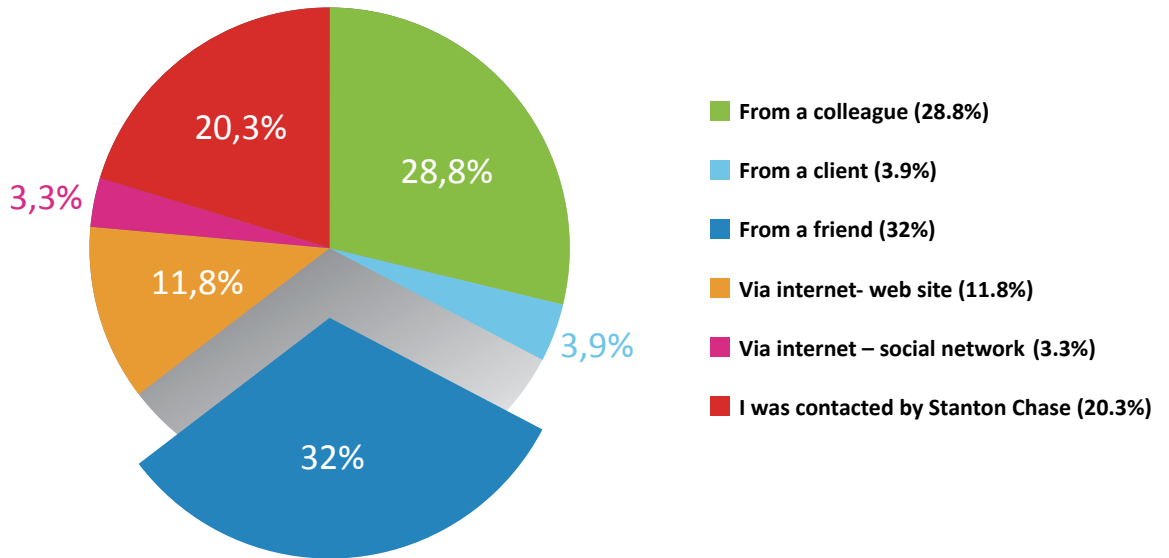
4. Have you changed the industry you work in during your career?



Contact with Stanton Chase

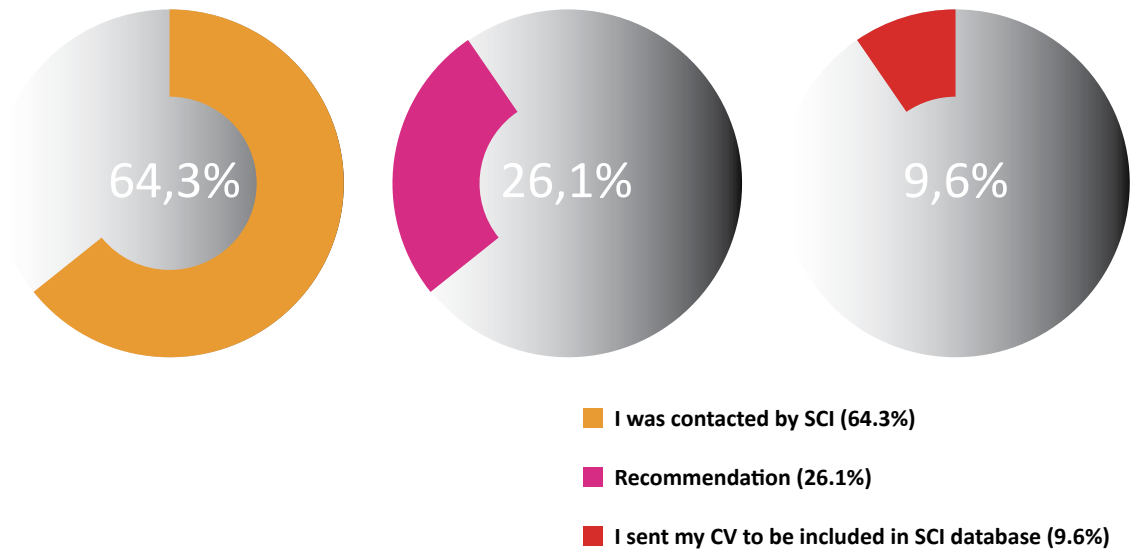
Most have heard of Stanton Chase from friends and colleagues.

5. How did you hear for SCI?



Contact with majority of the candidates was on the initiative of Stanton Chase.

