Covid-19 has affected talent acquisition systems and processes in most organizations

78% say they have taken talent acquisition actions in response to the pandemic

Among these organizations:

- 60% have begun doing interviews virtually
- 24% have implemented new technologies to handle remote hiring issues
- 22% have changed recruitment messaging

In addition, among those that changed to focus more on remote hiring processes:

- 89% adopted a video conferencing platform
- 56% adopted an electronic signature application

Most organizations have an ATS

73% of HR professionals say their organizations use an ATS

Of those with at least one ATS:

- 35% use at least one stand-alone solution
- 44% use at least one recruitment module of a larger system/platform (e.g., HRIS)

Large organizations (1,000+ employees) are most likely to have an ATS, with 88% reporting they have at least one

Many more are planning to get or considering an ATS

Of those without an ATS:

- 16% have plans to get one
- 40% are thinking about getting one
The Bad News

Many ATS still suffer from a variety of weakness

Most respondents indicate their ATS do not perform well in these areas:

- Automatically matching candidates to the right job postings
- Gathering and integrating employee referrals
- Enabling recruiters to locate internal talent
- Identify candidates who are passively looking for job

Other areas of concern for some ATS are:

- Difficulty integrating with:
  - automated reference checking
  - candidate satisfaction data
  - video interviewing platform
- Lack of enough needed features
- Poor reporting/analytics functionality
- No ability to gauge job candidate experiences

The Good News

ATS performs a variety of tasks well

Today’s ATS are strongest at these three tasks:

- Tracking candidates as they move through the recruitment process
- Customizing the application process to the specific needs of jobs
- Routing jobs and offers for executive approval

Most ATS allow their recruitment departments to:

- Stay organized
- Save time
- Maintain ease of use
- Schedule and manage interviews

Consider These Strategies

Understand how talent acquisition is changing due to the Covid-19 pandemic

Maximize the features and functionality of your ATS

Gather data on the candidate experience

Find ways to improve the candidate experience

Locate passive job seekers

Pay close attention to reporting functionality in ATS

Examine integration capabilities

Look for systems that help meet strategic and not just tactical needs

Leverage internal candidate capabilities when it is to your advantage

About the Survey

The State of Applicant Tracking Systems 2020 ran in the summer of 2020. There were 285 usable responses gathered from HR professionals in virtually every industry vertical.

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