

## 2008–2012 Employers Background Screening Survey Consolidated Report

1. What is the leading challenge that you are experiencing with your current background screening service provider that you would like to see corrected or changed? (Choose 3 of the following items and rank in priority with (1) being the top priority)

Challenges	Total Priority Ranking			
	2008	2010	2011	2012
Accuracy of data	3	2	3	3
Timeliness of service	1	3	1	1
Cost	2	1	2	2
Compliance with legal requirements	-	1	-	-
Downtime	-	2	-	-

Accuracy of data, timeliness of service and cost have ranked in the top three challenges every year that we have conducted the survey. In addition, in 2010, 'compliance with legal requirements' and 'downtime' tied for the top and second response level to this question. It's interesting that in the two years following 2010 neither of these has had a significant ranking.

2. What innovation(s) would you like to see a background screening service provider offer to you?

Innovations Desired	2008	2010	2011	2012
Timely service			2	1
Online capability/web based	1	1	4	2
Better Integration with HRIS	3	-	1	3
Accuracy	1	-	3	-
Quality	2	-	-	-

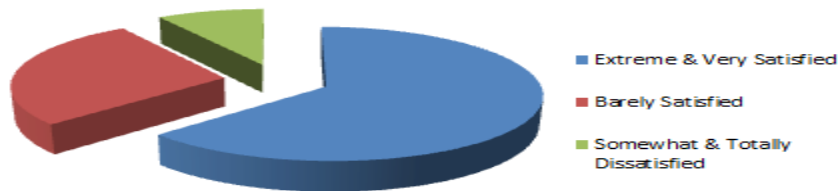
**In viewing the responses of the last several years there is no discernable difference in the responses to this question. 'Online capability/web based,' has ranked in the top or second position on this question for three out of four years and 'HRIS integration' has ranked in the top or third position three of the survey years. The message is clear from end users that information technology needs to be used to further enhance the background screening process.**

3. What is your level of satisfaction with your current provider?

Level of Satisfaction	2008	2010	2011	2012
Extremely Satisfied	8%	14%	7%	9%
Very Satisfied	51%	52%	54%	53%
Barely Satisfied	27%	23%	30%	26%
Somewhat Dissatisfied	13%	8%	9%	5%
Totally Dissatisfied	1%	-	1%	1%

The range of responses to this question have remained relatively steady over four surveys. We believe for the background screening industry to move beyond being view as a commodity industry the 'extreme and very satisfied' responses will need to exceed 80%. This is a steep growth curve. We believe the NAPBS Accreditation process will help move the scores in this direction.

**2008-2012 Survey Data**  
What is your level of satisfaction with your current provider?

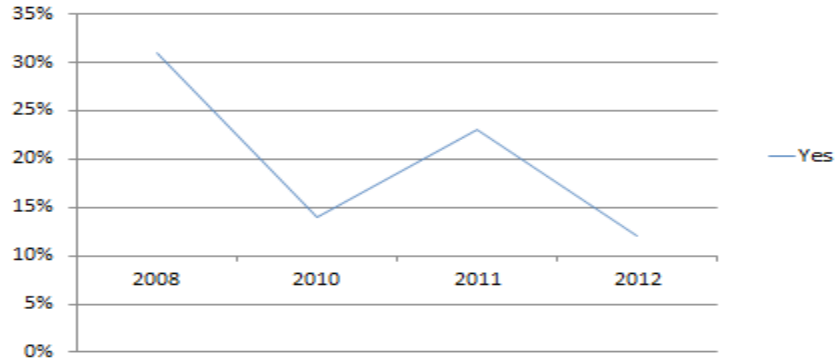


4. Are you considering changing your current background screening provider in the next 12 months?

Considering Changing	2008	2010	2011	2012
Yes	31%	14%	23%	12%
No	34%	48%	32%	43%
Undecided	35%	38%	45%	39%

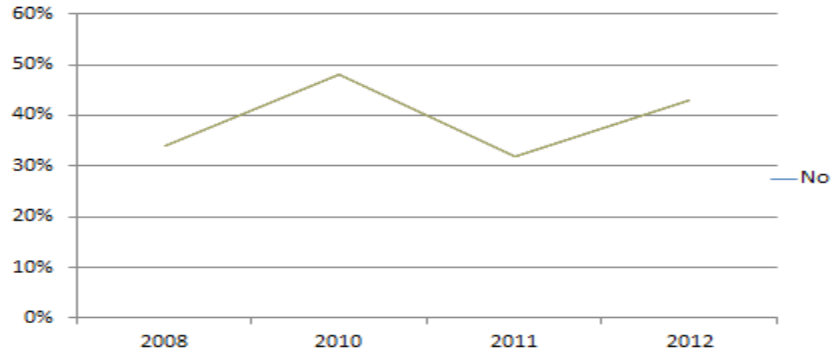
**Are you considering changing your current background screening provider?**

- Yes -

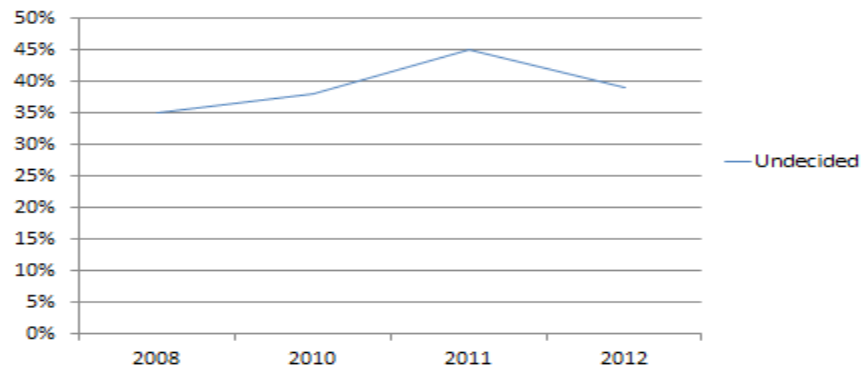


**Are you considering changing your current background screening provider?**

- No -



**Are you considering changing your  
current background screening provider?  
- Undecided -**



**Demographics of Respondents**

Demographics (# of employees)	2008	2010	2011	2012
➤ 100 employees	NA	265	NA	15%
101 – 999 employees	NA	49%	NA	43%
1,000 – 4,999 employees	NA	18%	NA	17%
➤ 5,000 employees	NA	5%	NA	14%

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