6. How did you get in contact with SCI?



In Tune with the Local Connected to the World

Factors important for establishing cooperation

Factors - trusting relationship, confidentiality, understanding of market and position as well as candidates' needs and open communication were rated as very important for establishing a good cooperation with an Executive Search consultant.

7. Please rate from 1 to 5 the importance of the following factors for establishing a satisfying cooperation with an Executive Search company:

(where 1=least important and 5=most important)

Answers	1	2	3	4	5
Trusting relationship	2,6%	0%	4,5%	31%	61,9%
Confidentiality	1,3%	1,3%	4,5%	21%	71,9%
Understanding of market and position/function	1,3%	1,3%	8,4%	34,2%	54,8%
Understanding your career's need and open communication	1,3%	0,7%	8,5%	32%	57,5%
Good positioning of Executive Search company and its influence in the market	1,3%	1,9%	16,8%	44,5%	35,5%

Cooperation with Stanton Chase

The level of professionalism of Stanton Chase consultants in all named factors was marked very high.

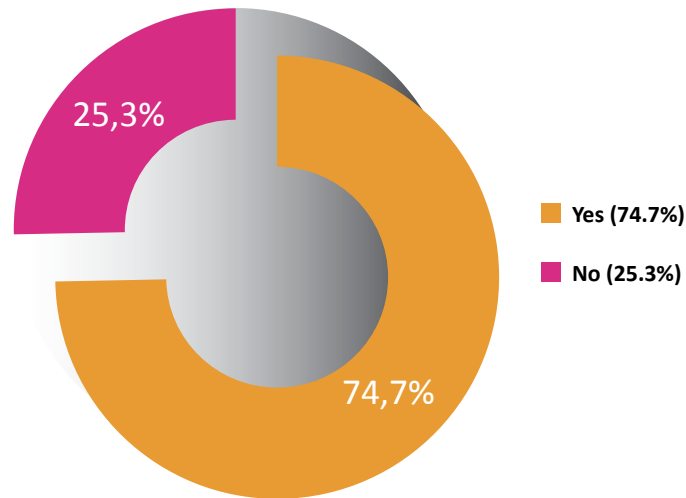
8. Please rate the professionalism of the SCI consultants in the following areas:

(1=very low, 5= very high)

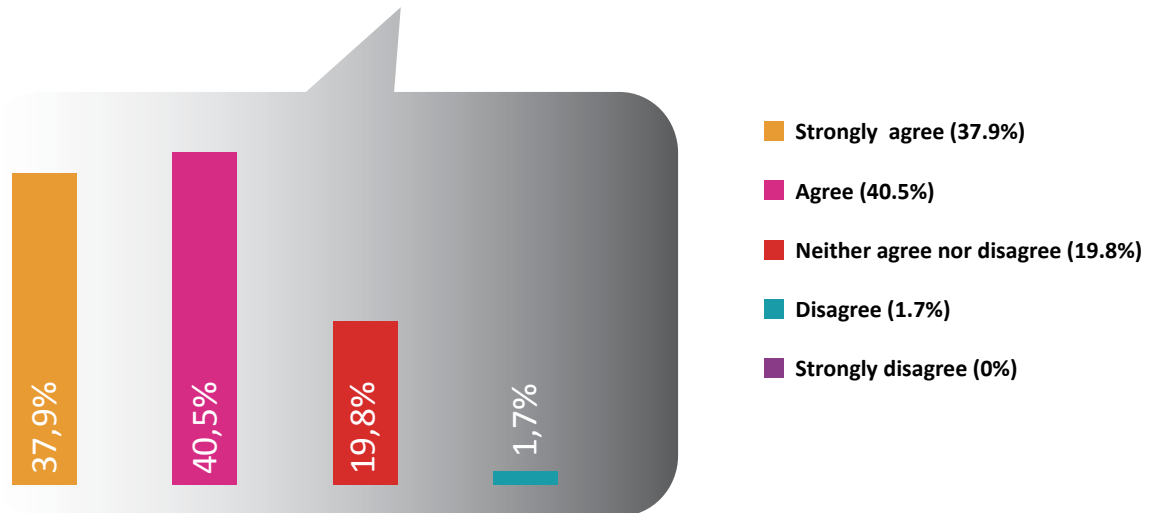
Answers	1	2	3	4	5
Structured and comprehensive interview	2,6%	0%	10,9%	35,3%	51,3%
Answered all the questions in a precise manner	1,3%	3,8%	17,9%	38,5%	38,5%
Used your personal data with full confidentiality	1,3%	0%	3,3%	21,4%	74%
Demonstrated good knowledge of market and your position/function	1,3%	1,9%	17,3%	37,2%	42,3%
Open communication	1,9%	2,6%	7,1%	27,8%	60,6%

Around two thirds of participants were shortlisted candidates in Stanton Chase projects and most of them agree that Stanton Chase presented them to clients in the best possible way.

