



# Recruitment and onboarding

## Results of the 2023 APS New Starters Survey

Workforce Insights Group  
Research Note 06-23






# New starters were asked about their experiences during their recruitment, onboarding and induction into the APS

Those who had commenced as an ongoing APS employee over the previous 12 months were invited to participate in the 2023 New Starters Survey.

7,910 respondents (41%) shared their experiences of joining the APS.

This report explores new starters' activities and perceptions of:

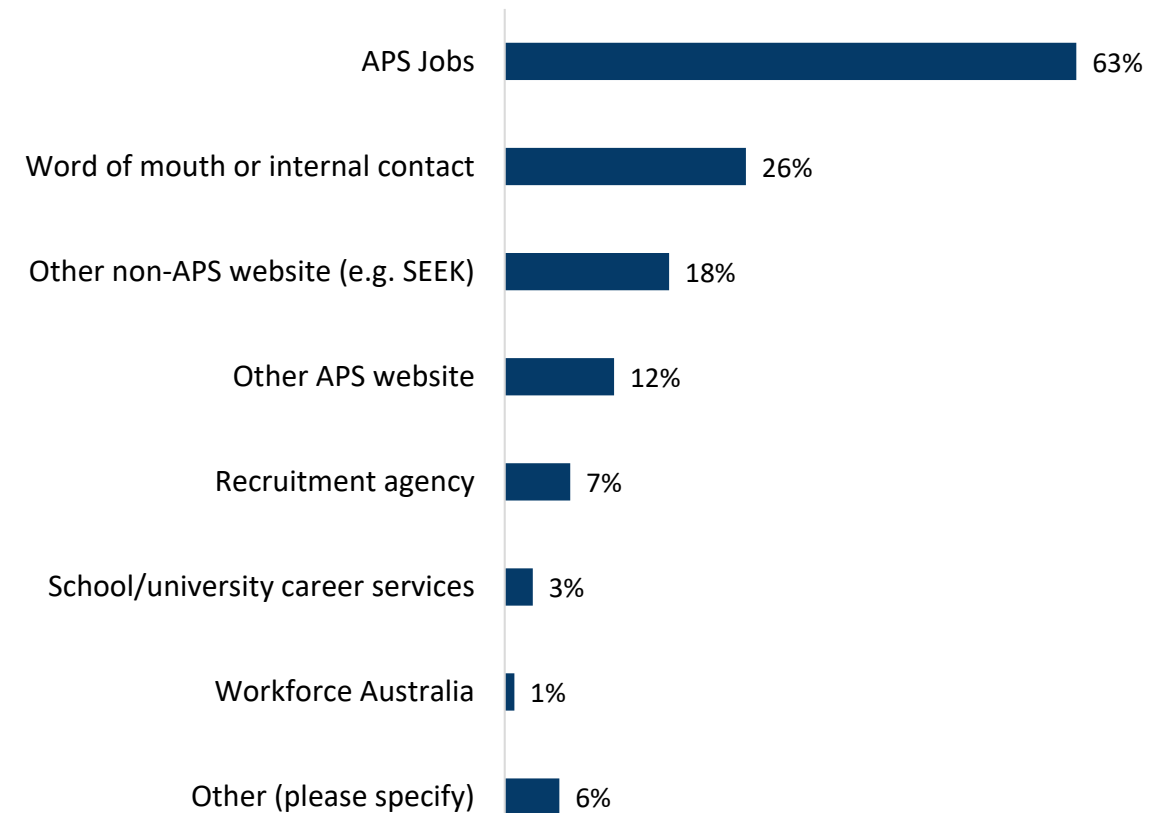
-  | How they located the advertised vacancy
-  | Their experiences of the recruitment process
-  | Their experiences of onboarding and induction

# APS Jobs was the method used by most new starters to find their position in the APS

Just under two-thirds of respondents (63%) indicated they used APS Jobs to find their new position.

This proportion far exceeded that using each of the other methods.

