

# Diversity & Inclusion in the Staffing Industry



Staffing Hub



# Diversity and Inclusion in Staffing

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This year -- you've heard it time and again -- has been unlike any other. Alongside an unprecedented virus, economic and labor disruptions, and various entrenched political battles, the nation has been having intense discussions about race. The staffing industry has been having these conversations, too -- from tough talks behind closed boardroom doors to public forums on what it means for the industry to be inclusive.

We launched our Diversity and Inclusion in the Staffing Industry Survey in September to help the industry better understand where it stands on issues of race in the workplace.

We present these results with the goal of continuing the discussion. Does this data mirror your experience in the staffing industry? How might your own race, political beliefs, and experiences impact the way you view these issues? What can we, as an industry, do better?

Here are some of our most interesting findings.

## **Race impacts perceptions of diversity and inclusion**

Over 40% of respondents of color surveyed say they've experienced racial discrimination in the staffing industry.

What's more, nearly three-quarters of respondents of color agree that white candidates enjoy privileges that candidates of color do not, while a little under half of white candidates agree with the same statement.

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It's worth noting that extensive research backs up the statement that white candidates enjoy privileges that candidates of color do not. For example, according to the **Harvard Business Review**, [white applicants received, on average, 36% more callbacks than Black applicants and 24% more callbacks than Latino applicants with identical résumés.](#)

Taken together, these data points indicate that the industry might benefit from white colleagues paying closer attention to the experiences of colleagues of color. They may also indicate that white members of the staffing industry may be unaware of the depth of discrimination experienced by candidates and colleagues of color.

## **The industry is committed to diversity and inclusion**

The majority of the industry agrees that their organization is dedicated to diversity and inclusiveness. When asked to share more about their answers, many respondents shared the concrete actions that they're taking to move diversity and inclusion initiatives from talk to action.

## **Change is needed**

The majority of respondents agreed that change is needed in the workforce to create racial equality. While we may differ on the strategies or what this might look like in practice, there's a shared understanding that business as usual is not currently equitable for all.

**Caitlin Delohery**  
**Editor in Chief, StaffingHub**

# Our Ethos

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At StaffingHub, we believe the following:

1. All people should be treated fairly and equally
2. To be our best in work and in life, we must reflect on the experiences of those around us
3. Change often comes from difficult conversations and difficult actions
4. The staffing industry has the power to create positive change in the world through ethical hiring practices that provide equal opportunities for all

Thank you for taking the time to download our report.

*“Not everything that is faced can be changed, but nothing can be changed until it is faced.”*

