



Job Information Management Insights Report

2024

In the ever-evolving business landscape, effective job information management is crucial to maintain adaptability to shifting talent dynamics, ensure compliance with legal and regulatory requirements, and drive overall business success.

Executive Summary

This report presents findings from a recent JDXpert survey, highlighting significant deficiencies in the way companies manage their job descriptions. The survey, encompassing 184 companies across varying industries, reveals widespread dissatisfaction with the current job description management processes. This dissatisfaction underscores a critical yet often overlooked issue: job descriptions, vital to organizational success, are currently being underutilized and undervalued. The survey's findings suggest that this undervaluation is largely due to the

cumbersome and inefficient methods employed in managing them.

In this report, we dive into the survey data, extracting pivotal insights that highlight the shortcomings of current job description management practices. We uncover the far-reaching implications of these inadequacies, demonstrating how they not only hinder organizational efficiency but also critically impact the effectiveness of employee engagement, retention strategies, compensation planning, and compliance efforts.



Survey Highlights

5% are “very satisfied” with their job descriptions.

48% have no idea how long it takes to review their job descriptions, and

10% take 5-6 hours to edit and approve one job description.

7% use dedicated job description management software.

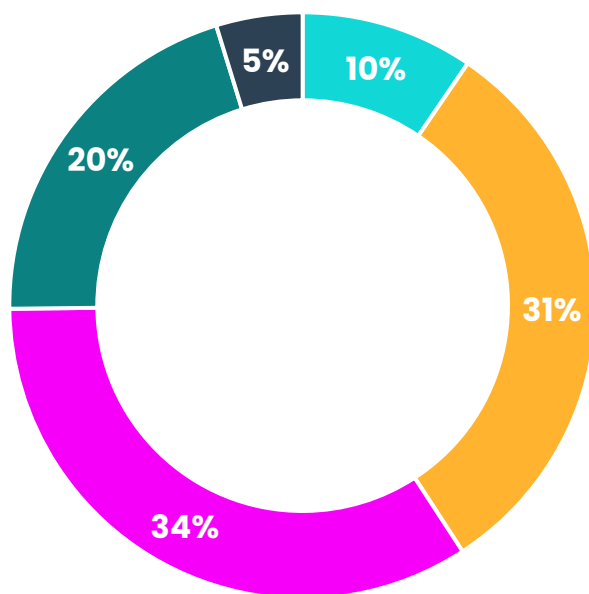
74% are using Microsoft Word to write job descriptions.

59% state they are dissatisfied with their organization’s current job description control and governance process.

45% state that employee retention is their department’s main priority this year.

88% plan to review their job descriptions as part of their next upcoming initiative.

How satisfied are you with your job descriptions?



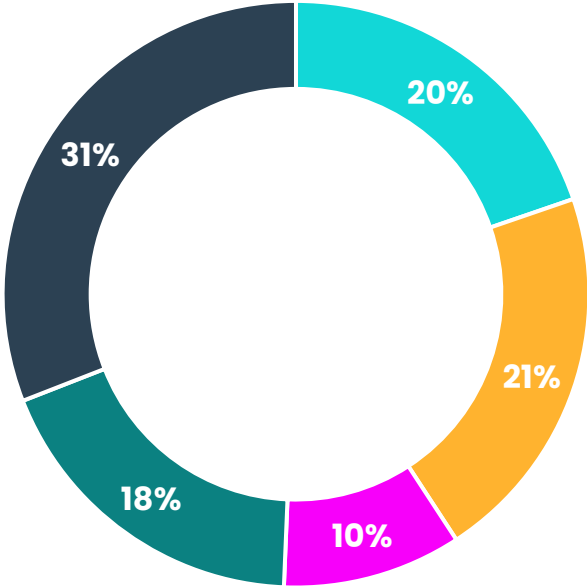
■ Very Dissatisfied ■ Dissatisfied ■ Neutral ■ Satisfied ■ Very Satisfied

The survey results show a pressing need for improvement in job description management, with only 5% of respondents expressing high satisfaction, while a combined 65% felt either neutral or dissatisfied. These results suggest that considerable work is needed to improve both the process of managing job descriptions and the quality of the descriptions themselves.

Traditionally, the management process has been laborious, hinging on a highly manual process. This approach does not lend itself well to frequent updates, primarily due to its tedious nature, which often relegates it to an ad hoc project, prompted by specific, immediate organizational needs rather than a regular, ongoing procedure.

