



+ **ASIA PACIFIC EMPLOYMENT
SCREENING TRENDS REPORT 2016**



First Advantage

A Symphony Technology Group Company

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+ METHODOLOGY

The First Advantage Asia Pacific Employment Screening Trends Report data were derived from nine countries in the Asia Pacific region: Australia, China, Hong Kong, Japan, Korea, Malaysia, New Zealand, the Philippines and Singapore.

All discrepancy data were collected from a total of two million checks from January to December 2015. Highlighted discrepancy rates have been categorised into two groups: Overall discrepancy rates by country and by segment.

Additional research on discrepancy across age bracket was conducted to give organisations a better view of the candidates they are hiring.

+ KEY DEFINITIONS

Anti-Money Laundering	Cross-reference database checks to identify potential candidate with possible hits on anti-money laundering activities from financial institutions around the globe.
Bankruptcy	Checks conducted to confirm record of insolvency in countries specified by the client for a particular candidate.
Case	Refers to a candidate or applicant for background screening.
Check	A component included in a background screening report.
Civil Litigation	A component that confirms a candidate's record of being a party to a litigation case in district courts and other legitimate sources of an individual's civil litigation history.
Credit Check	Checks conducted to ascertain an applicant's credit history. This includes financial judgments, loan defaults as well as litigation and collection matters. Confirmation of information derived from this check may be limited to privacy laws and credit reporting structure of some countries.
Criminal Record Check	A check for possible criminal record history of an applicant, where available and legally permissible in countries, for employment purposes.
Database Check	A name check from a collection of various databases that include media, addresses, passport identification, company registry and more.
Directorship Check	A search to determine a candidate's affiliation on fiduciary or board of directorship responsibilities in a company.
Education Check	A check to verify educational record of an applicant from attended educational institutions. Verification may include dates of attendance, course major and degrees attained. The check may also confirm duration of stay, completion and graduation.
Employment Check	Confirmation of declared employment history. Results may include verified dates of employment, positions held, responsibilities, direct manager, remuneration and reasons for leaving.
Financial Regulatory	Checks to verify if a candidate has been prohibited, disqualified or auctioned by a financial regulatory body in the hiring country.
Financial-Related Checks	Checks to verify if the candidate has negative financial records regarding bankruptcy, credit, financial regulatory and anti-money laundering.



+ KEY DEFINITIONS

Global Dataset Search	A search of the latest database for international criminal information. It has more than 170 million records sourced from governments, courts, and other data sources, translated from local languages to English, as required.
Identity Check	A validation or verification of a candidate's identification or identity.
Major Discrepancy	Defined as high variance between employers' requirements as part of their background screening policy and what a candidate declared and was verified for education, employment, professional qualifications and other checks. Major discrepancy is also declared when there are adverse findings for criminal and financial-related checks on a candidate's background.
Media Search Searches	Checks conducted through various media databases to identify any articles containing negative references to the candidate. Details of all derogatory articles are provided.
Minor Discrepancy	Defined as low variance between employers' requirements as part of their background screening policy and what a candidate declared and was verified for education, employment, professional qualifications and other checks.
Reference Check	The candidate's previous supervisors or candidate-supplied contacts will be interviewed to ascertain the candidate's work performance, skill sets, integrity, strengths and weaknesses, professional ability, reasons for leaving and confirmation as to whether the company would rehire the candidate.
Resume Check	Comparison is conducted to validate the information provided in the resume and the online form filled by the candidate. Any discrepancies or non-disclosure are highlighted.

First Advantage highlights discrepancies in the information provided by the applicant. These checks may vary in some countries.

+ BACKGROUND SCREENING IN ASIA PACIFIC 2016

Recognised as the economic growth engine of the world, Asia Pacific was projected to enjoy a growth rate of 5.9 percent in 2015, up from 5.8 percent in 2014. This growth, coupled with the region's innate diversity, creates some unique trends, challenges and approaches in background screening.

In today's world, background screening has become a widespread tool in recruitment. Both multinational and local companies are now engaged in a war for talent. While the right hires will become valuable company assets, hiring mistakes can prove to be costly. This is true from the lowest levels of an organisation to the topmost levels. In this environment, companies tend to be stricter in adhering to their background screening policies as a way of mitigating the risk of bad hires. To achieve this, companies often partner with a background screening provider to ensure a reliable and compliant screening programme.

In Asia Pacific, economic growth has bolstered corporate expansion plans, with many companies sourcing talent from developing and under-developed countries within the region. Bad hires in the region have had huge impact on the corporate world, highlighting the importance of conducting due diligence on potential employees as well as business partners.

In general, multinational and local companies in Asia Pacific have strengthened the screening of potential hires from business contractors and temporary workers to the most senior management executives. All these employees have the access to company premises, records and other confidential information, making screening essential.

Based on a recent survey by PwC, 46 percent of HR professionals believe that at least 20 percent of their workforce will comprise contractors or temporary workers by 2022. Half of the respondents in China strongly believe that traditional employment will no longer be the norm, replaced instead by portfolio careers.

Workplace misconduct has shown a disturbingly sharp increase as employees and dubious business partners commit not only employment fraud but even violence in the workplace. The dangerous threat posed by the rise of workplace misconduct has become prominent to foreign companies as well as large domestic corporations. Security management and background screening is now being handled holistically so as to ensure safety in the organisation and society as a whole.

