



# Employee Performance Survey

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# EXECUTIVE SUMMARY

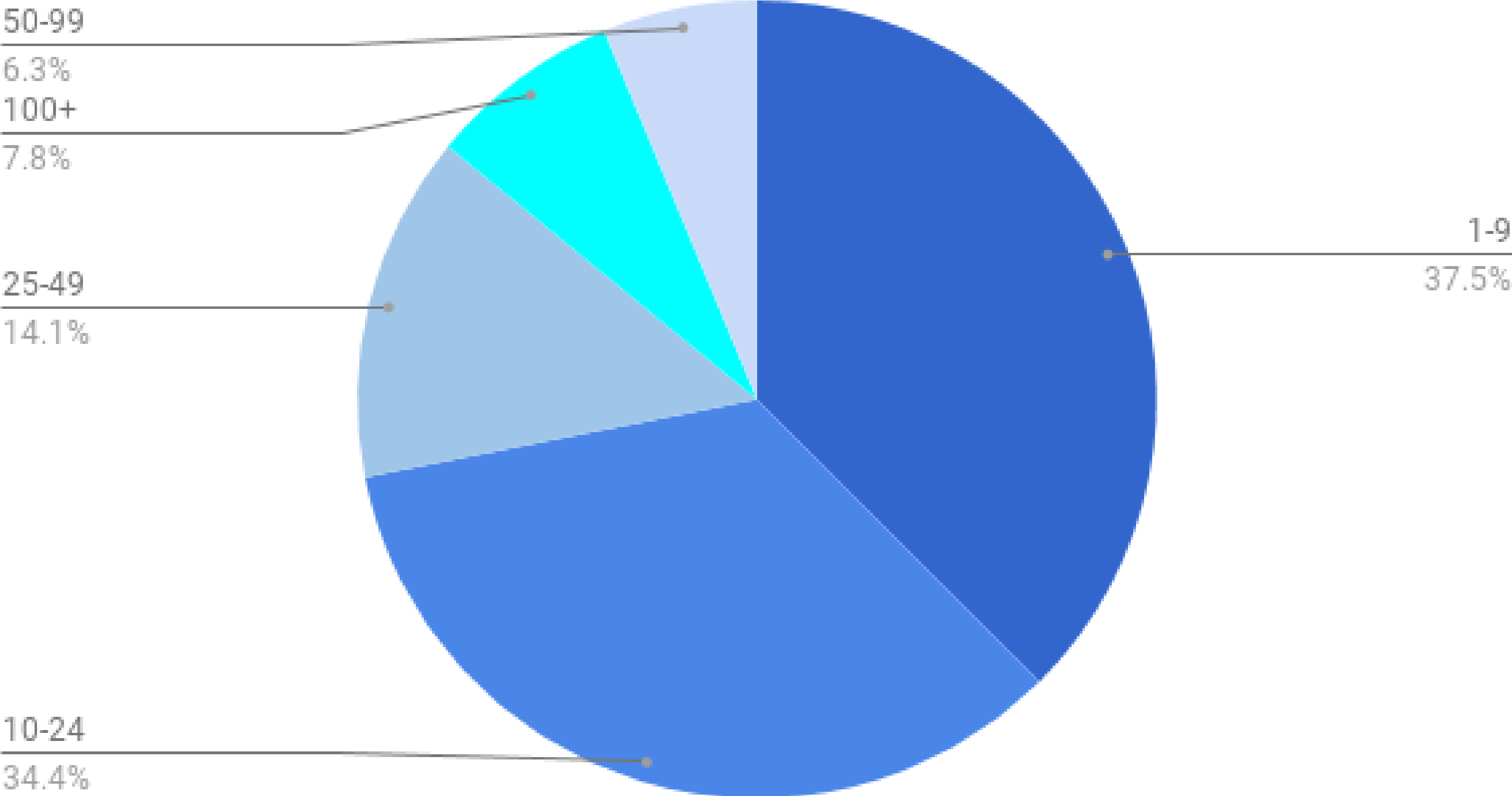
Nearly 60% of collection agencies expect the size of their staffs to grow in 2018. More than 25% of those companies expect the number of employees to increase by at least 10% this year. Such an increase in staff, coupled with an increasingly compliant-focused environment, could put a significant strain on the training, retention, and operations of collectors in 2018.

AccountsRecovery.net, in conjunction with DAKCS Software Systems, conducted a survey of collection agency professionals during March and April of 2018. Survey respondents were asked a number of questions related to employee training, compensation, and performance. The objective of the survey is to provide insights into how agencies are currently staffed, how they are compensating their staffs, including frontline collectors as well as support staff, how employees are trained, and how important job advancement is to an employee.

For example, more than half of the survey's respondents use salary and commission when compensating employees, compared with only 2% who pay commission only and 2% who pay via salary only. The majority of support staff, meanwhile, are paid on an hourly basis.

Nearly 8% of agencies always pay a commission, regardless of circumstances, according to the survey. Collectors who do not meet their quota was the most common reason why a commission would not get paid.