9. Have you been a shortlisted candidate in a SCI project?

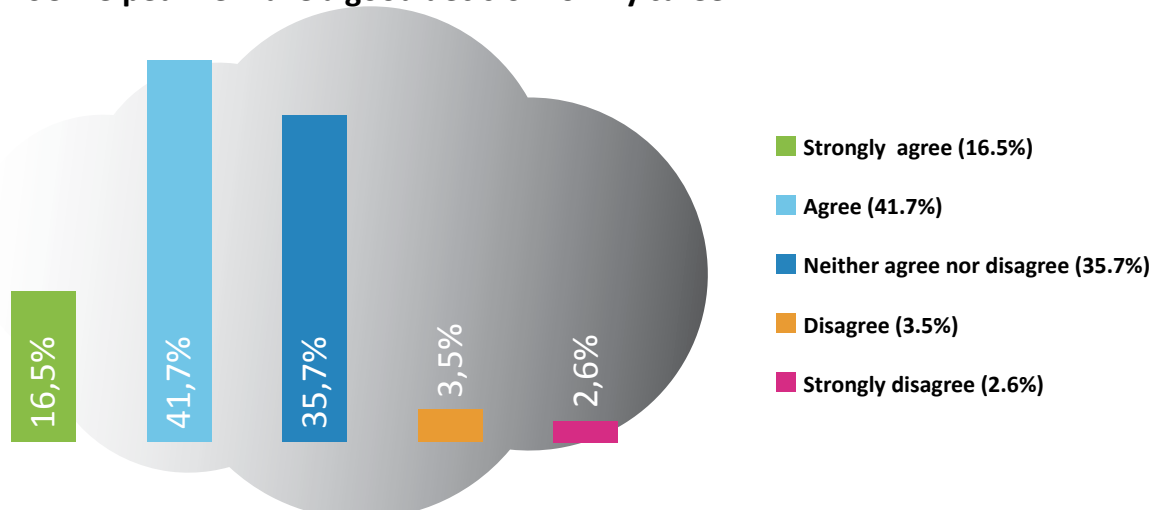


10. SCI presented your experience and qualification in the best possible manner:



More than one half of the candidates find that Stanton Chase helped them make a good decision for their career.

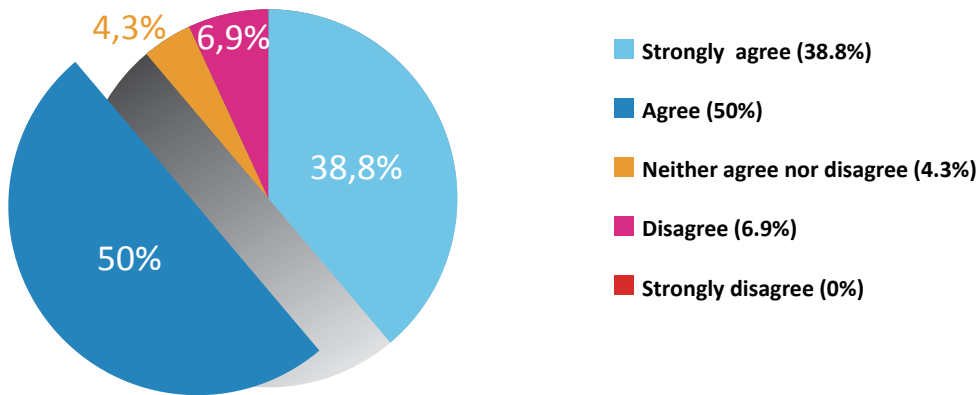
11. SCI helped me make a good decision for my career:



In Tune with the Local Connected to the World

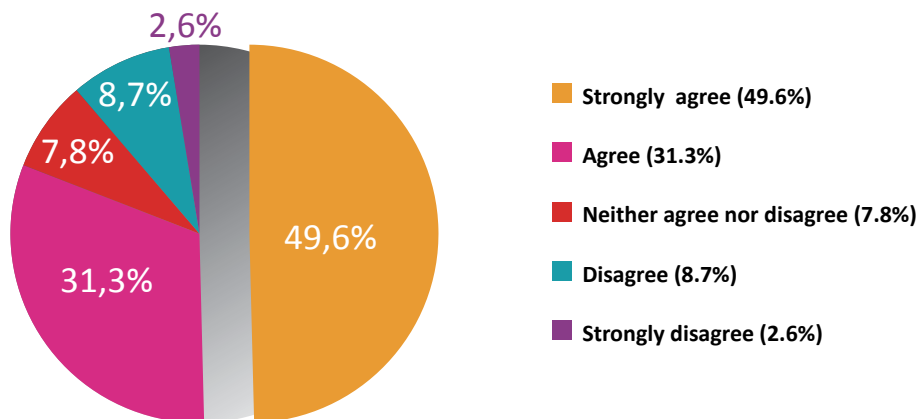
The majority of candidates share the opinion that the position in question was clearly presented to them.

12. SCI presented clearly the position and client's expectations:



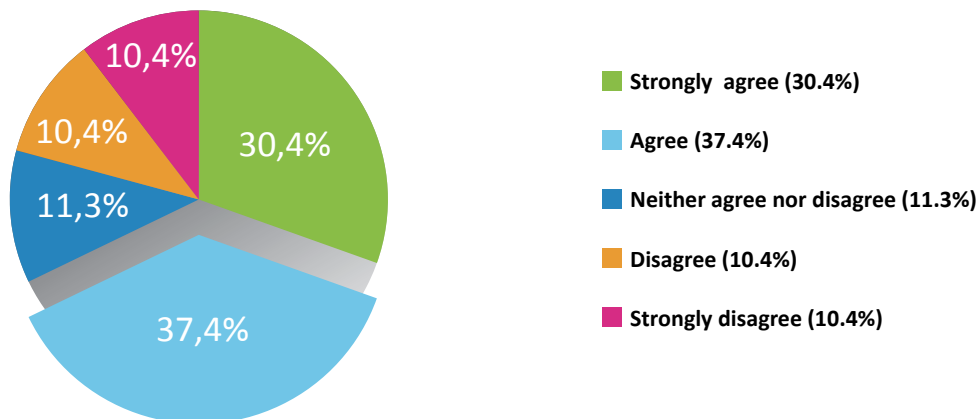
Stanton Chase maintains a professional manner in arranging meetings and informing candidates.

13. SCI consultants arranged the meeting with the client in a professional way and they informed me in a timely manner at each step of the process:



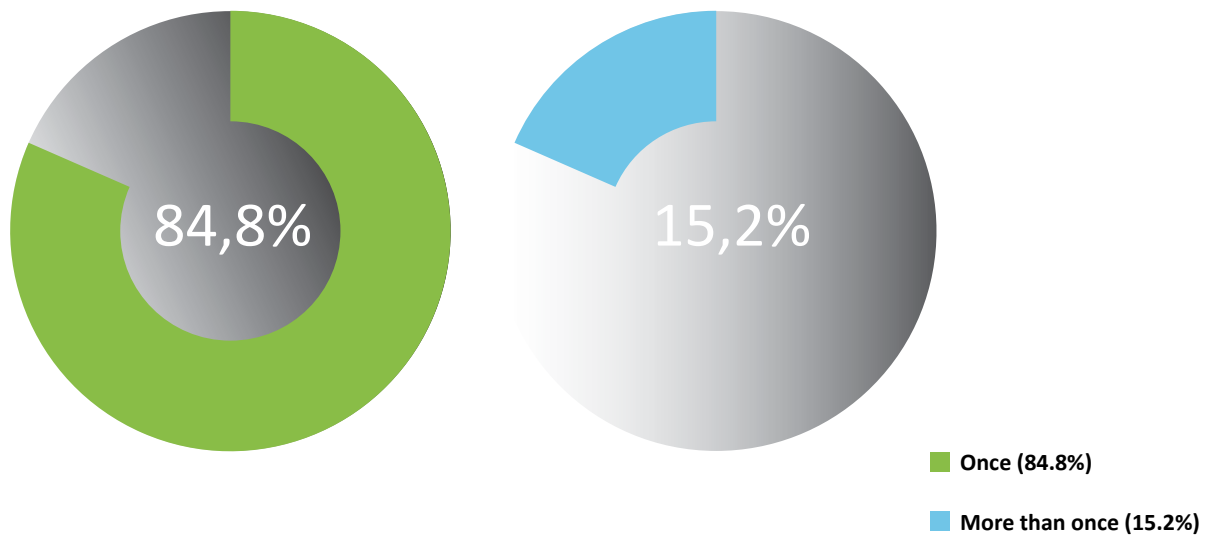
Most of the participants received feedback from clients and the explanation of their decision.