Contingent background screening is also being taken more seriously as employers place greater emphasis on integrity screening in a bid to create a safer, more secure work environment.



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+ BACKGROUND SCREENING IN ASIA PACIFIC 2016

First Advantage Asia Pacific Most Requested Checks

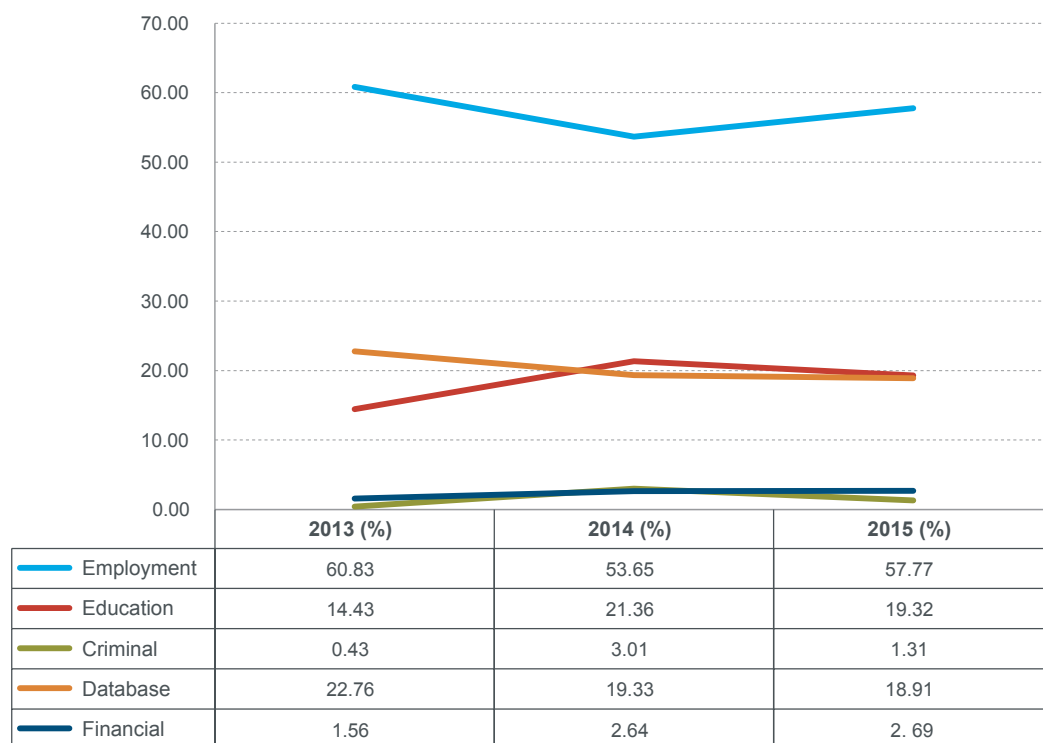


Figure 1

First Advantage Asia Pacific continues to see employment and education verification as the most requested background screening checks by employers in the region. This has been the case for three consecutive years now. Another interesting trend is the steady decline in database verifications, from almost 23% in 2013 to 19% in 2015.

+ BACKGROUND SCREENING IN ASIA PACIFIC 2016

BREAKDOWN OF TYPE OF BACKGROUND CHECKS CONDUCTED IN APAC (%)

	Employment	Education	Database	Financial Related	Criminal
Asia Pacific	57.77	19.32	18.91	2.69	1.31
Philippines	74.73	11.83	12.62	0.20	0.61
China	72.78	13.42	10.83	1.36	1.61
Australia and New Zealand	65.16	19.65	10.22	2.25	2.72
Hong Kong	45.02	27.94	25.02	2.03	N.A.
Malaysia	40.94	24.52	23.68	10.01	0.84
Japan and Korea	36.54	28.88	18.89	15.69	N.A.
Singapore	35.72	12.19	47.30	4.80	N.A.

Figure 2

75% of all background checks done in the Philippines are employment verifications, the highest in Asia Pacific. Other countries that registered high numbers in employment verification checks were China (73%), Australia and New Zealand (65%). Based on First Advantage's three-year data, China employers have recorded a 40% increase in the number of employment verifications since 2013.

Malaysia, Japan and Korea have a relatively even spread of employment, education and database checks. Hong Kong and Singapore employers, which traditionally conducts more database checks saw a year-on-year increase in employment verification requests of 10% and 20% respectively.

The education verification was the second most requested check in Asia Pacific in year 2015. Countries with the highest number of such requested checks were Japan and Korea at 29%, Hong Kong at 28% and Malaysia at 25%.

Year-on-year, Japan and Korea recorded a 15% increase in education verifications requests while Hong Kong saw a decrease of 19%. The largest decline of education verifications requests was from China, the percentage of education checks dove from 20.61 to 13.42—a significant decrease.

For database check requests, Singapore continues to rank top among all Asia Pacific countries despite a slight 4% drop year-on-year. Employers in Philippines, China, Australia and New Zealand continue to order less database checks as compared to the other employers in the region.

Japan and Korea conduct the most financial related checks which comprises of bankruptcy, credit, financial regulatory and anti-money laundering checks.

It is worth noting that criminal verification is restricted in some Asia Pacific countries, especially Hong Kong, Japan, Korea and Singapore.