# How many collectors does your business employ?



# What is the primary type of debt you collect?

Student Loans

1.6%

Credit Card

7.8%

Utility

4.7%

Auto Loans

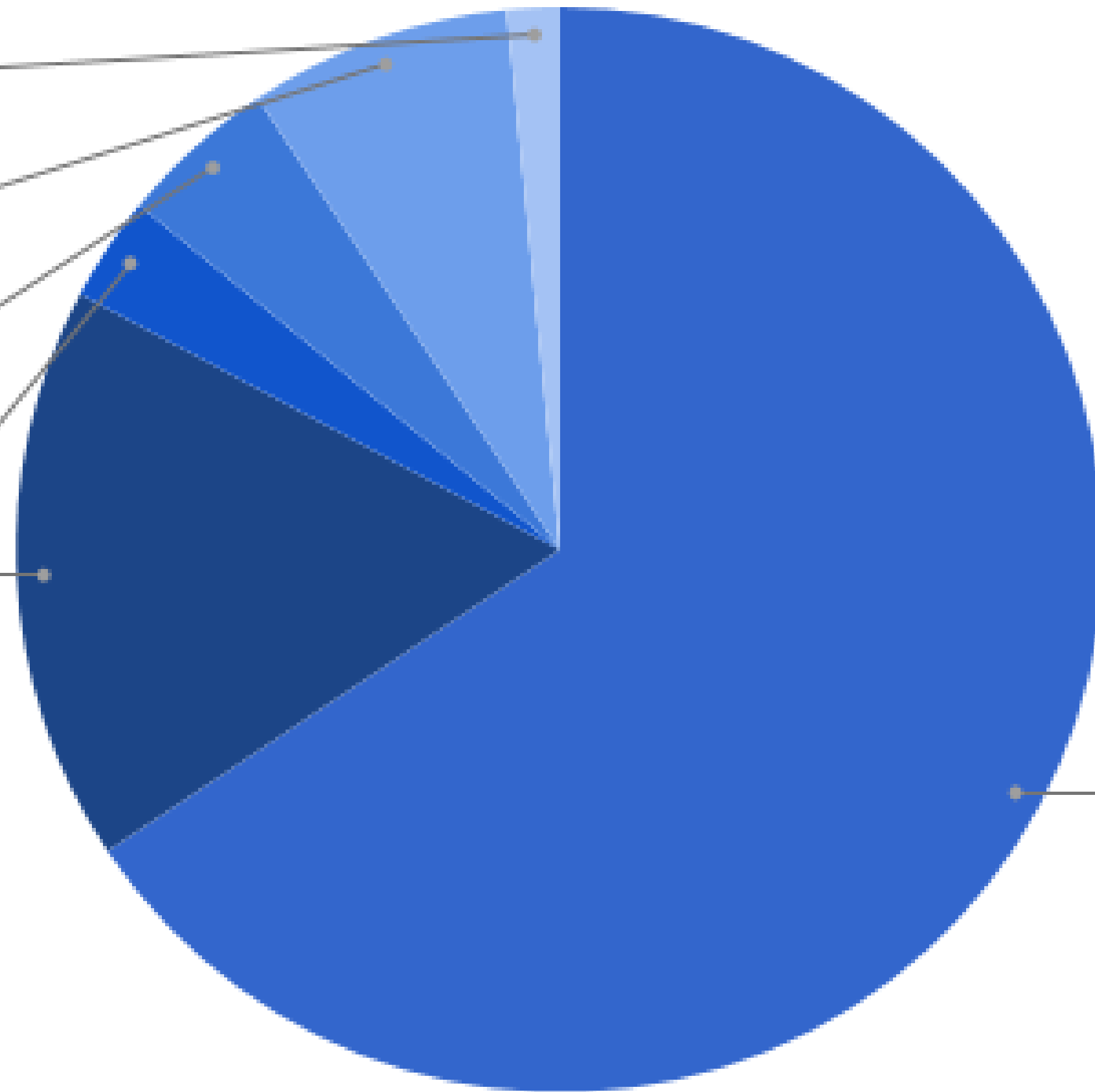
3.1%

Other

17.2%

Healthcare

65.6%



