

HR metrics SERVICE

2010 HR Metrics Annual Benchmarking Reports available for purchase

Report	Sectors Included	Total Organizations	Number of Metrics
2010 HR Metrics Annual Benchmarking Report All Sectors	Business: privately owned Business: publicly owned Cooperative Not-for-Profit Crown Corporation Government	26	84
2010 HR Metrics Annual Benchmarking Report Private Sectors	Business: privately owned Business: publicly owned Cooperative Not-for-Profit	17	77
2010 HR Metrics Annual Benchmarking Report Public Sectors	Crown Corporation Government Institutions	9	73
2010 HR Metrics Annual Benchmarking Report Cooperative Sector	Cooperative	11	73

See below for list of metrics included in reports.

To order a report: Complete [Order Form](#) and send in. Reports will be received within 3 business days of order.

2010 Annual Report– All Sectors

Productivity

- Revenue per FTE
- Profit per FTE
- Human Capital Return on Investment
- Absenteeism Rate
- Overtime per Individual Contributor Headcount

Compensation

- Labour Cost per FTE
- Labour Cost Revenue Percent
- Labour Cost Expense Percent
- Benefits as Percentage of Total Compensation

Recruitment

- Vacancy Rate
- 90 Day Turnover Rate
- 90 Day Voluntary Turnover Rate
- 90 Day Involuntary Turnover Rate
- 1st Year Turnover Rate
- 1st year Resignation Rate
- 1st Year Involuntary Turnover Rate
- External Hire Rate
- External Hire Rate Executive Level
- External Hire Rate Management Level
- External Hire Rate Individual Contributor Level
- Female Hire Ratio
- Under 25 Years Hire Ratio
- 25-29 Years Hire Ratio
- 30-34 Years Hire Ratio
- 35-39 Years Hire Ratio
- 40-44 Years Hire Ratio
- 45-49 Years Hire Ratio
- 50-54 Years Hire Ratio
- 55-59 Years Hire Ratio
- 60-64 Years Hire Ratio
- 65 Years or Older Hire Ratio
- External Time-to-Fill
- External Offer Acceptance Rate

HR Efficiency

- HR FTE Ratio
- HR Headcount Ratio
- HR Costs per Employee
- HR Costs per FTE
- HR Turnover

Retention

- Turnover
- Voluntary Turnover Rate
- Executive Voluntary Turnover Rate
- Management Voluntary Turnover Rate
- Individual Contributor Voluntary Turnover Rate
- Cost of Voluntary Turnover
- Involuntary Turnover Rate
- Executive Involuntary Turnover Rate
- Management Involuntary Turnover Rate
- Individual Contributor Involuntary Turnover Rate
- Resignation Rate
- First Two Years of Service Resignation Rate
- Two to Three Years of Service Resignation Rate
- Three to Five Years of Service Resignation Rate
- Five to Ten Years of Service Resignation Rate
- More than Ten Years of Service Resignation Rate
- Under 25 years Resignation Rate
- 25-29 Years Resignation Rate
- 30-34 Years Resignation Rate
- 35-39 Years Resignation Rate
- 40-44 Years Resignation Rate
- 45-49 Years Resignation Rate
- 50-54 Years Resignation Rate
- 55-59 Years Resignation Rate
- 60-64 Years Resignation Rate
- 65 Years or Older Resignation Rate
- Retirement Rate
- Average Retirement Age

Learning and Development

- Learning & Development Investment per FTE
- Learning & Development Cost Revenue Percentage
- Learning & Development Cost Payroll Percentage
- Learning & Development FTE Ratio

Workforce Demographics

- Promotion Rate
- Career Path Ratio
- Churnover
- Union Percentage
- Female Percent
- Percentage Female at Executive Level
- Percentage Female at Management Level
- Percentage Female at Individual Contributor Level
- Management Span of Control
- Average Age
- Average Length of Service
- Part-time Percent
- Temporary Staff Percentage