The utilization of job description software could provide a more efficient methodology. Such tools promise to expedite the editing and review process while enhancing management oversight capabilities. If effectively implemented, this could transform the management of job descriptions into a more consistent and less demanding task, with the potential to not only improve the quality of job descriptions but also to increase employee satisfaction related to their roles.

On average, how long does it take your team to edit and approve job descriptions (in hours)?



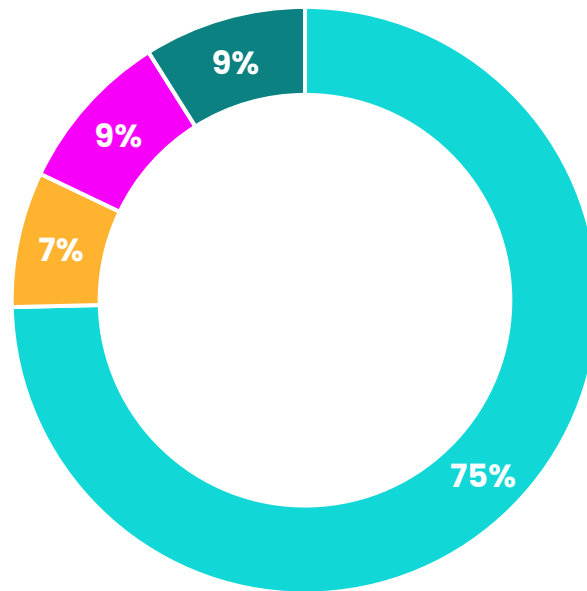
■ Not sure, but I do know that it takes forever ■ I have no idea ■ 5-6 hours ■ 3-4 hours ■ 1-2 hours

A significant number of respondents (41%) indicated a lengthy and uncertain process, with responses like "takes forever" (20%) or "I have no idea" (21%). This suggests a perceived inefficiency and a lack of clear process awareness in job description management.

Conversely, the majority (31%) reported a more efficient 1–2-hour timeframe. The remaining responses were fairly evenly split between 3-4 hours (18%) and 5-6 hours (10%). This disparity highlights a wide range of experiences and operational methodologies in job description management across different teams or organizations.

The data underscores a critical need for standardization and streamlining in job description management processes. The perceived inefficiency by a notable segment of the survey respondents suggests an opportunity for organizations to implement more structured, transparent, and time-efficient practices.

What software program do you use to manage your job descriptions?



■ MS Word ■ Job Description Software ■ Organization-created job description program ■ Other ■

The results regarding software usage for managing job descriptions show a predominant use of traditional business tools over specialized software. A notable 75% of respondents rely on Microsoft Word, underscoring a preference for familiar, general-purpose word processing tools. Conversely, only a small fraction—7% for dedicated job description software and 9% for organization-created programs—utilize specialized tools.

This trend suggests a comfort with conventional tools that may overlook the benefits of modern, dedicated solutions, such as enhanced customization, better integration with HR systems, and improved compliance features. The reliance on basic tools like Microsoft Word might also indicate potential inefficiencies and inaccuracies in maintaining job descriptions, which can have far-reaching implications in talent acquisition and organizational structure.

Also, these findings reveal a significant gap in the adoption of specialized job description management software. The overwhelming preference for MS Word indicates either a lack of

What software program do you use to manage your job descriptions? (Cont.)

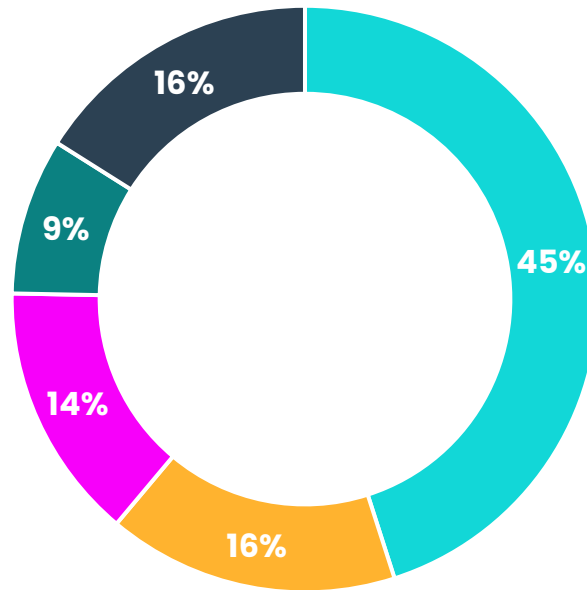
familiarity with or a slow recognition of the value of specialized tools in ensuring accurate, up-to-date job information, which is crucial for business success. This gap presents a significant opportunity for forward-thinking organizations aiming to stay competitive in the market.