# What is the Average Account Balance?

\$5,000 - \$9,999

3.1%

\$10,000 +

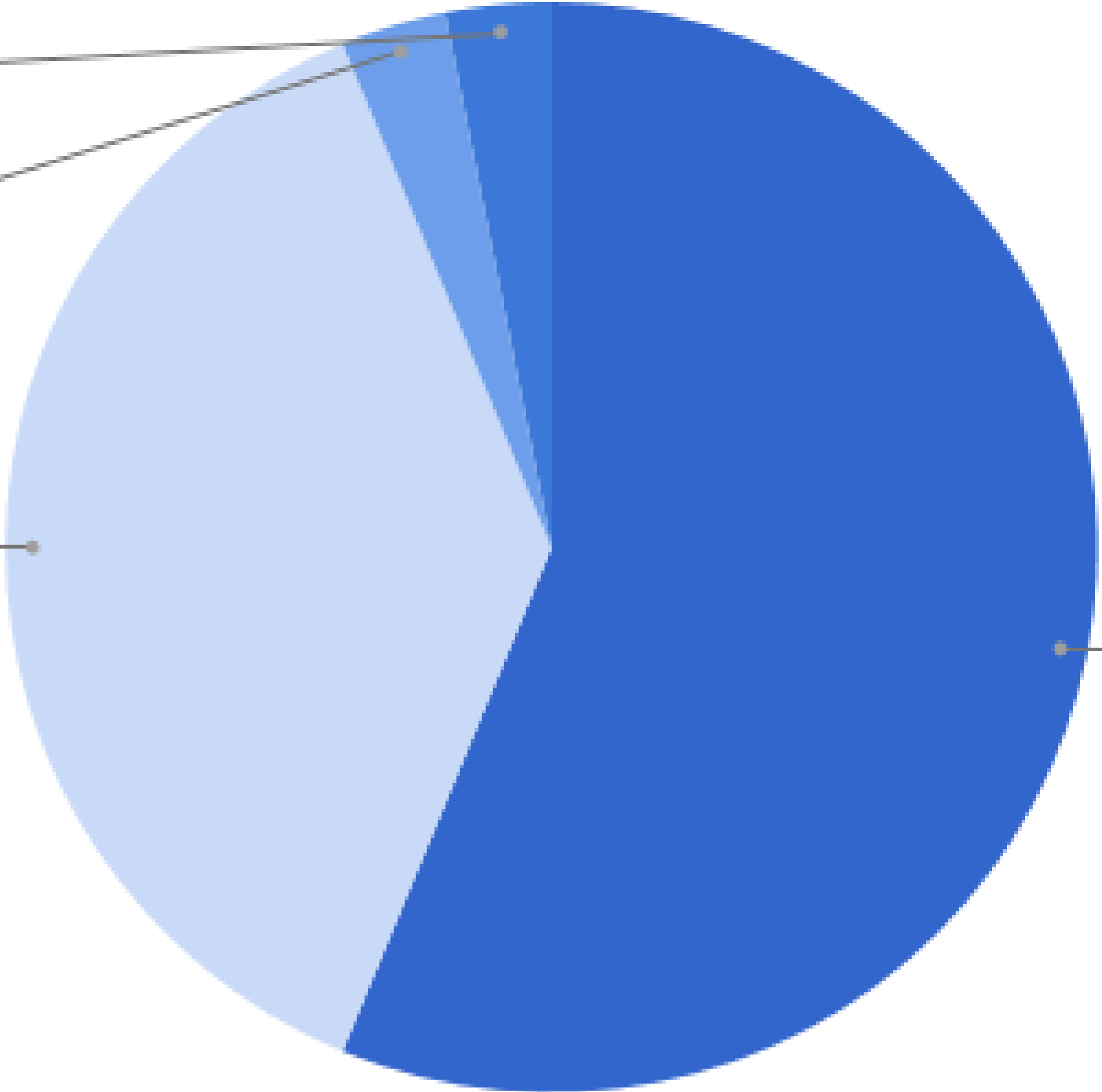
3.1%

\$1,000 - \$4,999

37.5%

\$0 - \$999

56.3%



# How do you pay your collectors?

Salary Only

1.6%

Other

6.3%

Hourly Only

14.1%