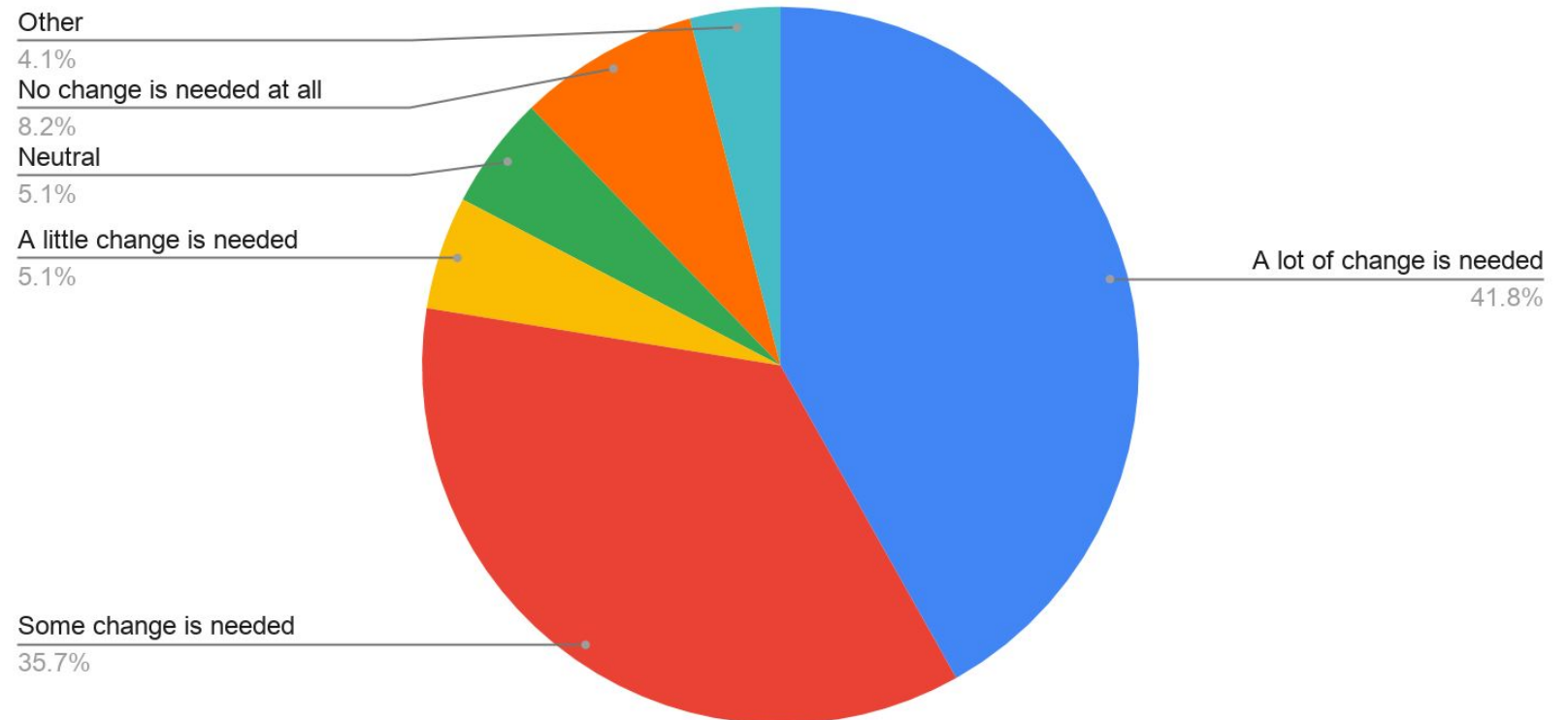
— James Baldwin

We hope this report will inspire deeper conversations between you and your team on how your company can create a positive and lasting impact on those around us.

# The Need for Change

The majority of respondents (**77.5%**) believe change is necessary in the workforce before there can be racial equality in the US.