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+ KEY FINDINGS

17.3% OF THE TOTAL NUMBER OF CANDIDATES SCREENED BY FADV ASIA PACIFIC HAD MAJOR DISCREPANCIES

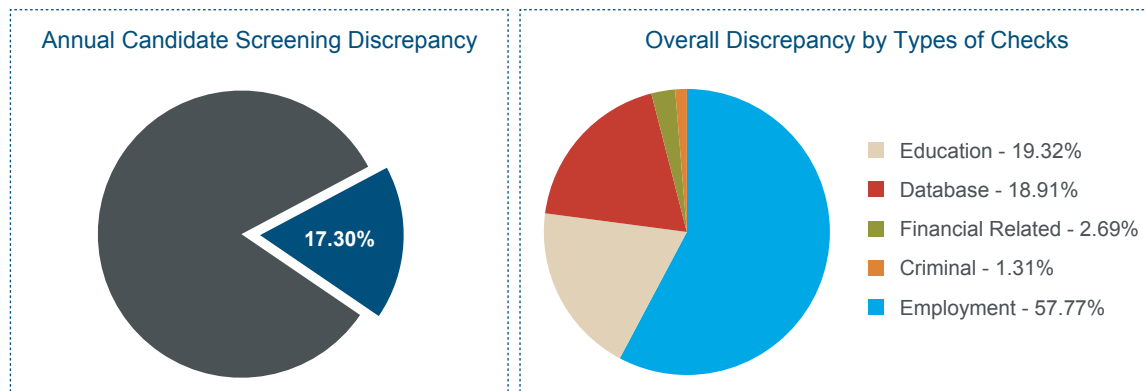


Figure 3

The overall screening discrepancy of candidates in Asia Pacific was 17.3% in 2015, a slight decrease from 2014's 17.9%. In 2013, this was pegged at 13.4%.

One in four candidate in Australia and New Zealand was found to have a background discrepancy, a close to 2% drop year-on-year, but however still the highest in the region. The background screening discrepancy rates in Australia and New Zealand was close to 6% more than Hong Kong (18.04%) who recorded the next highest discrepancy rates. This was followed by Malaysia (16.64%), the Philippines (16.98%) and Singapore (16.97%).

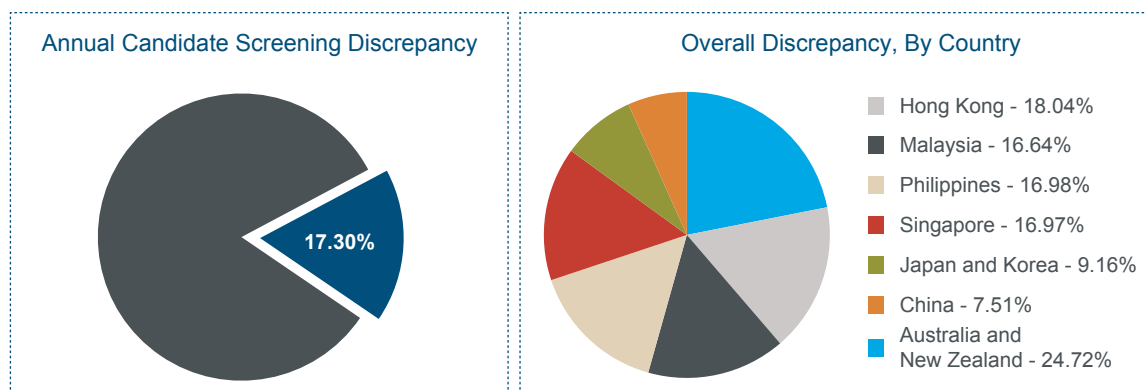


Figure 4

The discrepancy rates in Hong Kong, Malaysia and Philippines saw significant increases largely due to employees conduct more checks, especially in the latter two regions. Candidates from China, Japan and Korea indicated a low discrepancy numbers in 2015, with China seeing a 1.66% drop year-on-year. Japan and Korea registered a similar decline of 2.06%. Overall, the discrepancy rates in 2015 across Asia Pacific did not see any major fluctuations as compared to year 2014 where there were discrepancy increases in almost all countries.

+ KEY FINDINGS

Y-o-Y Comparison of Major Discrepancy Rates By Country (%)