Commission Only

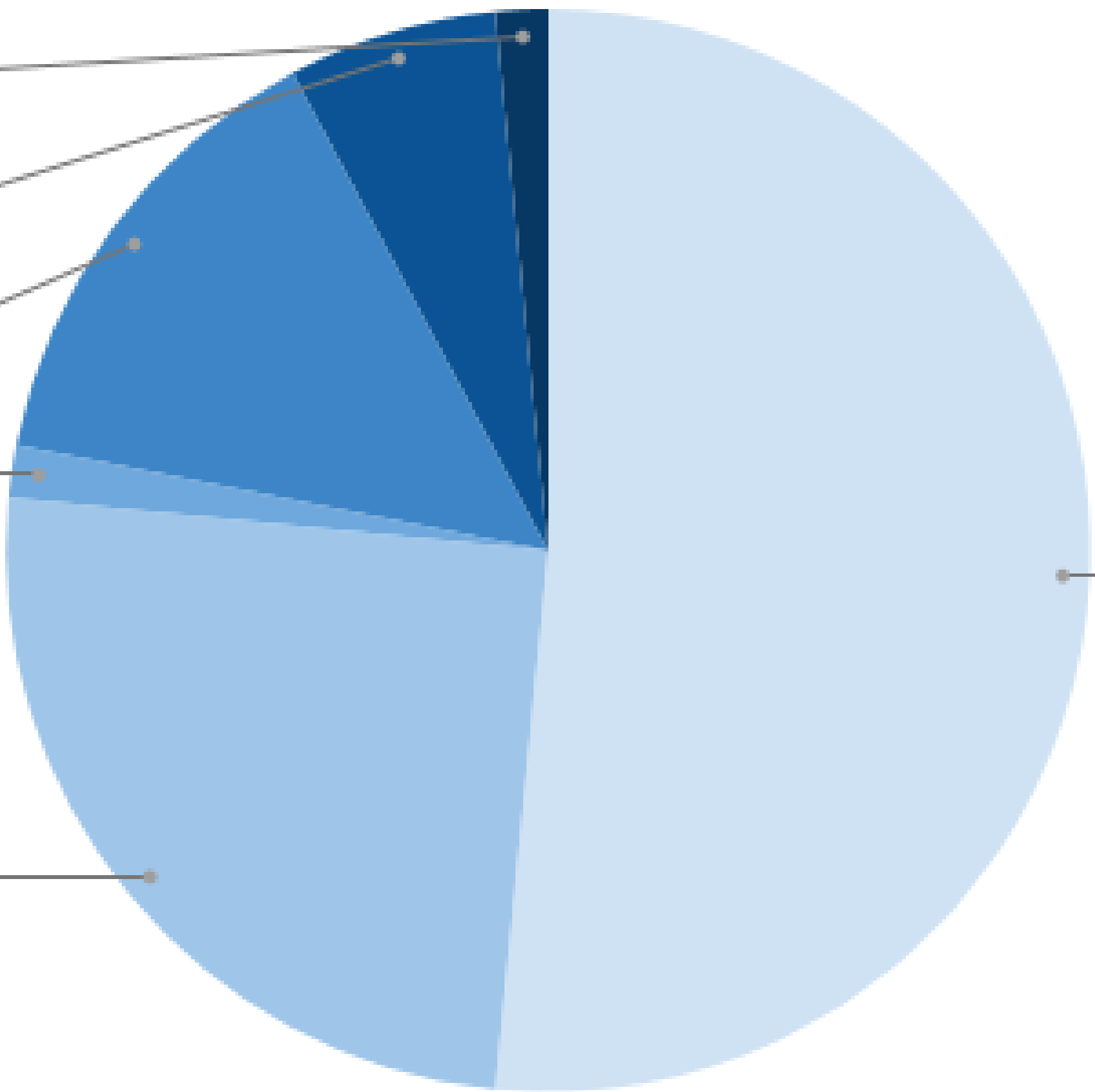
1.6%

Hourly + Commission

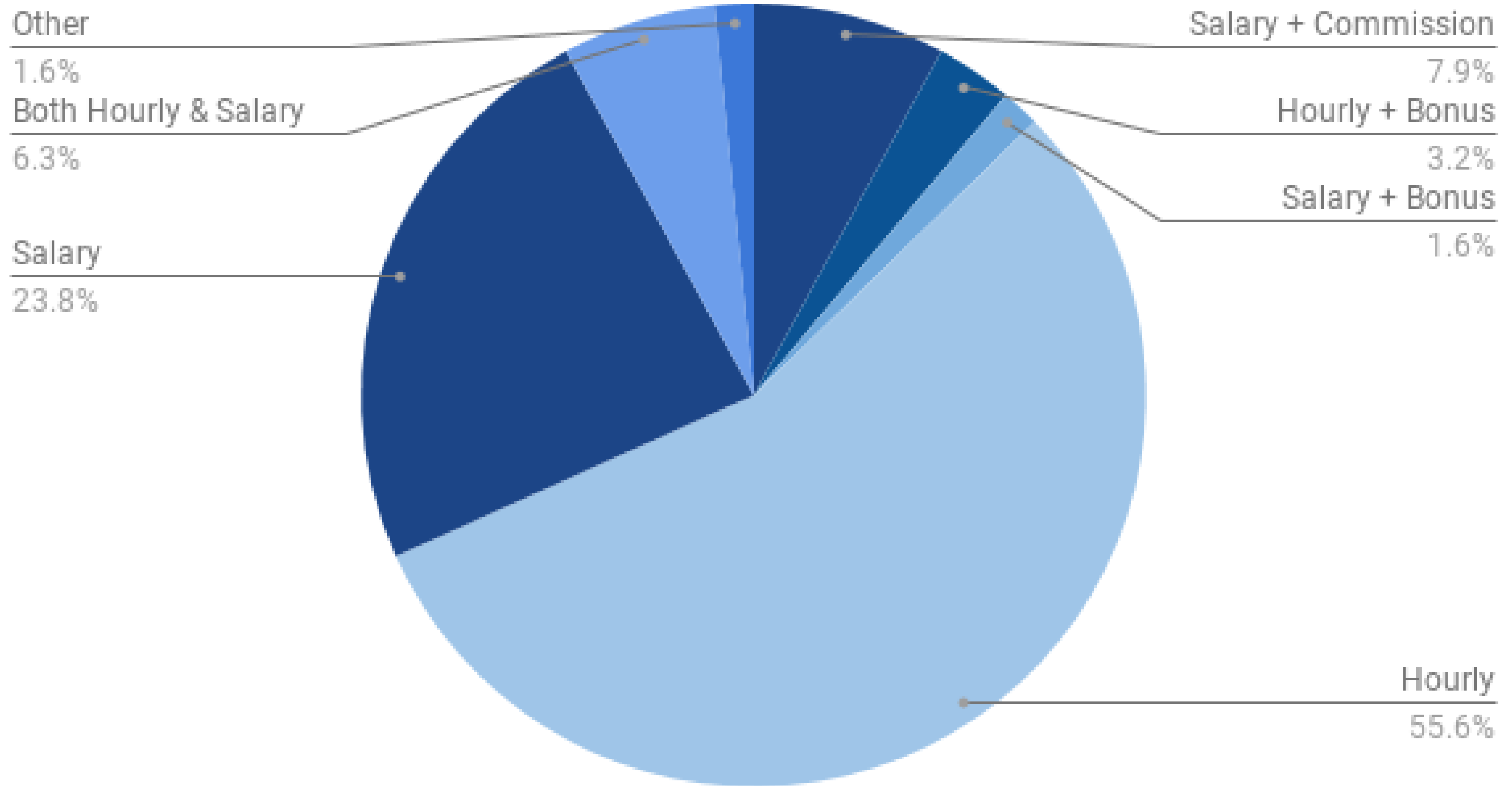
25.0%

Salary + Commission

51.6%



# How do you pay your staff in other departments?





# Under what situations would you not pay a commission or bonus?