Methods used by New Starters to find their new position

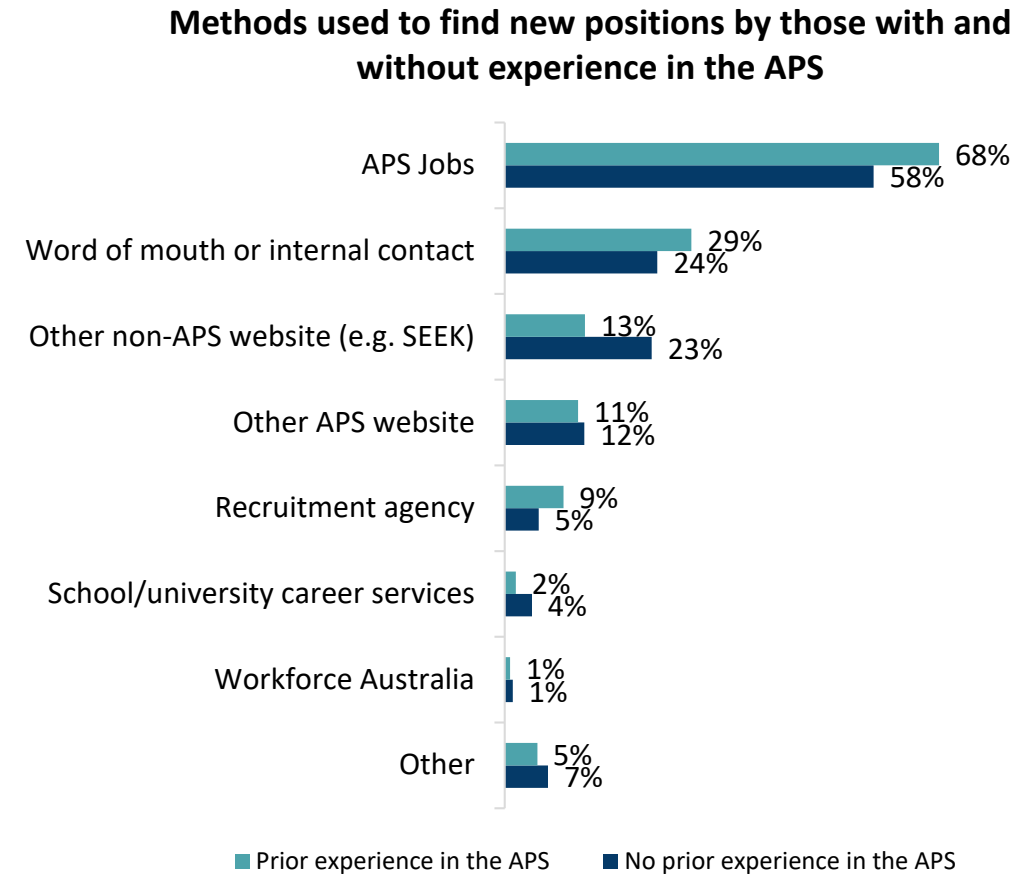


Note: As respondents could select more than one response, totals may not sum to 100%.

# New starters with previous APS experience used APS Jobs to find new positions at higher rates than those with no APS experience

Respondents who had some form of previous experience in the APS (68%) more commonly used APS Jobs to find their new position than those who had no previous APS experience (58%).

Almost one-quarter (23%) of respondents with no prior experience in the APS used non-APS websites to find their position. This is compared to 13% of those who had some form of previous APS experience.



*Note: As respondents could select more than one response, totals may not sum to 100%.*



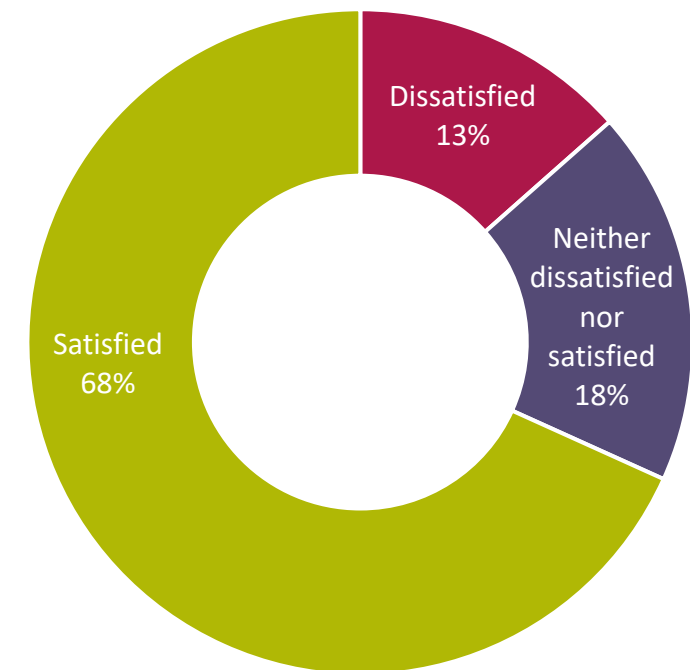
# Most new starters were satisfied with their recruitment process

More than two-thirds of respondents (68%) were satisfied with the recruitment process they went through to obtain their position.