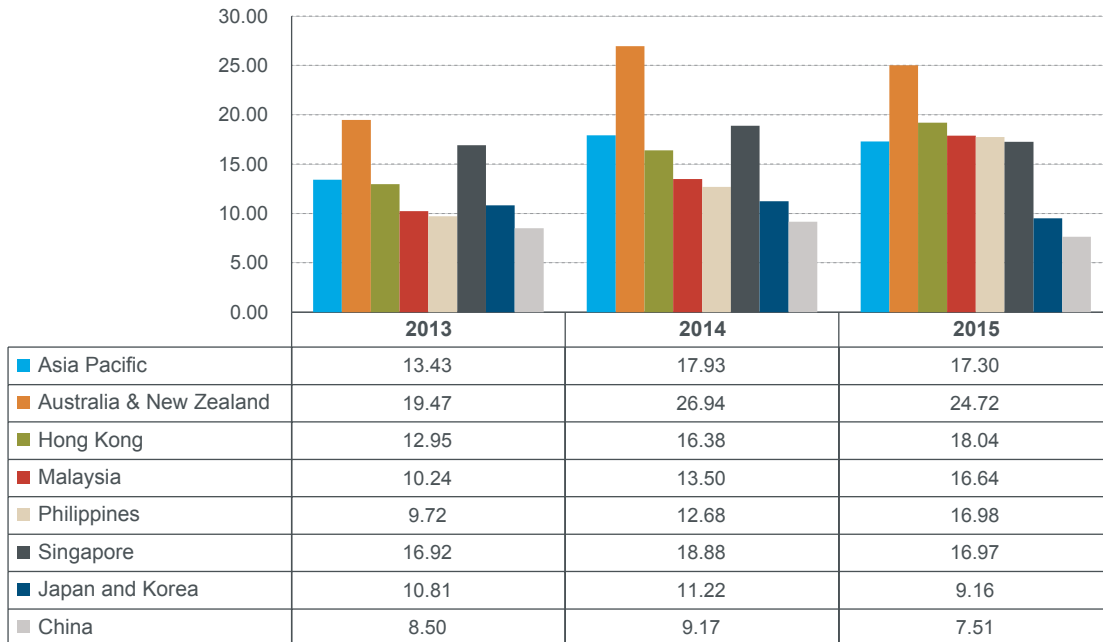


Figure 5

Across segments, the energy and financial institutions continue to have the largest discrepancy percentage largely due to the established and thorough background screening processes in these industries and the high number of checks conducted per candidate. The Healthcare segment also saw a more than 5% increase in discrepancy rates among job candidates a slight drop in discrepancy rates can be seen in the other segments.

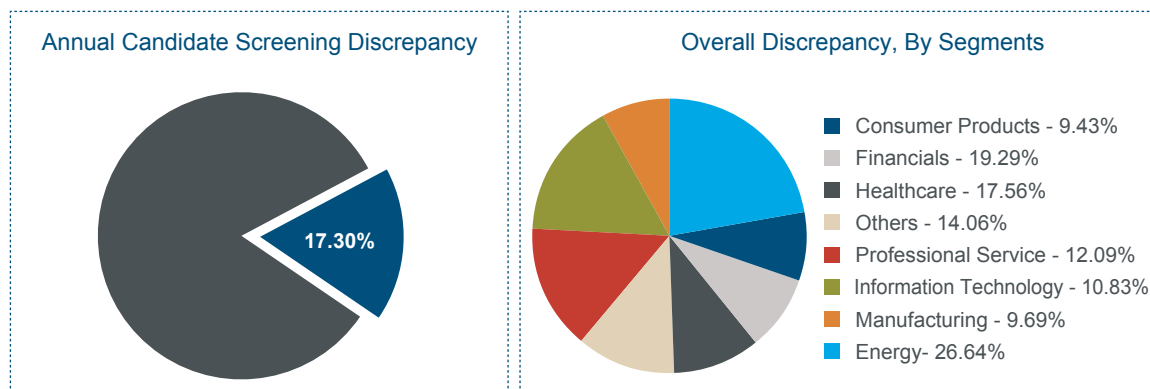


Figure 6



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+ KEY FINDINGS

Y-o-Y Comparison of Major Discrepancy, By Segment (%)

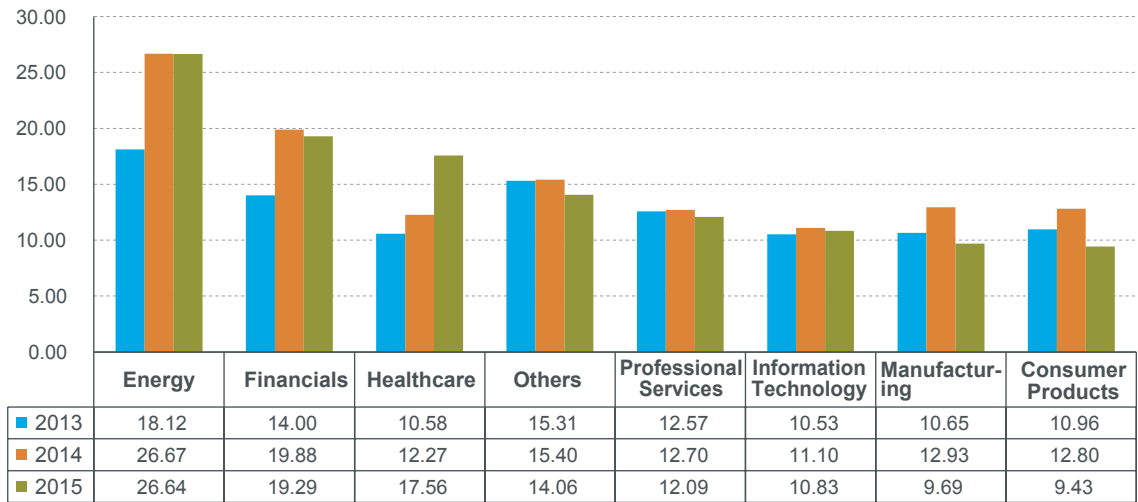


Figure 7

+ KEY FINDINGS

EMPLOYMENT DISCREPANCY BREAKDOWN

Employment verification continues to be the check of choice for many employers across Asia Pacific and rightfully so. Out of all the discrepancies found in this region, 57.77% are employment discrepancies. This translates to an increase of almost 4% from the 53.65% overall employment discrepancy rate in 2014. (See Figure 1)

Discrepancies in dates of employment were found in one out of 12 applicants' background while discrepancies in designations/job titles were found in one out 19 applicants' background. Other most common employment discrepancies include employment history, eligibility for rehiring and last drawn salaries, among others.