We Always Pay

7.7%

Absenteeism

15.4%

Poor Performance

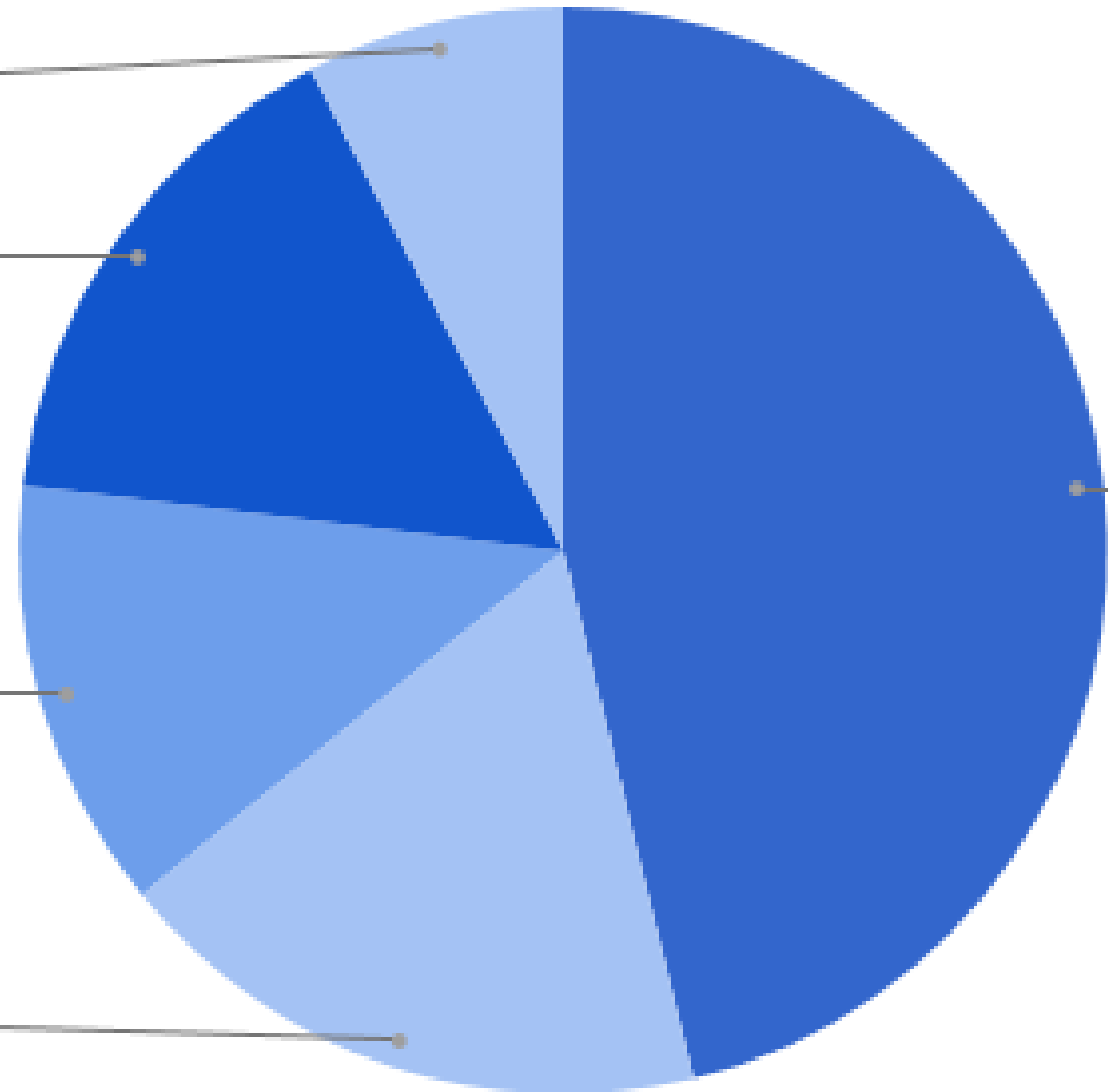
12.8%

Compliance Issues

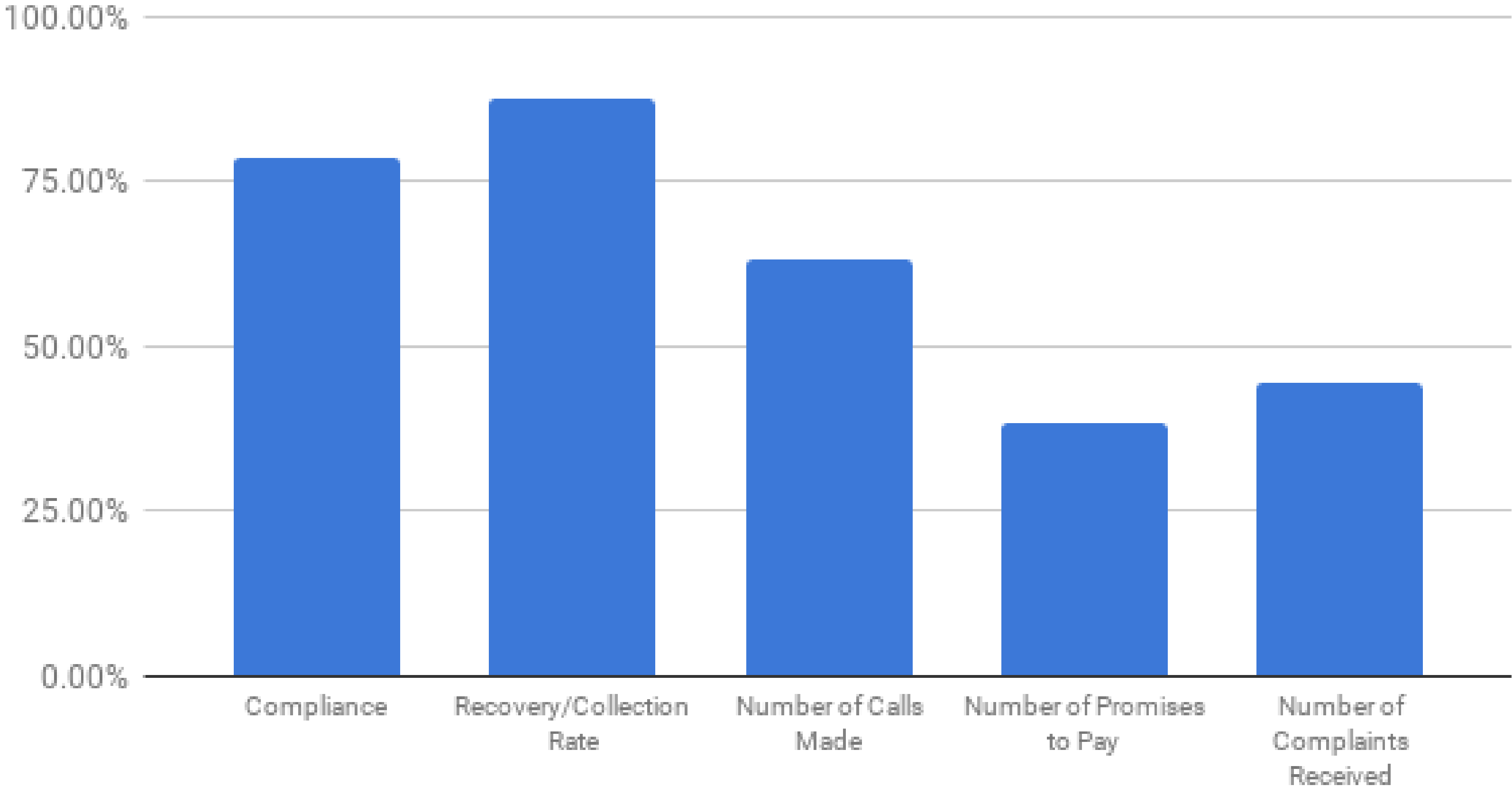
17.9%

Did Not Meet Quota

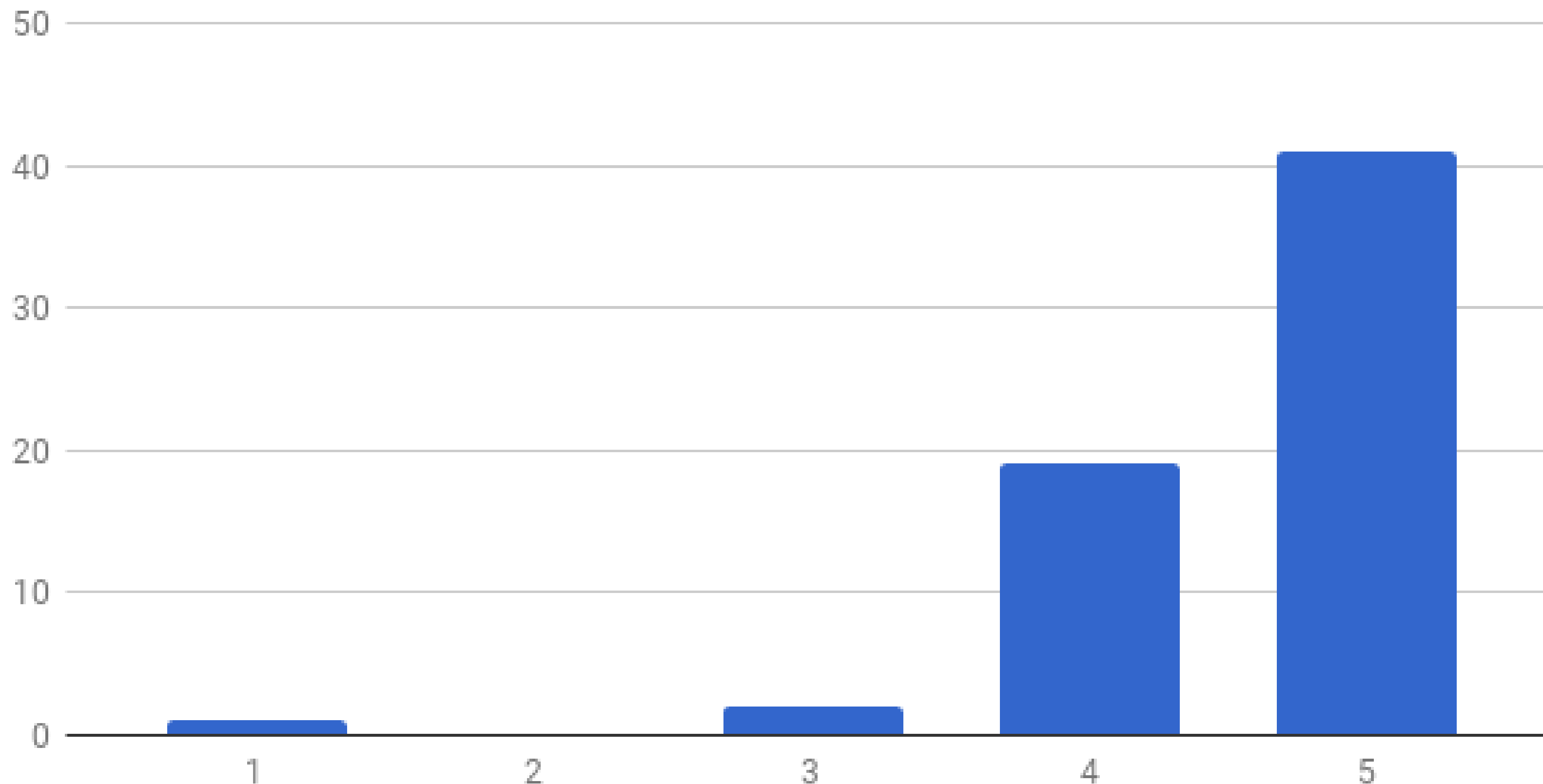