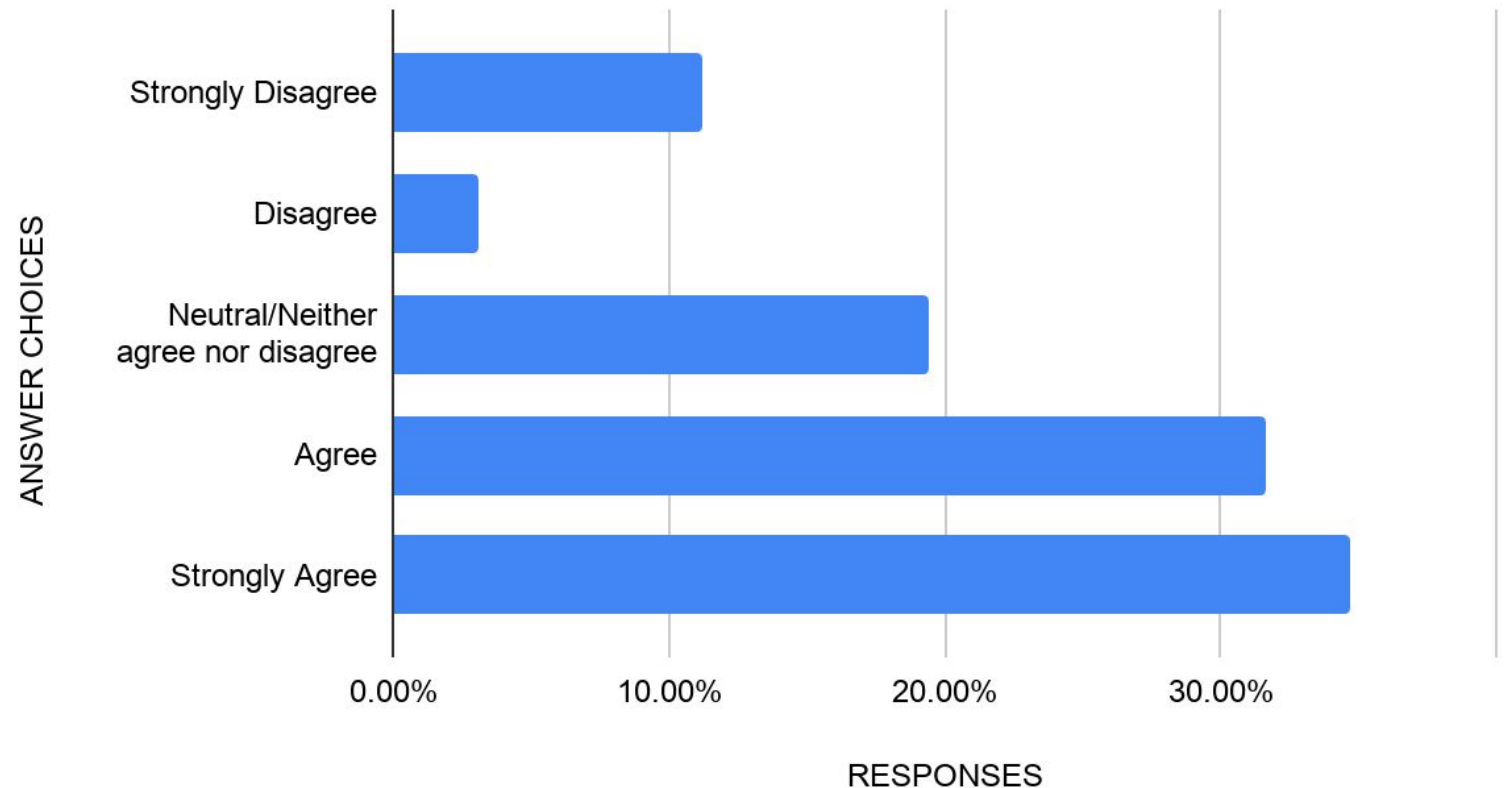
Do you believe change is needed in the workforce to create racial equality in the US?



# Commitment to Diversity & Inclusion

The majority of respondents (**66.3%**) indicated their organization was dedicated to diversity and inclusiveness.

My organization is dedicated to diversity and inclusiveness.



# Taking Action for Diversity & Inclusion

*“Recruiters have performance metrics based on DEI.”*

*“We're diverse, fair and equitable in everything we do.”*

*“We have setup a diversity/inclusion group.”*

*“We focus on diversity, equity, and inclusion in everything we do. We actually wrote an ebook in 2018 on how to recruit and hire in more inclusive ways. Our leadership team is 50% POC, 60% women, and our employee survey results show that POC, LGBTQ, and disabled folks have the same or better psychological safety as majority peers.”*

*“We are often called upon to help others with their diversity programs.”*

*“We foster a diverse work group because we believe in equal opportunity employment and the benefits that diversity provides in any workplace.”*