14. SCI consultants gave me a feedback after the meeting with the client and the explanation of their decision:



The majority of the shortlisted candidates were selected as shortlisted just once.

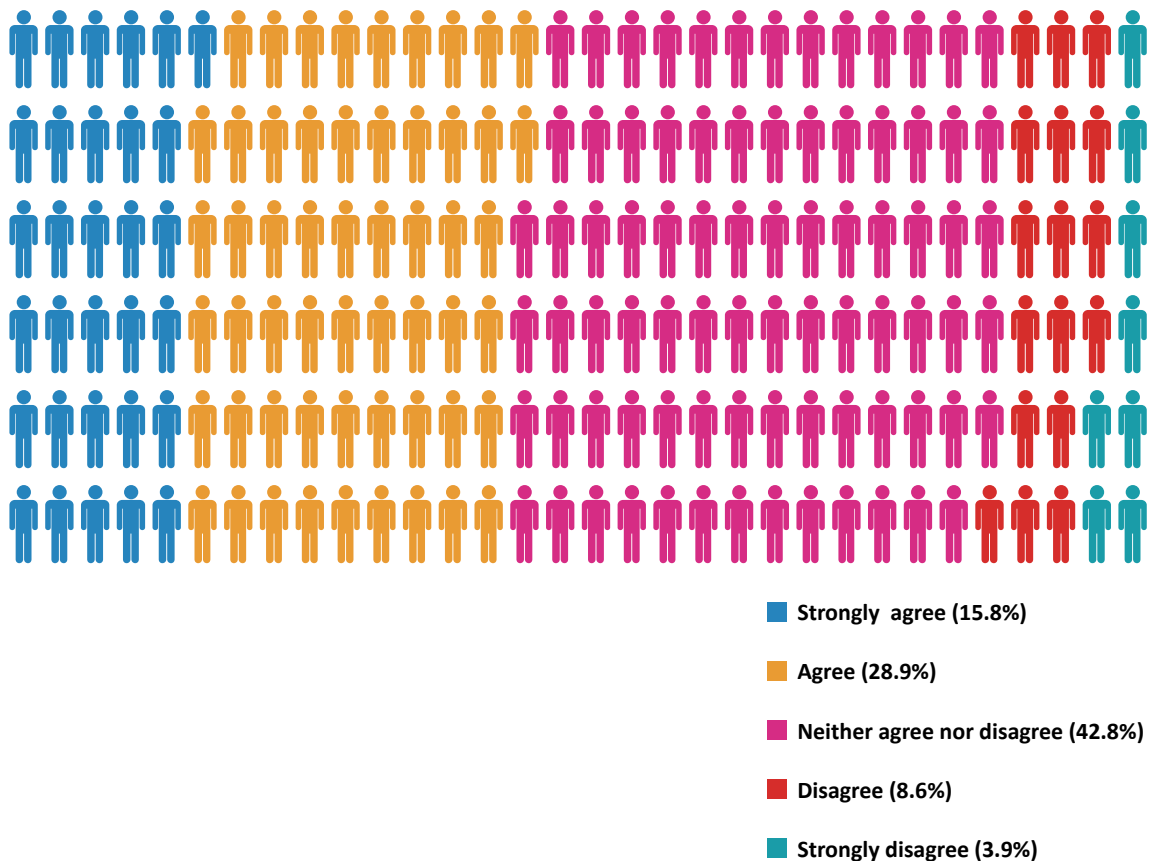
15. How many times have you been a shortlisted candidate?