46.2%



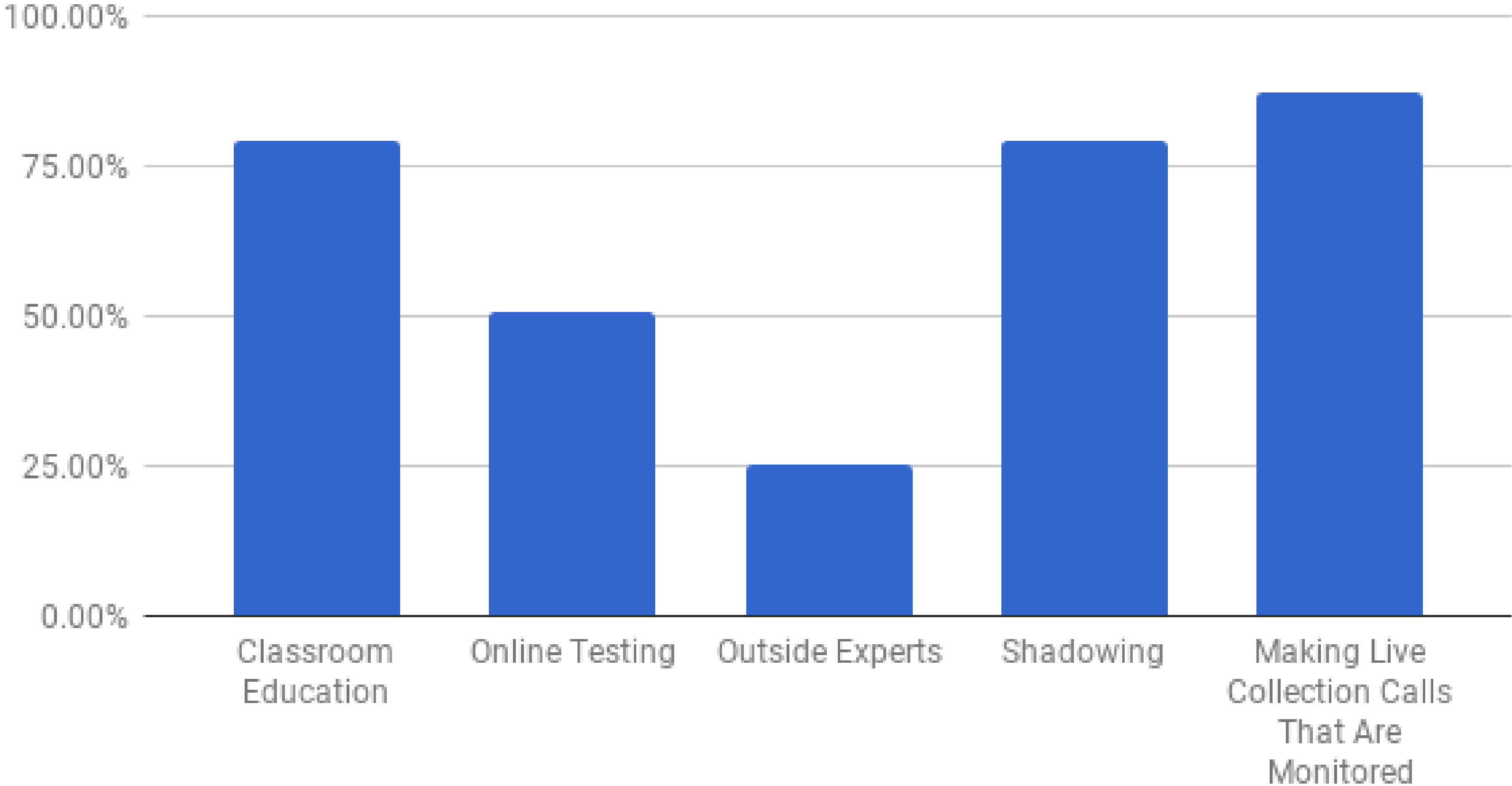
# What KPI's do you use to track collector performance?



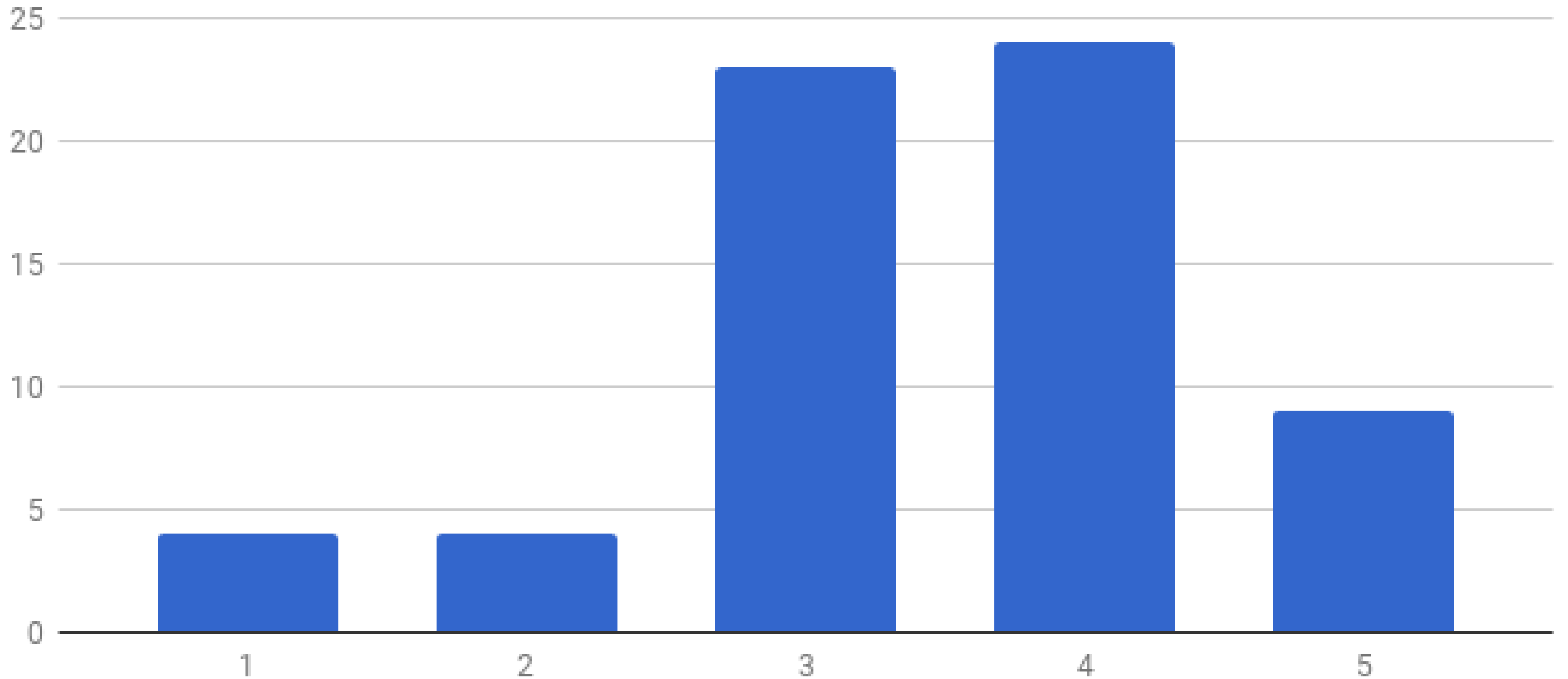
How important is compliance in determining an employee's performance? (1=not important, 5=important)