Employment Details with Highest Discrepancy Rates		
Employment Variance	Discrepancy (%)	Per Total Applicants
Discrepancy in dates of employment	8.33	One in every 12
Discrepancy in designation / job title	5.29	One in every 19
Limited employment history	1.11	One in every 90
Discrepancy in eligibility for rehire	1.11	One in every 90
Discrepancy in last salary	0.78	One in every 127
Discrepancy in reason for leaving	0.65	One in every 154
Negative Feedback	0.11	One in every 885
No records of employment	0.04	One in every 2633

Figure 8

Note: Excluding candidates who are not subjected for employment checks



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EDUCATION DISCREPANCY BREAKDOWN

Educational verification discrepancy rates saw a slight drop of 2% in 2015 and stands at 19%. The most common discrepancies found were date of education institution attendance, type of qualification attained, discrepancies in degrees obtained and lack of records found.

Education Details with Highest Discrepancy Rates		
Education Variance	Discrepancy (%)	Per Total Applicants
Discrepancy in dates of attendance	12.45	One in every 8
Discrepancy in Qualification attained	2.70	One in every 37
Discrepancy in Degree obtained	2.13	One in every 47
Discrepancy in Certificate/Diploma	1.06	One in every 94
No records found	0.26	One in every 387
Falsified documents	0.08	One in every 1221

Figure 9

Note: Excluding candidates who are not subjected for educational checks

+ KEY FINDINGS

APAC DISCREPANCY BREAKDOWN BY COUNTRY, BY SEGMENTS

The 2015 candidate screening results from Australia and New Zealand found that 25% of all cases screened contained some form of discrepancies. Employment discrepancies are the most common at 65% of all discrepancies found, followed by education (19%) and database (10%). Education discrepancies saw a steady rise to 19% of all discrepancies found while criminal discrepancies saw a significant year-on-year drop to 2.72% of all discrepancies.

