

A guide to Key Performance Indicators(KPIs) for the HR Coordinator

Section 1: Instructions for using the KPI Guide in your Performance Management System

- Identify the relevant KPIs: Depending on your role in the organization, you may want to focus on different KPIs. For example, HR professionals may want to track cost per hire, while managers may be more interested in the time-to-fill metric.
- Determine the time frame: Decide on the time frame for tracking each KPI. For example, you may choose to track the number of qualified technical candidates sourced and engaged per month.
- Collect the data: Collect the necessary data to calculate each KPI. For example, to calculate the candidate acceptance rate, you will need to know the number of job offers accepted and the total number of job offers.
- Calculate the KPIs: Use the formulas provided in the table to calculate each KPI.
- Interpret the results: Once you have calculated the KPIs, interpret the results to evaluate the effectiveness of the performance management system. For example, if the time-to-fill metric is high, it may indicate that the recruitment process needs to be streamlined.
- Use the results to make improvements: Regularly collect the necessary data for each KPI. Keep track of the results over time to monitor performance, identify areas for improvement, and ensure compliance with regulations. Use the insights gained from the KPIs to make improvements to the performance management system. For example, if the candidate satisfaction rate with the recruitment process is low, consider making changes to improve the candidate experience.

Section 2: Key Performance Indicators For Role HR Coordinator

KPI	Detailed Description	Formula to Calculate
Employee Record Accuracy	This KPI measures the accuracy of employee records maintained by the HR department.	$(\text{Number of accurate records} / \text{Total number of records}) \times 100$
Recruitment Cycle Time	This KPI assesses the time taken to complete the recruitment process, from posting a job opening to the candidate's acceptance of the offer.	$(\text{Total time taken to fill a position} / \text{Number of positions filled})$
Onboarding Effectiveness	This KPI evaluates how effectively new employees are integrated into the organization and their productivity during the initial months.	$(\text{Number of successful onboarding experiences} / \text{Total number of new hires})$
HR Policy Compliance	This KPI measures the adherence to HR policies and procedures by employees and managers.	$(\text{Number of policy-compliant actions} / \text{Total number of actions})$
Employee Satisfaction Index	This KPI assesses employee satisfaction with HR services and support.	$(\text{Sum of employee satisfaction ratings} / \text{Total number of ratings})$
Training Program Completion Rate	This KPI measures the rate at which employees successfully complete training programs or courses.	$(\text{Number of employees completing training} / \text{Total number of employees})$
HR Service Level Agreement (SLA)	This KPI evaluates the HR department's ability to meet the agreed-upon service level agreements with employees and managers.	$(\text{Number of requests resolved within SLA} / \text{Total number of requests})$

Turnover Rate	This KPI measures the rate at which employees leave the organization.	(Number of employees who left during a period / Average total employees)
Accuracy of HR Project Completion	This KPI assesses the accuracy of completing HR projects within the defined scope, budget, and timeline.	(Number of projects completed accurately / Total number of projects)
Employee Feedback Response Rate	This KPI measures the rate at which employee feedback and suggestions are acknowledged and responded to by the HR department.	(Number of feedback responses / Total number of feedback received)