Just over one in ten respondents (13%) expressed dissatisfaction with their recruitment process.

Satisfaction with the recruitment process has remained stable from 2022, where 69% of respondents indicated they were satisfied with the process.

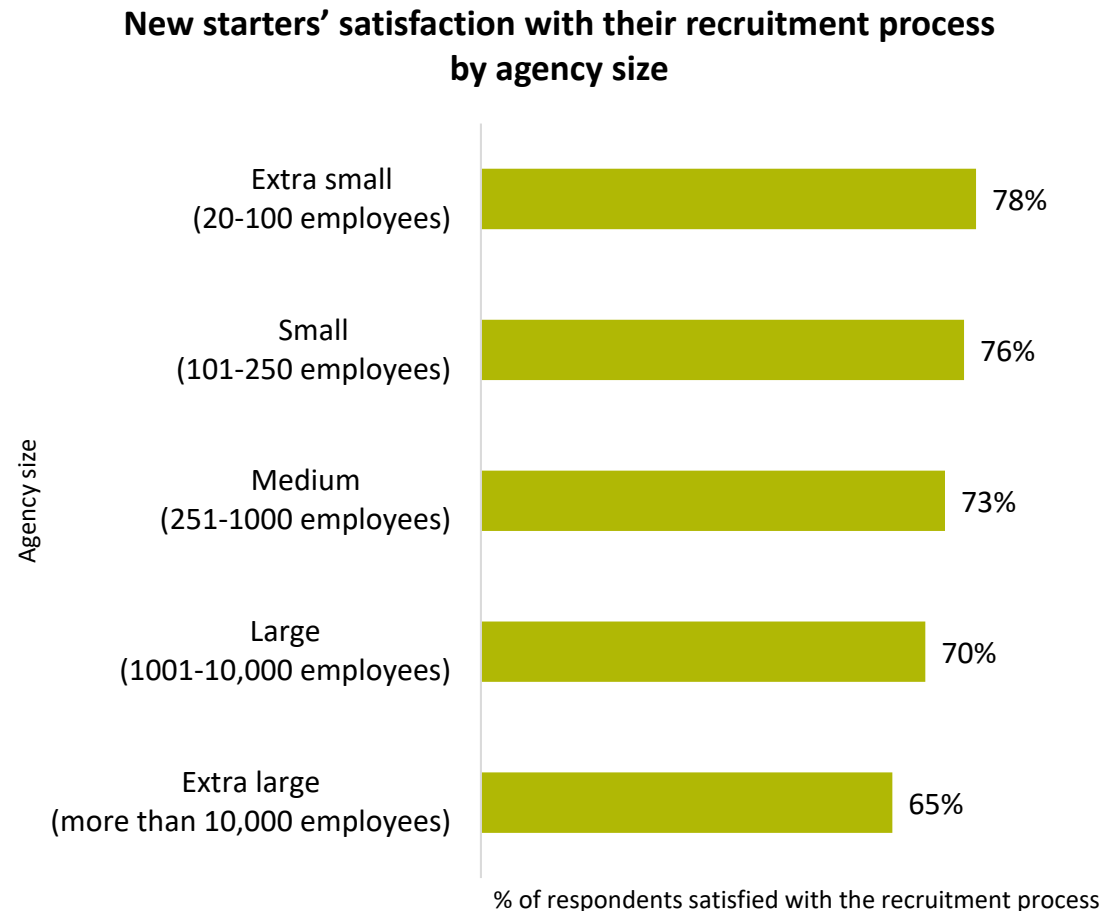
**New starters' satisfaction with their recruitment process**



# In general, larger proportions of new starters at smaller APS agencies were satisfied with their recruitment process

Over three-quarters of respondents from extra small (78%) and small agencies (76%) reported being satisfied with their recruitment process.