AUSTRALIA & NEW ZEALAND

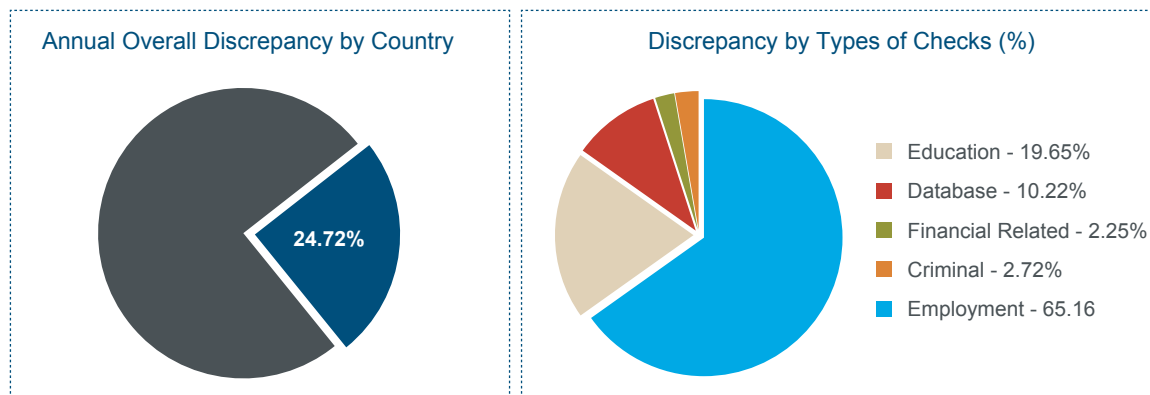


Figure 10

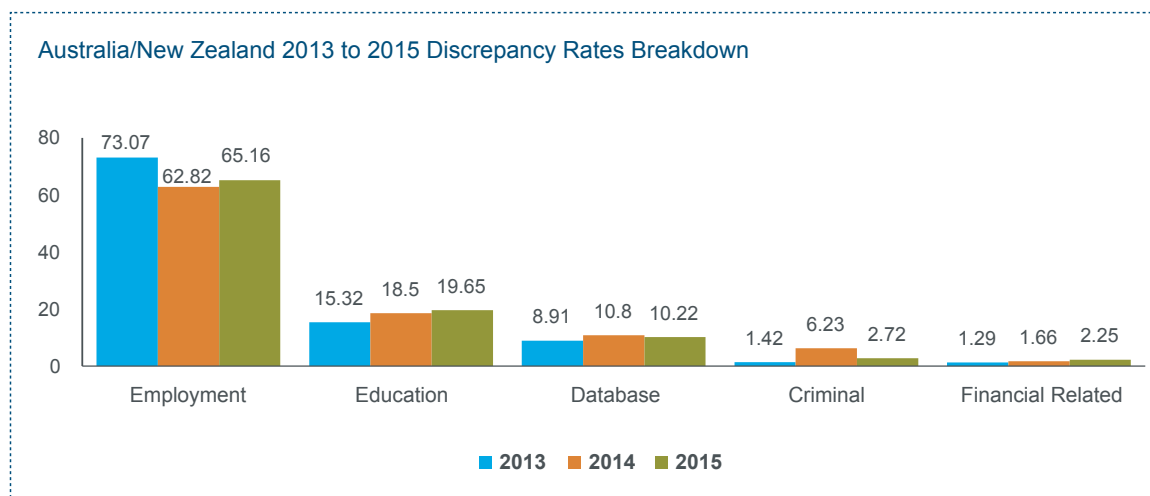


Figure 11



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+ KEY FINDINGS

CHINA

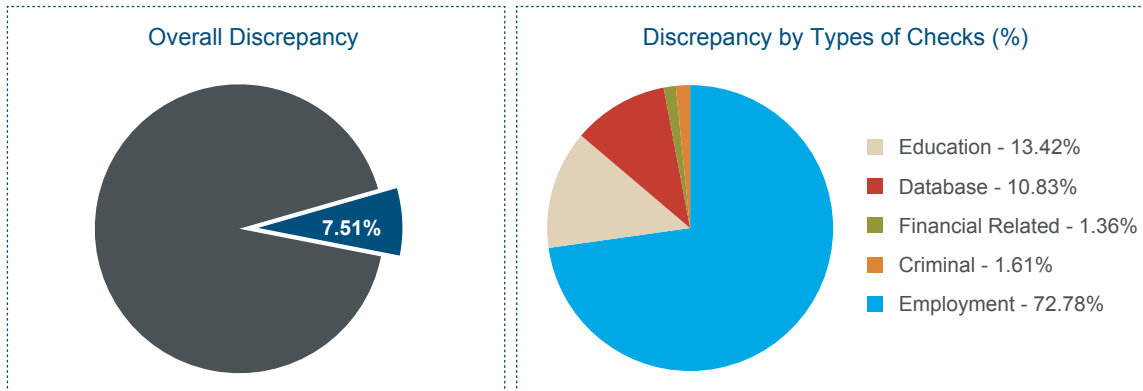


Figure 12

Similarly, most of the discrepancies found in China were employment discrepancies. Interestingly, a gradual increase in employment discrepancies found is mirrored by a decrease in education and database discrepancies over a three-year period. There is a 40% increase in employment check volume since year 2013, a clear indication that more employers in China are understanding the importance of employment screening and embracing the concept as an essential part of the recruitment process.