2010 Annual Report – Private Sector

Productivity

Revenue per FTE
Profit per FTE
Human Capital Return on Investment
Absenteeism Rate
Overtime per Individual Contributor Headcount

Compensation

Labour Cost per FTE
Labour Cost Revenue Percent
Labour Cost Expense Percent
Benefits as Percentage of Total Compensation

Recruitment

Vacancy Rate
90 Day Turnover Rate
90 Day Voluntary Turnover Rate
90 Day Involuntary Turnover Rate
1st Year Turnover Rate
1st year Resignation Rate
1st Year Involuntary Turnover Rate
External Hire Rate
External Hire Rate Executive Level
External Hire Rate Management Level
External Hire Rate Individual Contributor Level
Female Hire Ratio
Under 25 Years Hire Ratio
25-29 Years Hire Ratio
30-34 Years Hire Ratio
35-39 Years Hire Ratio
40-44 Years Hire Ratio
45-49 Years Hire Ratio
50-54 Years Hire Ratio
55-59 Years Hire Ratio
60-64 Years Hire Ratio
65 Years or Older Hire Ratio
External Offer Acceptance Rate

HR Efficiency

HR FTE Ratio
HR Headcount Ratio
HR Costs per Employee
HR Costs per FTE
HR Turnover

Retention

Turnover
Voluntary Turnover Rate
Cost of Voluntary Turnover
Involuntary Turnover Rate
Executive Involuntary Turnover Rate
Management Involuntary Turnover Rate
Individual Contributor Involuntary Turnover Rate
Resignation Rate
First Two Years of Service Resignation Rate
Two to Three Years of Service Resignation Rate
Three to Five Years of Service Resignation Rate
Five to Ten Years of Service Resignation Rate
More than Ten Years of Service Resignation Rate
Under 25 years Resignation Rate
25-29 Years Resignation Rate
20-24 Years Resignation Rate
25-29 Years Resignation Rate
30-34 Years Resignation Rate
35-39 Years Resignation Rate
40-44 Years Resignation Rate
45-49 Years Resignation Rate
50-54 Years Resignation Rate
55-59 Years Resignation Rate
60-64 Years Resignation Rate
65 Years or Older Resignation Rate
Retirement Rate
Average Retirement Age

Learning and Development

Learning & Development Investment per FTE
Learning & Development FTE Ratio

Workforce Demographics

Promotion Rate
Career Path Ratio
Churnover
Union Percentage
Female Percent
Percentage Female at Executive Level
Percentage Female at Management Level
Percentage Female at Individual Contributor Level
Management Span of Control
Average Age
Average Length of Service
Part-time Percent
Temporary Staff Percentage

2010 Annual Report – Public Sector

Productivity

Revenue per FTE
Profit per FTE (Crown Corporations only)
Human Capital Return on Investment (Crown Corporations only)
Absenteeism Rate

Compensation

Labour Cost per FTE
Labour Cost Revenue Percent
Labour Cost Expense Percent
Benefits as Percentage of Total Compensation

Recruitment

Vacancy Rate
90 Day Turnover Rate
90 Day Voluntary Turnover Rate
90 Day Involuntary Turnover Rate
1st Year Turnover Rate
1st Year Resignation Rate
1st Year Involuntary Turnover Rate
External Hire Rate
External Hire Rate Executive Level
External Hire Rate Management Level
External Hire Rate Individual Contributor Level
Under 25 Years Hire Ratio
25-29 Years Hire Ratio
30-34 Years Hire Ratio
35-39 Years Hire Ratio
40-44 Years Hire Ratio
45-49 Years Hire Ratio
50-54 Years Hire Ratio
55-59 Years Hire Ratio
60-64 Years Hire Ratio
65 Years or Older Hire Ratio

HR Efficiency

HR FTE Ratio
HR Headcount Ratio
HR Costs per Employee
HR Costs per FTE
HR Turnover