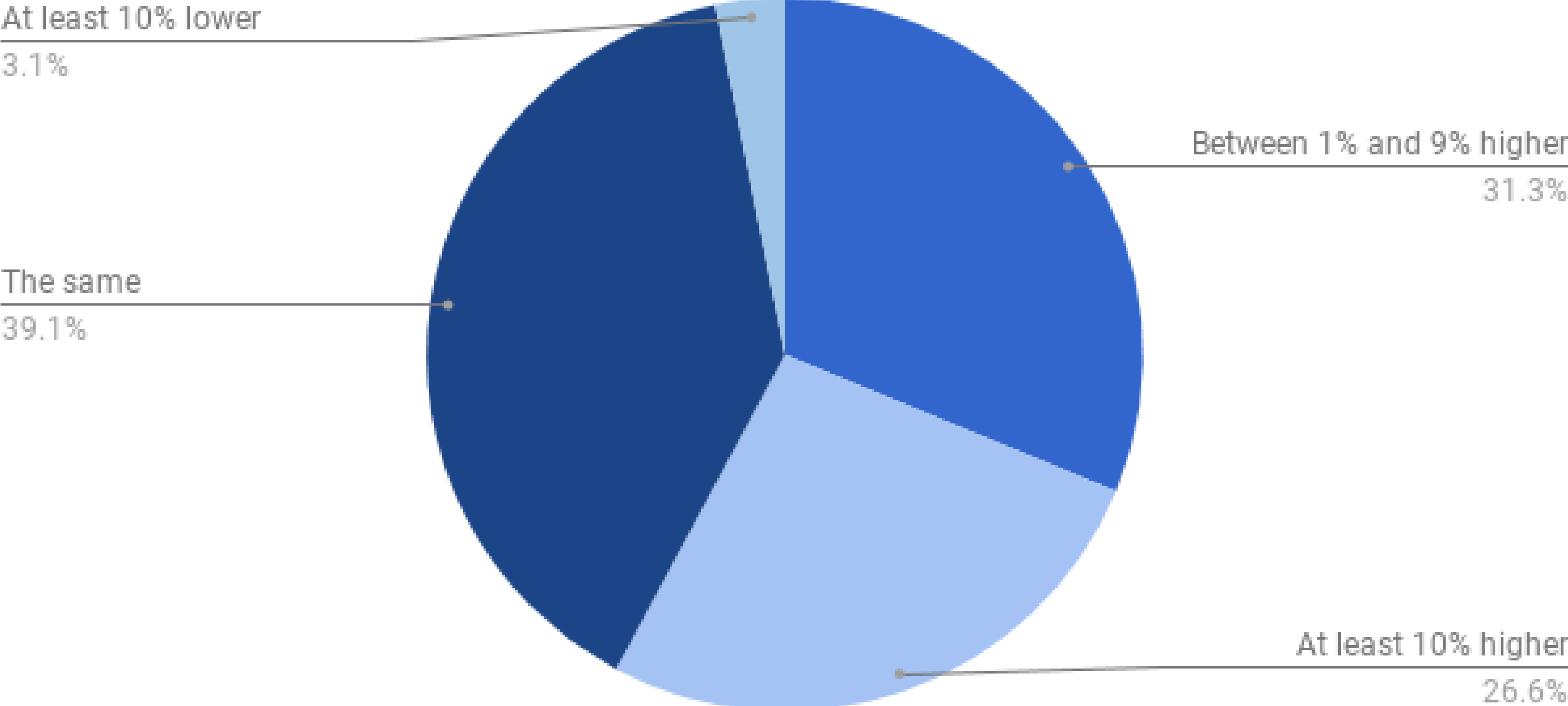
# Which training tools do you employ?