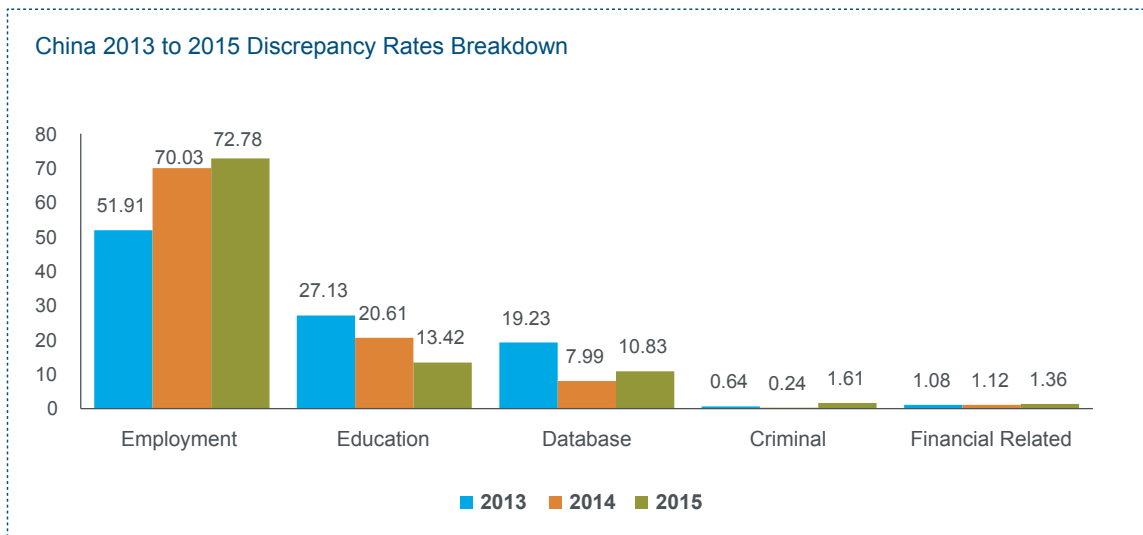


Figure 13

+ KEY FINDINGS

HONG KONG

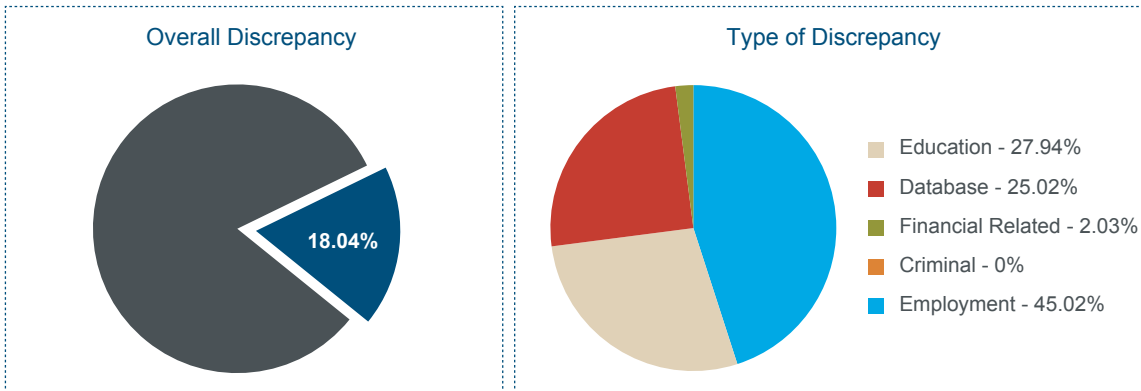


Figure 14

Employers in Hong Kong tend to recruit candidates with international work experience and education backgrounds. They also conduct more thorough checks on candidates. The employment and education discrepancy volumes in Hong Kong remain largely stable over a three-year span. Database discrepancies have however risen more than 10% since year 2013.

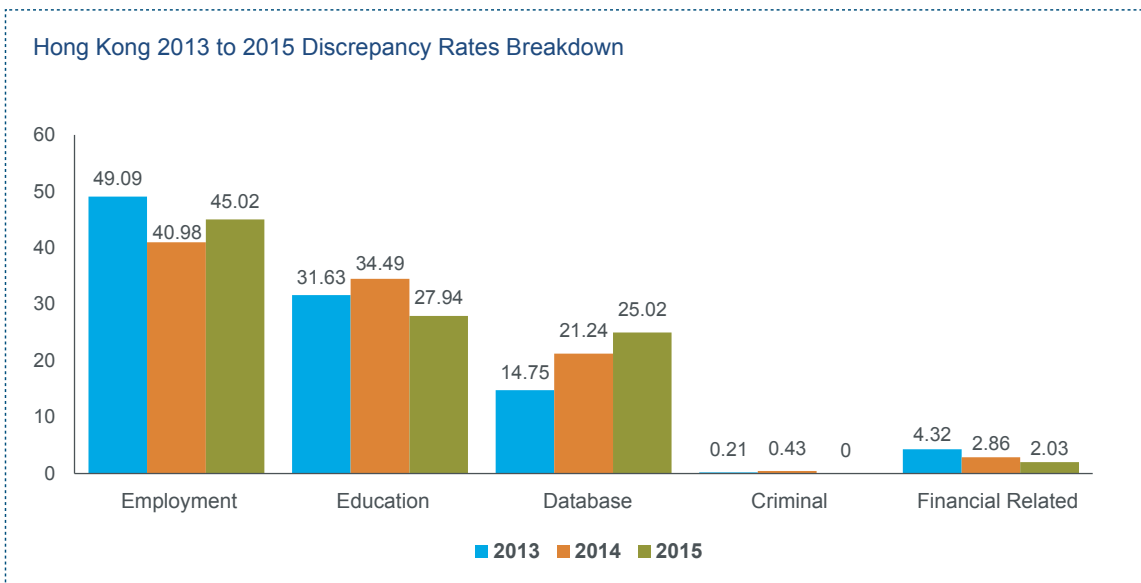


Figure 15



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+ KEY FINDINGS

JAPAN AND KOREA

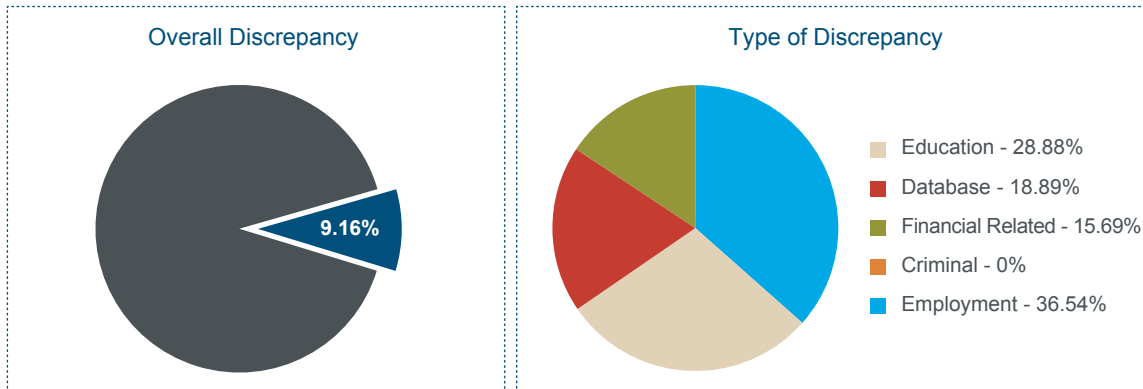


Figure 16

Japan and Korea saw an increase in volume of every discrepancy type except for employment discrepancies. This may be due to job candidates' increasing awareness of how employment checks are conducted in the regions.