Retention

Turnover
Voluntary Turnover Rate
Executive Voluntary Turnover Rate
Management Voluntary Turnover Rate
Individual Contributor Voluntary Turnover Rate
Cost of Voluntary Turnover
Involuntary Turnover Rate
Executive Involuntary Turnover Rate
Management Involuntary Turnover Rate
Individual Contributor Involuntary Turnover Rate
Resignation Rate
First Two Years of Service Resignation Rate
Two to Three Years of Service Resignation Rate
Three to Five Years of Service Resignation Rate
Five to Ten Years of Service Resignation Rate
More than Ten Years of Service Resignation Rate
Under 25 years Resignation Rate
25-29 Years Resignation Rate
20-24 Years Resignation Rate
25-29 Years Resignation Rate
30-34 Years Resignation Rate
35-39 Years Resignation Rate
40-44 Years Resignation Rate
45-49 Years Resignation Rate
50-54 Years Resignation Rate
55-59 Years Resignation Rate
60-64 Years Resignation Rate
65 Years or Older Resignation Rate
Retirement Rate
Average Retirement Age

Workforce Demographics

Promotion Rate
Union Percentage
Female Percent
Percentage Female at Executive Level
Percentage Female at Management Level
Percentage Female at Individual Contributor Level
Management Span of Control
Average Age
Average Length of Service
Part time Percent
Temporary Staff Percentage

2010 Annual Report – Cooperative Sector

Productivity

Revenue per FTE
Profit per FTE
Human Capital Return on Investment
Absenteeism Rate

Compensation

Labour Cost per FTE
Labour Cost Revenue Percent
Labour Cost Expense Percent
Benefits as Percentage of Total Compensation

Recruitment

Vacancy Rate
90 Day Turnover Rate
90 Day Voluntary Turnover Rate
90 Day Involuntary Turnover Rate
1st Year Turnover Rate
1st Year Resignation Rate
1st Year Involuntary Turnover Rate
External Hire Rate
External Hire Rate Executive Level
External Hire Rate Management Level
External Hire Rate Individual Contributor Level
Female Hire Ratio
Under 25 Years Hire Ratio
25-29 Years Hire Ratio
30-34 Years Hire Ratio
35-39 Years Hire Ratio
40-44 Years Hire Ratio
45-49 Years Hire Ratio
50-54 Years Hire Ratio
55-59 Years Hire Ratio
60-64 Years Hire Ratio
65 Years or Older Hire Ratio

HR Efficiency

HR FTE Ratio
HR Headcount Ratio
HR Costs per Employee
HR Costs per FTE
HR Turnover

Retention

Turnover
Voluntary Turnover Rate
Cost of Voluntary Turnover
Involuntary Turnover Rate
Executive Involuntary Turnover Rate
Management Involuntary Turnover Rate
Individual Contributor Involuntary Turnover Rate
Resignation Rate
First Two Years of Service Resignation Rate
Two to Three Years of Service Resignation Rate
Three to Five Years of Service Resignation Rate
Five to Ten Years of Service Resignation Rate
More than Ten Years of Service Resignation Rate
Under 25 years Resignation Rate
25-29 Years Resignation Rate
20-24 Years Resignation Rate
25-29 Years Resignation Rate
30-34 Years Resignation Rate
35-39 Years Resignation Rate
40-44 Years Resignation Rate
45-49 Years Resignation Rate
50-54 Years Resignation Rate
55-59 Years Resignation Rate
60-64 Years Resignation Rate
65 Years or Older Resignation Rate
Retirement Rate

Learning and Development

Learning & Development FTE Ratio

Workforce Demographics

Promotion Rate
Career Path Ratio
Churnover
Union Percentage
Female Percent
Percentage Female at Executive Level
Percentage Female at Management Level
Percentage Female at Individual Contributor Level
Management Span of Control
Average Age
Average Length of Service
Part time Percent
Temporary Staff Percentage