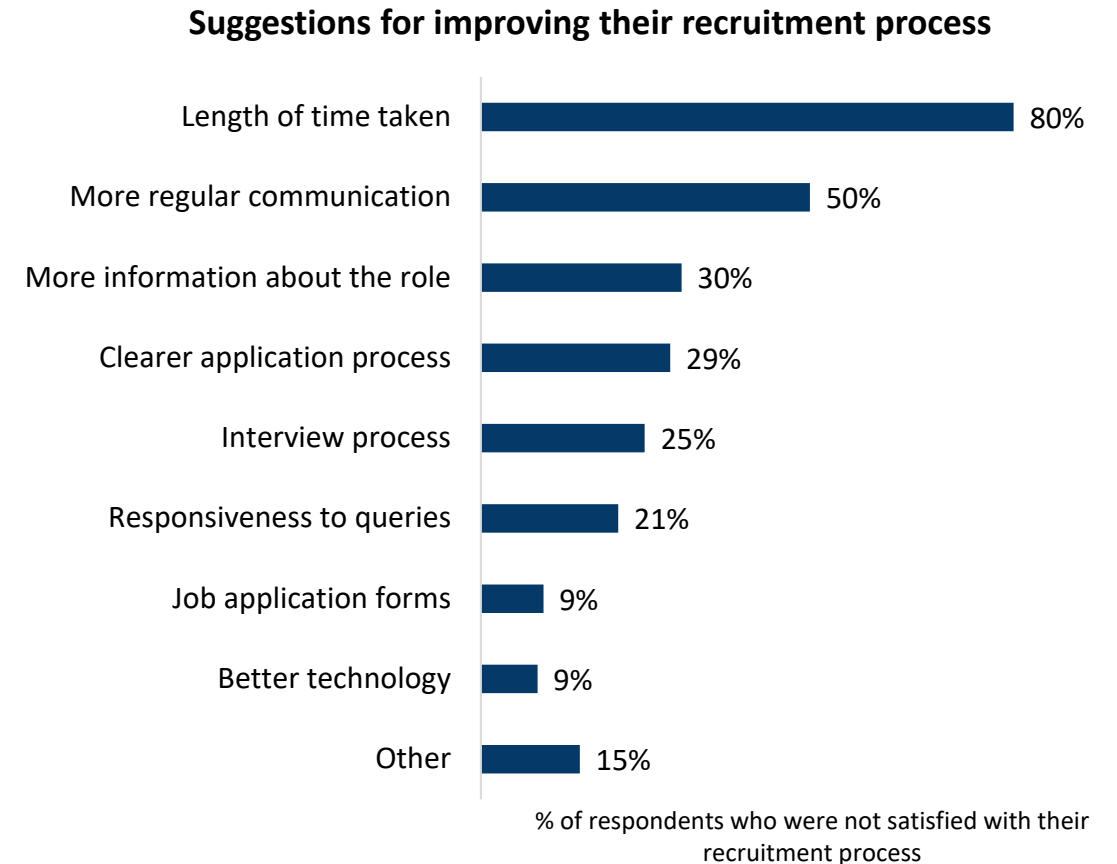
Satisfaction diminished as agency size increased, with only 65% of respondents from extra large agencies reporting satisfaction with their recruitment process.



# The majority of new starters who were not satisfied with their recruitment process suggested improving the length of time it took

When asked how their recruitment process could have been improved, a majority of those who were not satisfied with their recruitment process (80%) suggested changing the length of time taken.

Around half of respondents (50%) suggested more regular communication during the recruitment process.