Assessment of the overall experience and comments

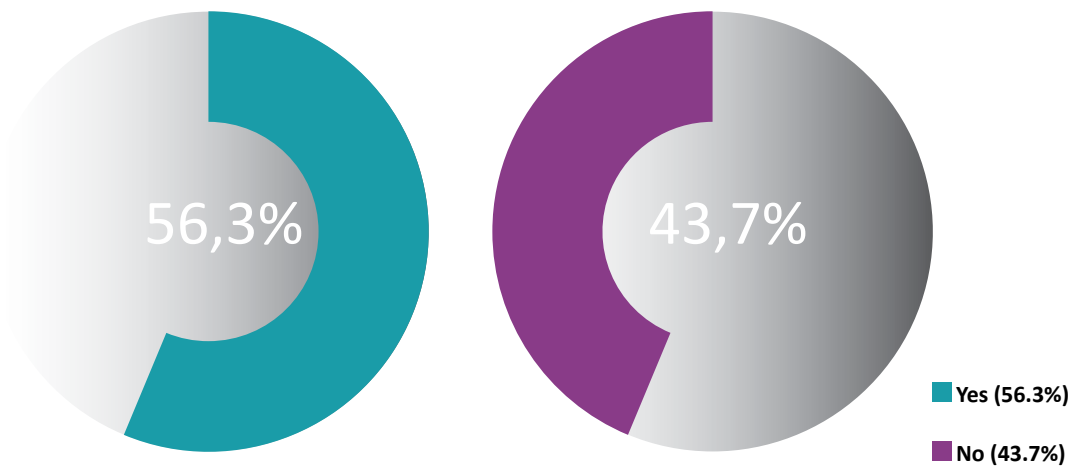
Stanton Chase consultants are seen as good advisors for career development.

16. SCI consultant has been a good advisor for my career development:



After the end of the project most of the participants remained in contact with Stanton Chase. Those who did not, said that a renewed cooperation is desirable as soon as the circumstances allow that.

17. Do you maintain the relationship with SCI after the project has finished?

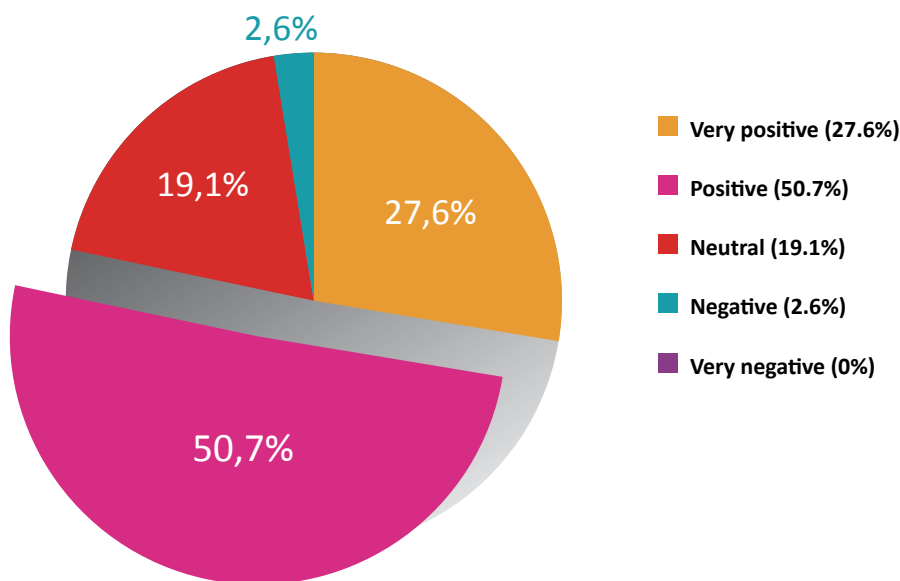


Comments:

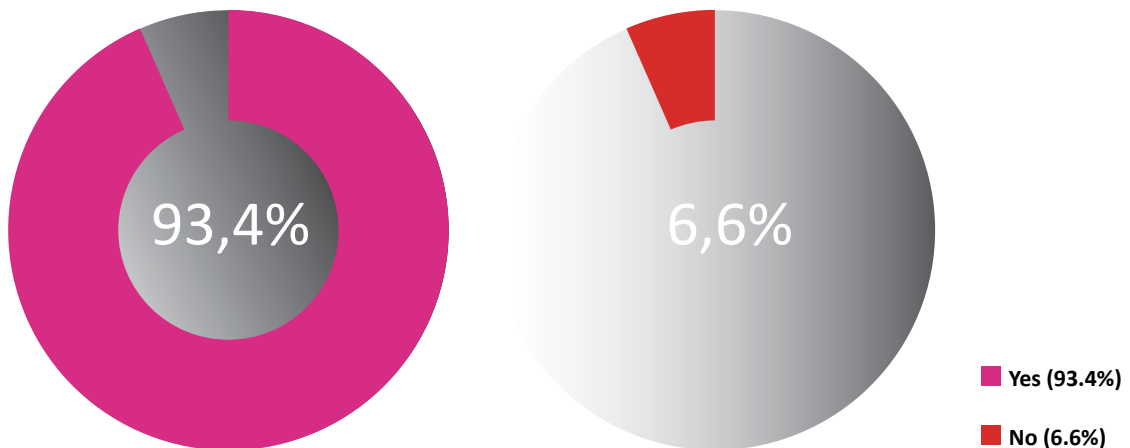
- There have been no new opportunities for cooperation
- I suppose SCI will contact me when good offers occur
- I do not intend to change the job at the moment, but if I decide to do so, I will definitely contact them
- I expect the call from you, everything else is already known
- I do not think that a candidate should initiate the contact after the selection
- I had no need to contact the agency.