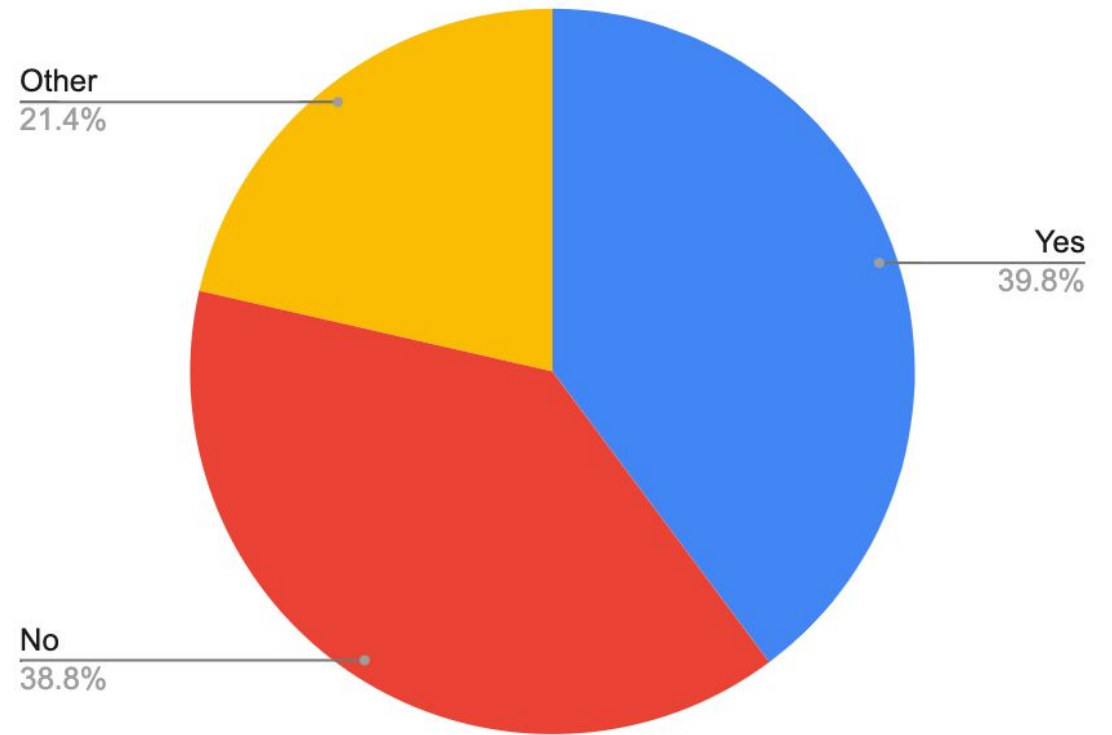
*“Ongoing, very difficult conversations, led by executive team.”*

# Client D&I Expectations

**Nearly 40%** of respondents indicated clients have diversity and inclusion standards that their agency is expected to meet.

\*Under 'Other,' we received a variety of responses, ranging from "clients don't care about race" to "some do, some don't" to "Not formal standards but increasing discussions on how to improve diversity and inclusion."

Do clients expect you to meet racial diversity and inclusion standards?