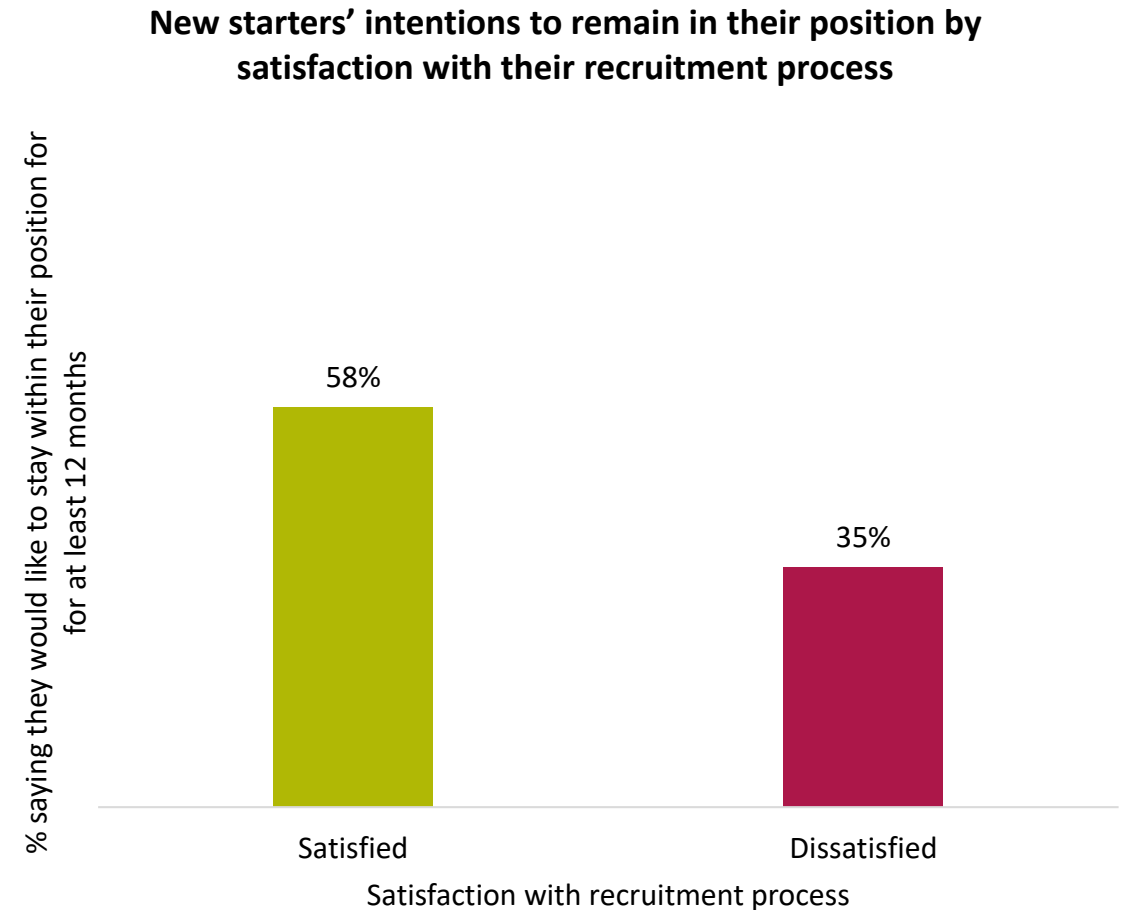
*Note: As respondents could select more than one response, totals may not sum to 100%.*



# A larger proportion of those who were satisfied with their recruitment process wanted to stay in their current position

Over half (58%) of respondents who were satisfied with their recruitment process said they would like to stay within their position for at least 12 months.

This is compared to only approximately one-third (35%) of those who were dissatisfied with their recruitment process.



