



Candidate feedback

User satisfaction is fundamental to business success. For any business. At TCS, feedback from any of our stakeholders - clients, candidates, suppliers, staff, advertisers and others - is information vital to our policy of continuous product and service improvement.

One way we do this is to ask our candidates called for interview their reactions and impressions. In this way we get an individual view of the effectiveness of our consultants and reception staff from those actually using our services. Our short simple questionnaire takes a very few minutes to complete and although impressionistic only it does give us important clues to things we do well and should go on doing and things we do less well and need to change.

Here is a summary of candidate responses for the first part of this year.

- How candidates were received including arrangements made for taking our psychometric test.

85% answered Very Well or Exceptionally Well

- How relevant was the information given to candidates about the job.

50% said Very Relevant and 50% Adequately Relevant

- Opportunity to ask questions at the interview.

On a 3 point scale 85% said Very Sufficient

- Whether the interviewer obtained an adequate impression of the candidate's qualifications and experience

42% said Very Detailed and 58% said Fair

We also ask an open ended question to obtain a general overall impression

From this we have received a variety of responses ranging from comments about the tone of the interview to particular suggestions such as request for feedback on candidate performance at the interview.