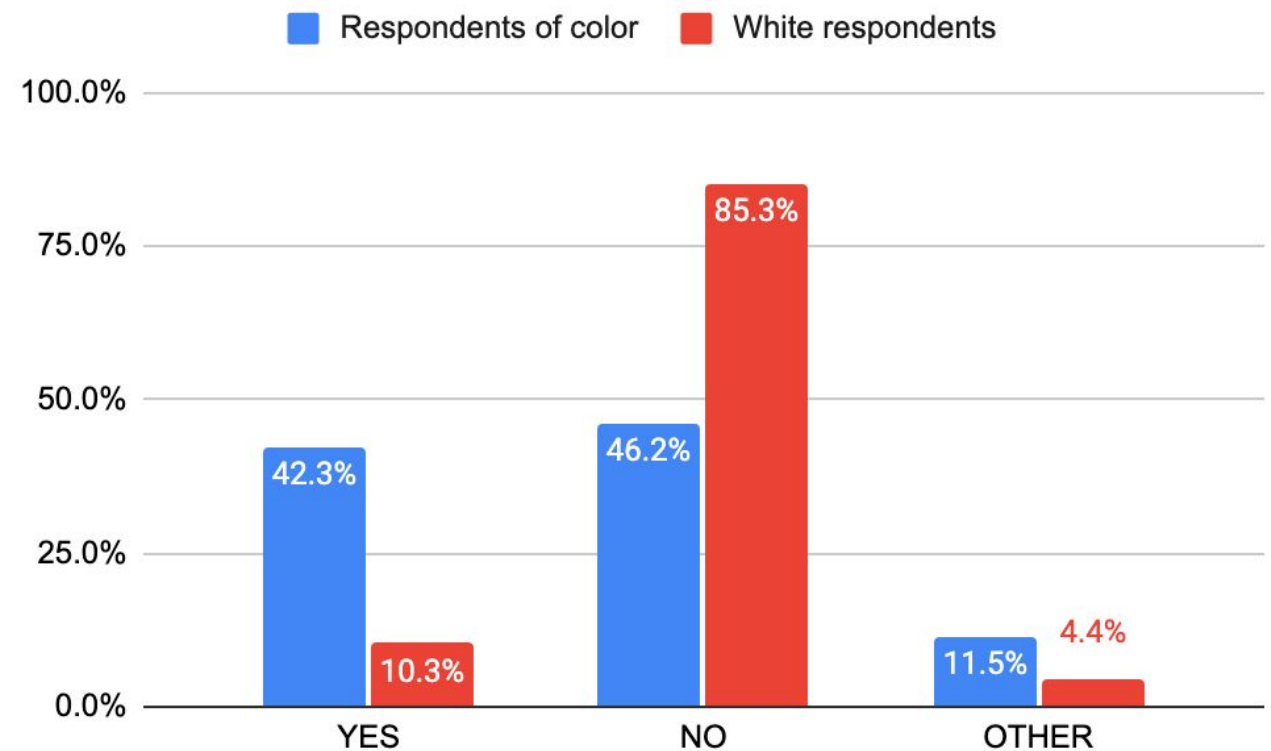


# Racial Discrimination in the Staffing Industry

**Over 42%** of respondents of color said they have experienced race-based discrimination in their career in the staffing industry, compared to **only 10%** of White respondents.

\*'Other' responses ranged from "only for being white" to "yes but we educate or fire the client."

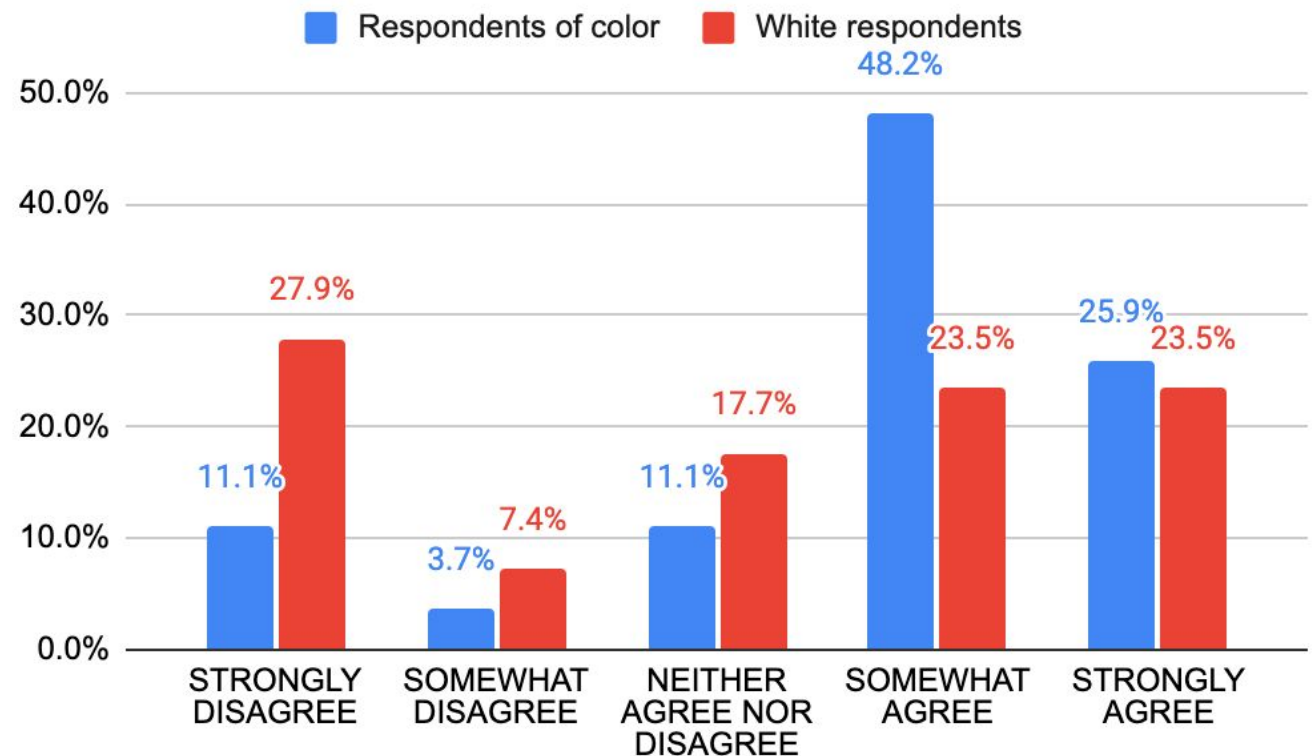
Have you faced discrimination based on your race in your career in the staffing industry?