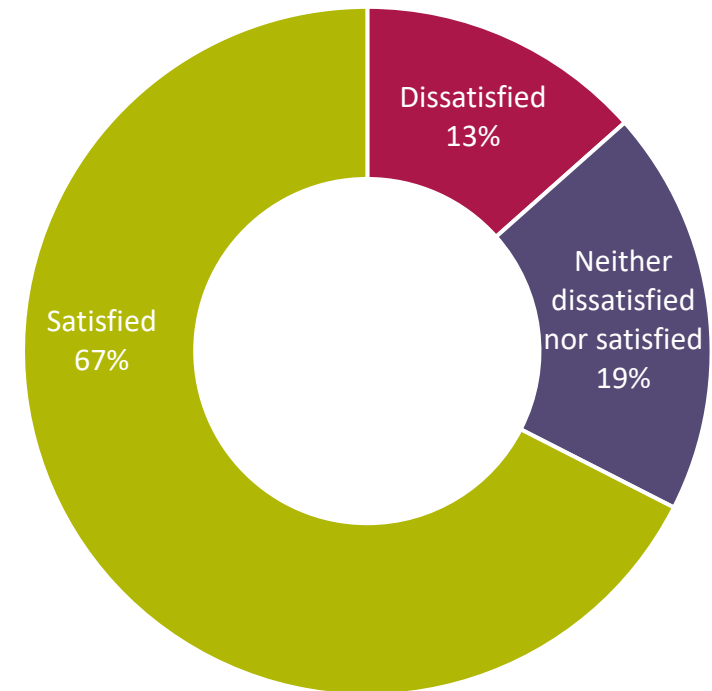


# Most new starters expressed satisfaction with their onboarding and induction

More than two-thirds of respondents (67%) were satisfied with their onboarding and induction to their APS position.

Just over one in ten (13%) were dissatisfied.

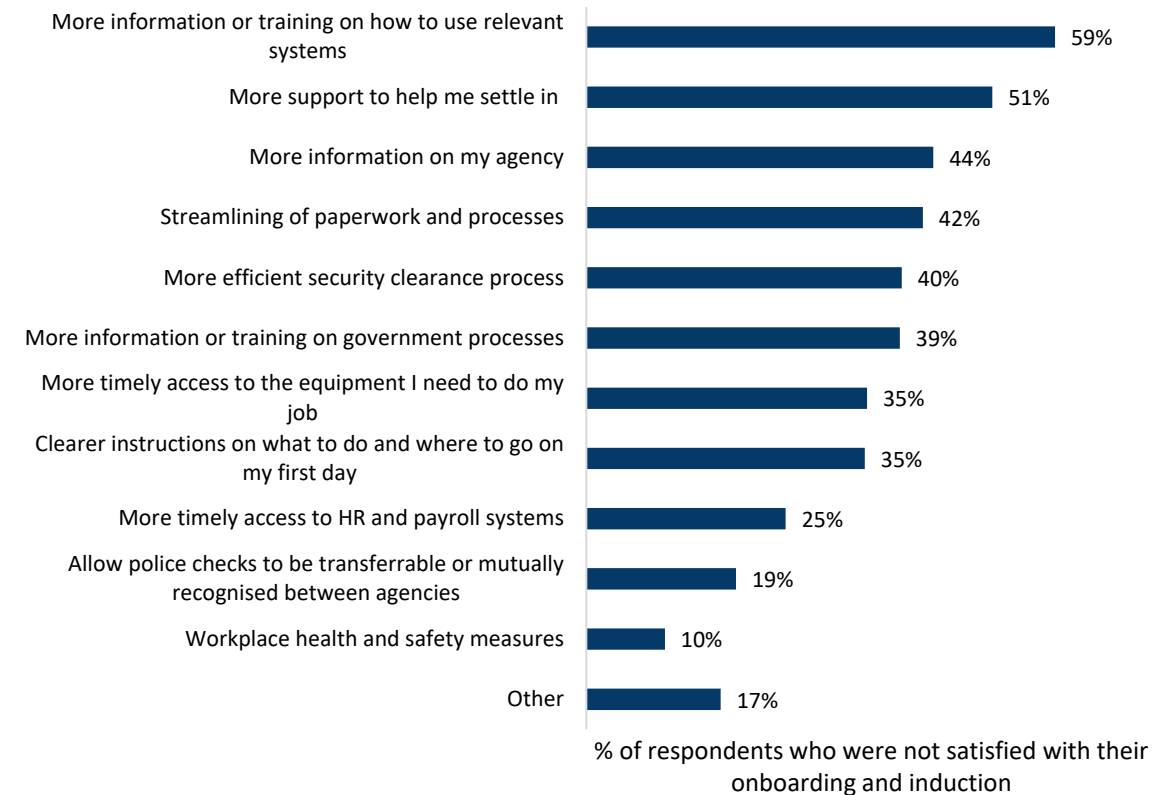
New starters' satisfaction with their onboarding and induction



# New starters who were not satisfied with their onboarding and induction raised the need for greater training and support

The majority of respondents who were not satisfied with their onboarding and induction suggested more information on how to use relevant systems (59%) and more support to help them settle in (51%) as ways to improve these processes.