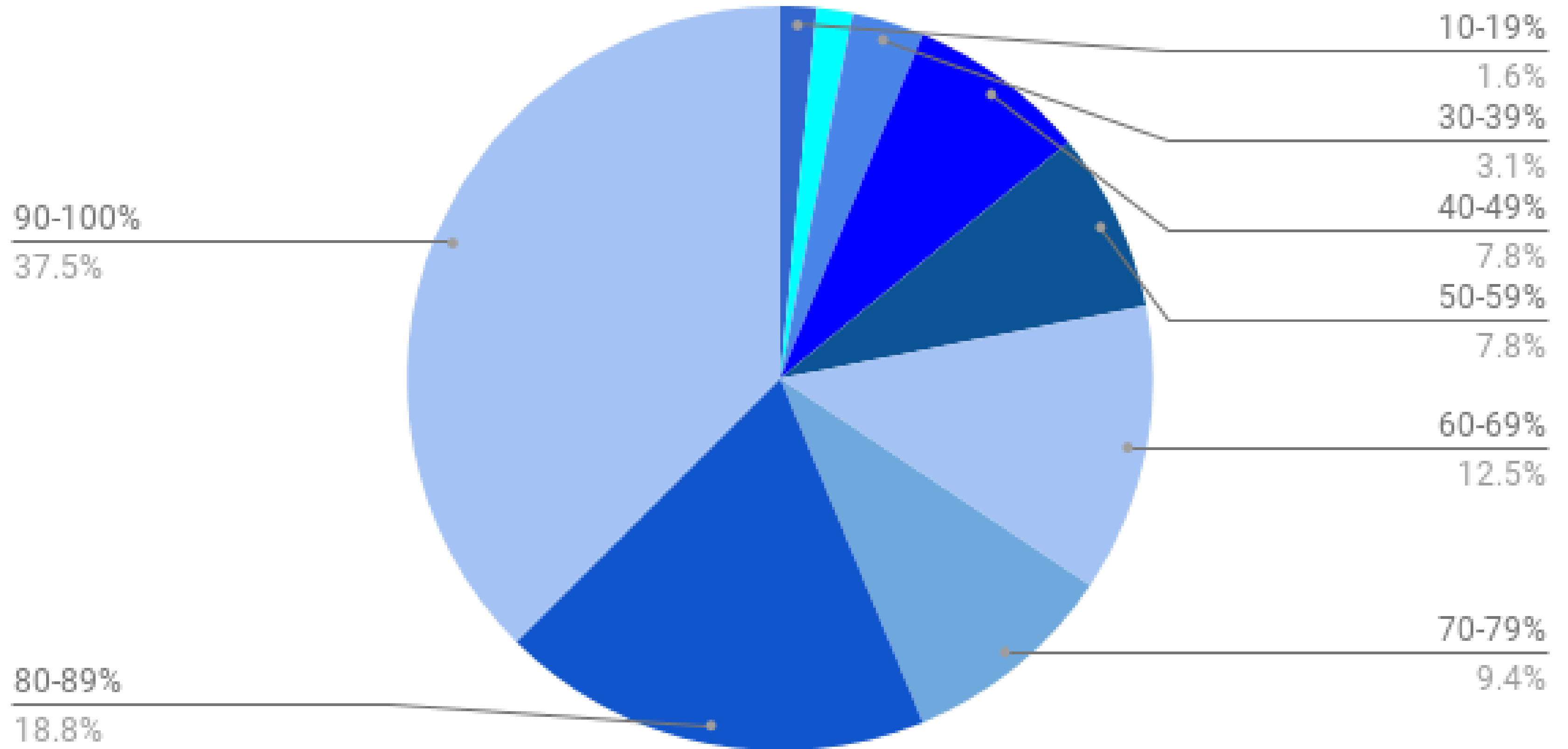
How important is career advancement and growth opportunities to your employees? (1 = Not important; 5 = Very important)



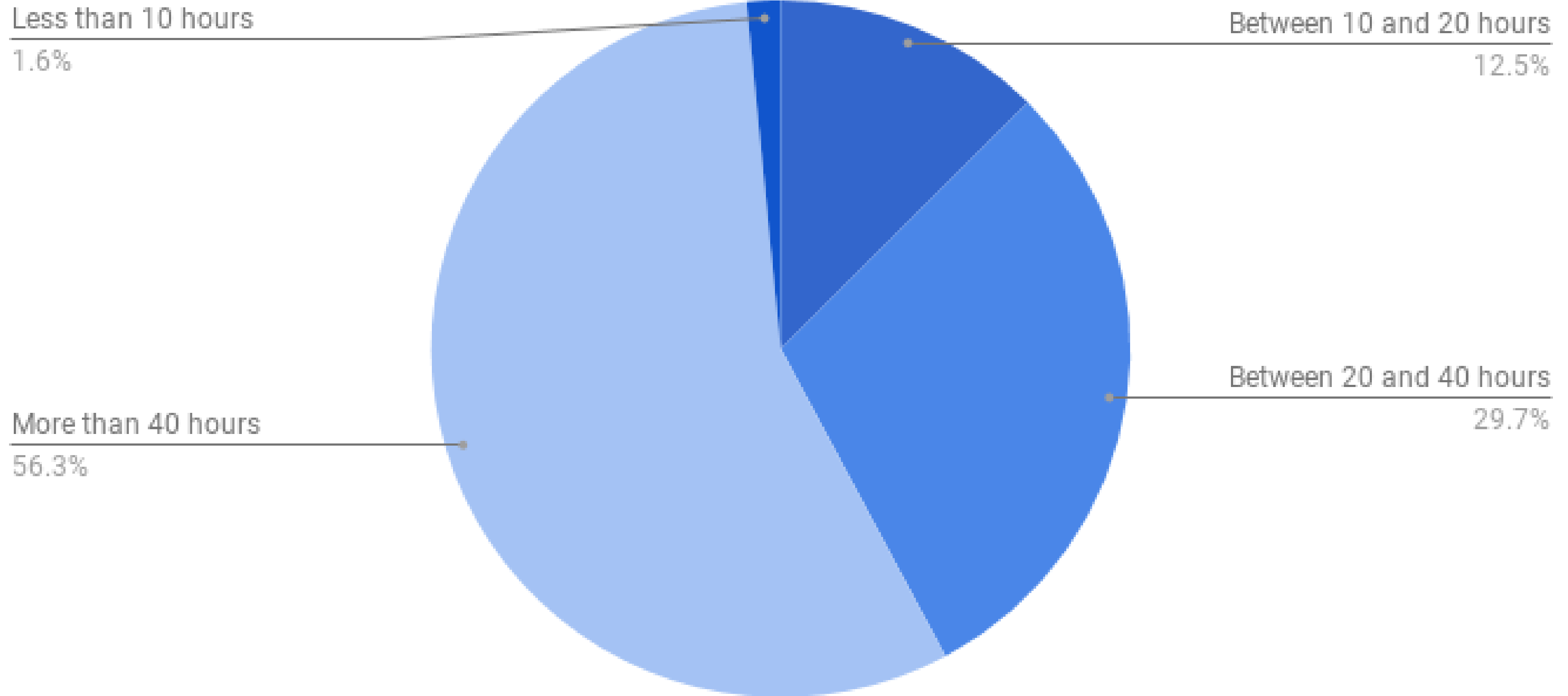
# By how much will your staff size change in 2018, compared with last year?



# What percentage of your employees stay at least three months?



# How much time do you spend training new employees?





# **ABOUT ACCOUNTSRECOVERY.NET**

AccountsRecovery.net is a news and information platform for the ARM industry. The site publishes unique and curated content, including The Daily Digest email newsletter, as well as hosts webinars, podcasts, and live events, delivering information across a multitude of communication channels. The site is free for anyone in the industry to use and is a great resource of news and insights to help educate and inform.

# **ABOUT DAKCS SOFTWARE SYSTEMS**

DAKCS Debt Collection Software Solutions is an Ogden, Utah based 35-year technology leader in simplifying the process of collections and accounts receivable management. By creating highly configurable, innovative cloud and on-premise debt collection software solutions, DAKCS offers a complete platform to improve recovery of outstanding debt in industries including medical and healthcare, financial services, law firms, government, and first party accounts receivable. DAKCS delivers Value Technology, service, automation, and flexibility all within one central collection software platform.