Recognizing and harnessing the value of a robust foundational element in their HR

processes — one that advanced job description management tools can provide — is key. Such an approach not only streamlines operations but also reinforces the overall efficacy of their HR strategies, ultimately contributing to organizational success and agility in a dynamic business environment.



What's your department's main priority this year?



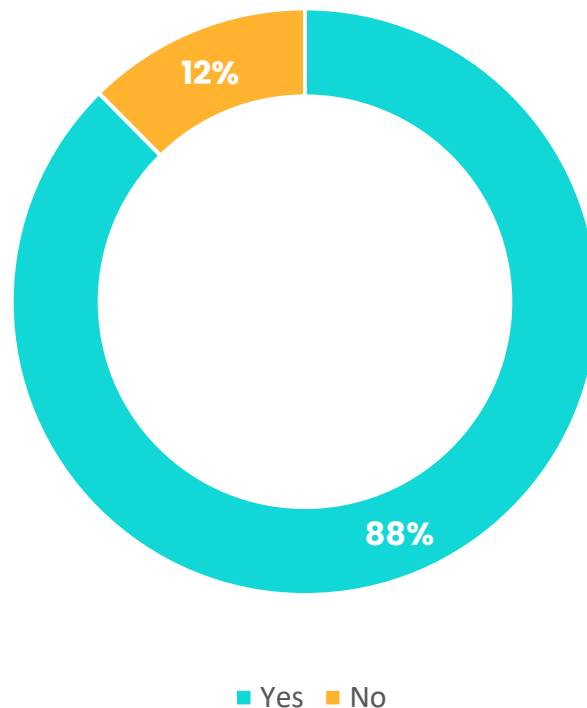
■ Employee Retention ■ Pay Transparency ■ DEI&B ■ Job Architecture ■ Other

Participants highlighted a range of priorities for the coming year, with a notable majority (45%) emphasizing 'Employee Retention' as their main focus. This prioritization reflects a broader industry trend that values talent retention as a critical component of organizational success, particularly in today's competitive market.

Significantly, 'Pay Transparency' and 'Diversity, Equity, Inclusion & Belonging (DEI&B)' also emerged as key areas, with 16% and 14% of respondents respectively focusing on these aspects. This shift indicates a growing commitment to fairness and inclusivity in the workplace. These priorities not only align with the increasing demand for organizational transparency and equality but also respond to the evolving legal landscape regarding pay transparency.

Though less cited, 'Job Architecture' is still a significant priority for 9% of respondents, highlighting the ongoing need for structured job roles and clear career paths within organizations. The 16% of respondents focusing on 'Other' priorities underscore the diverse challenges and opportunities facing modern HR departments.

Will you be reviewing your job descriptions as part of that initiative?



An overwhelming 88% of survey respondents acknowledged the crucial role of job descriptions in achieving their top priority goals. This significant majority highlights the growing awareness of the importance of accurate and up-to-date job information. However, responses to questions about the process in which they manage that information suggests that many departments have not yet fully embraced the concept of job descriptions as a continuous, evolving asset. There seems to be a gap between recognizing their importance and feeling empowered to overhaul or significantly improve existing practices.

The strong inclination to review and update job descriptions reflects a broader trend in Talent Management, emphasizing the necessity for job roles to be clear, relevant, and aligned with both the overarching business objectives and changing market dynamics. It also points to the growing understanding that well-crafted job descriptions can be strategic tools in talent acquisition, employee retention, compensation planning, compliance, and further enhancing organizational success.



Thank you!

JDXpert is the leading solution for job information management, providing the structure and efficiencies HR professionals need to construct, manage, and store job information. With our software, HR teams can define a clear and comprehensive picture of their organization's jobs, providing valuable insights and a stable foundation for recruitment, development, compliance, and compensation programs. As pioneers in job information management, we're dedicated to equipping businesses with unparalleled solutions to manage their job information with speed, control, and confidence. Learn more at jdxpert.com.

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