## Suggestions to improve onboarding and induction

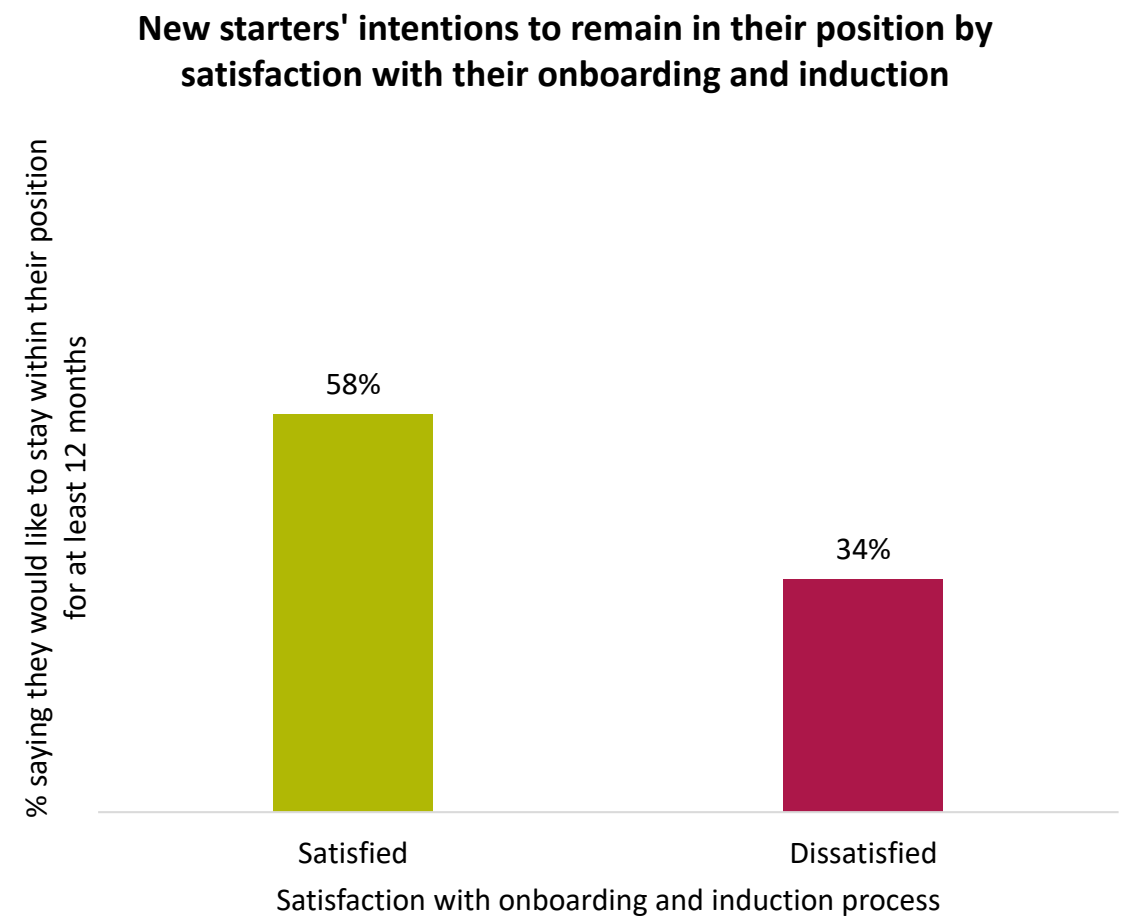


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# A larger proportion of new starters who were satisfied with the onboarding and induction process wished to stay in their role

Over half (58%) of respondents who were satisfied with their onboarding and induction wish to stay in their positions for at least 12 months, compared to approximately one-third (34%) of those who were dissatisfied.



# The survey findings have implications for APS agencies and workplaces conducting recruitment, onboarding and induction

APS Jobs is a universal means of finding APS positions, used by a majority of those with and without previous APS experience to find APS job vacancies. Those without previous APS experience, however, more commonly utilised other resources such as non-APS websites (e.g. Seek). This reinforces that those seeking to engage a broad talent pool including that external to the APS should consider other means of advertising their vacancies alongside APS Jobs.

The importance of recruitment processes, onboarding and induction practices is highlighted by the proportion of those not satisfied with these activities wanting to leave their new position soon after commencing in it.

As suggested by respondents, workplaces looking to retain the new talent they recruit should consider the timeliness of their recruitment processes and/or improve the information and support they provide their new starters.

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