Most of the candidates are very satisfied with their cooperation with Stanton Chase, and over 90% of them would recommend our company.

18. How would you rate your overall experience with SCI?



19. Would you recommend SCI to your industry colleagues or coworkers?



Comments:

- Professionalism and the feeling of trust are the reasons why I would give my recommendation
- High degree of market awareness, pleasant and constructive communication during the interview
- A professional firm which understands the needs of its clients
- A serious international company
- They are professional, discreet and reputable
- The reason is that Stanton Chase has a right approach towards clients
- SC is an excellent link for a professional to find an adequate employment
- Because of their contacts in the market
- A more professional approach than with other agencies of the similar kind
- I would recommend them because I find Stanton Chase one of the rare executive search companies in Serbia which performs its job in a professional way: consultants are well-informed about the position, they respect candidates in all aspects – their experience, time, and ask questions which reflect their education and experience. I was very satisfied
- A good experience can be recommended easily.

The comments of our candidates are very important to us because besides praises, there are suggestions for further improvement of our cooperation with them.

20. If you have any additional comment regarding your cooperation with SCI, please quote:

- One of the best, if not the very best company of this sort in domestic market
- The only objection to the process is that the period from the first interview in Stanton Chase office until the feedback lasted too long
- Instead of standard explanations, try to find out from the employers the reasons for refusing the candidates after interviews
- I would like to be more involved in new projects Stanton Chase has in the market
- I had an excellent experience and contact with your consultant
- Very professional approach and market understanding. I especially liked open communication and getting all the information.

About Stanton Chase

Stanton Chase International is an internationally specialized *Executive Search* company, which by using the expertise of its consultants, provides its clients with the best services of finding and assessing the top managerial staff. What makes us different is our knowledge of international, regional and local movements on the workforce market, as well as the accessibility to candidates from all over the world. Stanton Chase International is a company which consists of 73 offices in 46 countries around the world. According to the most recent research in this industry, the company is ranked one of the top 10 leading international *Executive Search* consulting firms in terms of size, speed of development and reputation. Among its clients the company is especially valued for its exceptional quality of business, above all for its successful work assessment in the complicated process of finding and choosing top management staff.

Stanton Chase Belgrade office was founded in 2002 and provides a full spectre of services in the area of Human Resources (HR) based on the multifaceted approach to the human resource needs of our clients. Such a multifaceted approach includes not only different services, but above all our ability to adapt to the needs of the client. Our complete activity during the selection of candidates or consulting is adapted to the specific needs of every client and is based on the type of industry that the client belongs to as well as their characteristic needs.

Today Stanton Chase Belgrade is placed among the leading Executive Search companies in Serbia.

Our team constitutes of consultants and researchers specialized for certain branches of industry. We particularly want to emphasise that our consultants have acquired their knowledge, skills and experience in leadership positions in the industries that they are specialized in.

Our specialized fields

We offer industry specializations in nine dynamic fields:

- Industrial
- Technology (IT & Telecom)
- Consumer Products & Services
- Life Sciences & Healthcare
- Financial Services
- Professional Services
- Natural Resources & Energy
- Logistics & Transportation
- Government, Education & Non Profit

Using the latest methodology for the assessment of competences and personality profiles (on-line psychometric testing and strategic exercises in the form of business simulations) we provide a successful and fast assessment of the best staff relevant for project work.

STANTON CHASE
INTERNATIONAL

Blvd. Oslobođenja 75, 11000 Belgrade
+381 11 3973676
www.stantonchase.com

www.stantonchase.com