# Race and Perception of Privilege for White Candidates

The majority of respondents of color (**74.1%**) believe white candidates enjoy privileges that candidates of color do not. A little under half (**47.0%**) of white respondents agreed with this statement.

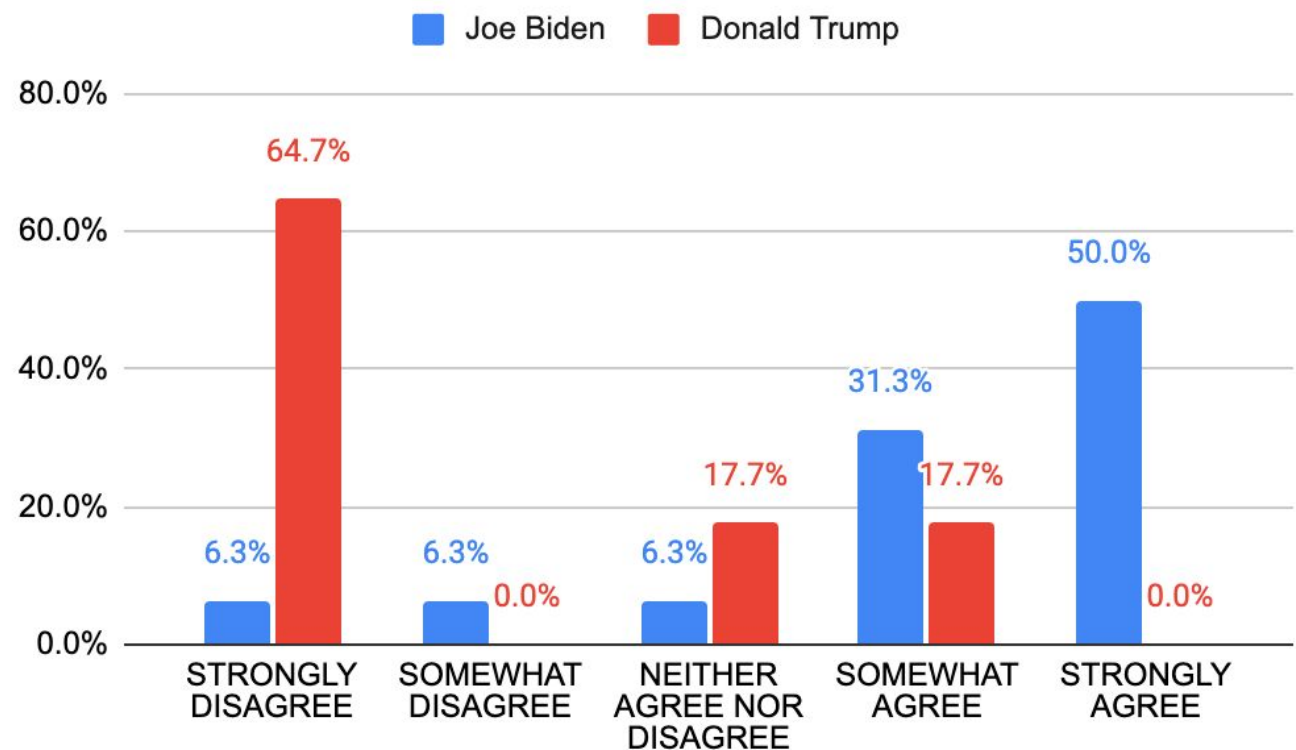
White candidates enjoy privileges that candidates of color do not.



# Politics and Perception of Privilege for White Candidates

Perceptions of white privilege is starkly polarized along party lines. Over **64%** of Trump voters believe white candidates and candidates of color enjoy the same privileges. Over **80%** of Biden voters believe the opposite.

White candidates enjoy privileges that candidates of color do not.





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