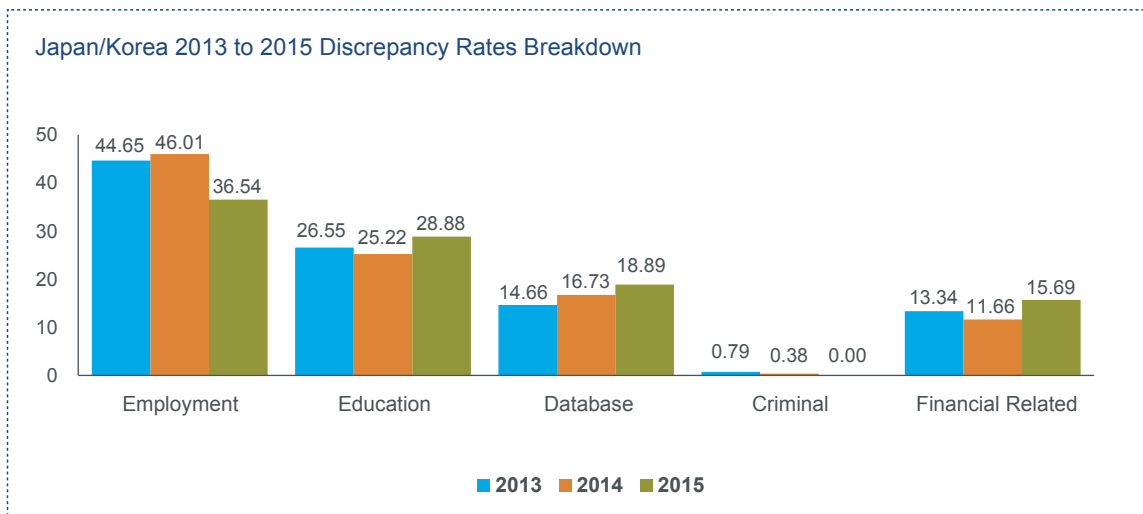


Figure 17

+ KEY FINDINGS

MALAYSIA

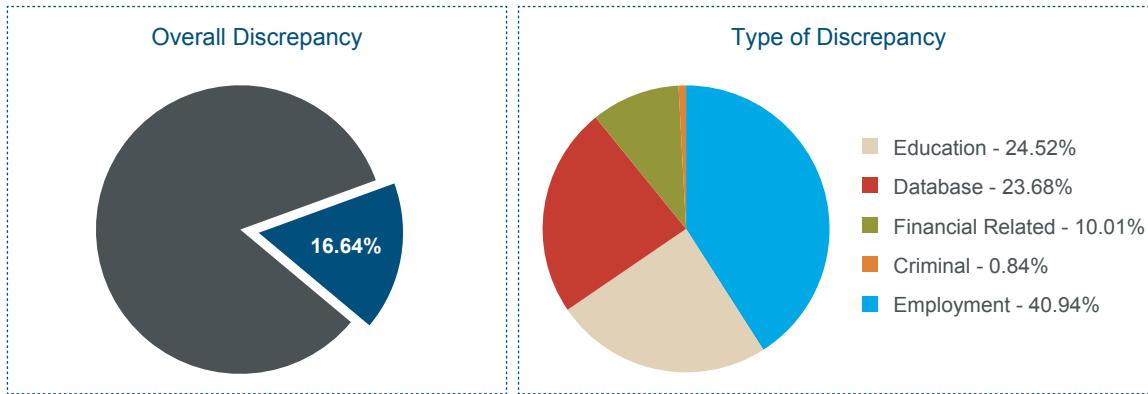


Figure 18

Financial related discrepancies saw significant increase in Malaysia, constituting 10% of all discrepancies in year 2015, compared to 0.8% in year 2014. This may be the result of more Malaysian based employers conducting Financial related checks in year 2015.

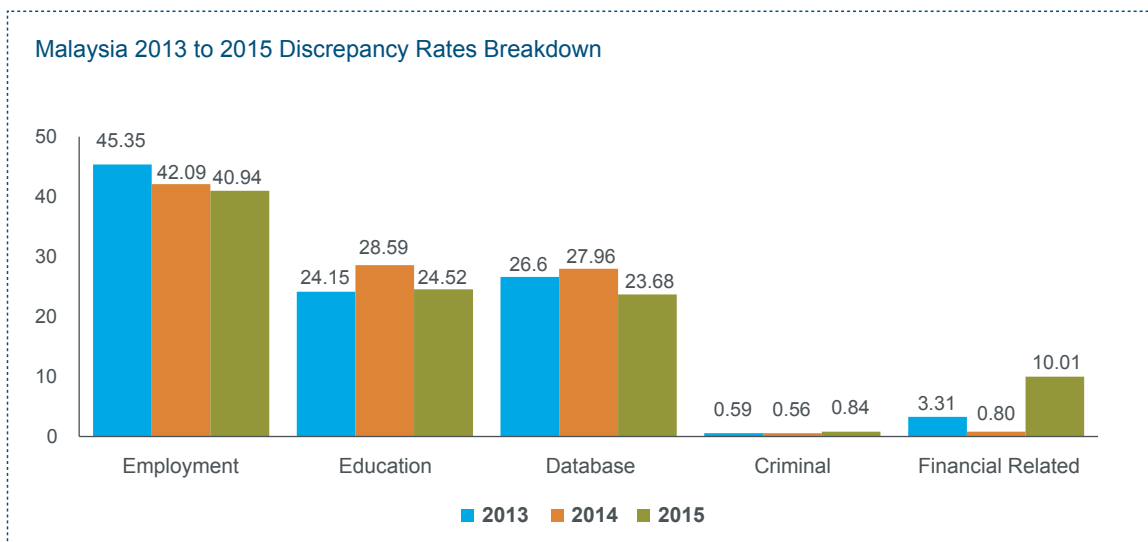


Figure 19



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PHILIPPINES

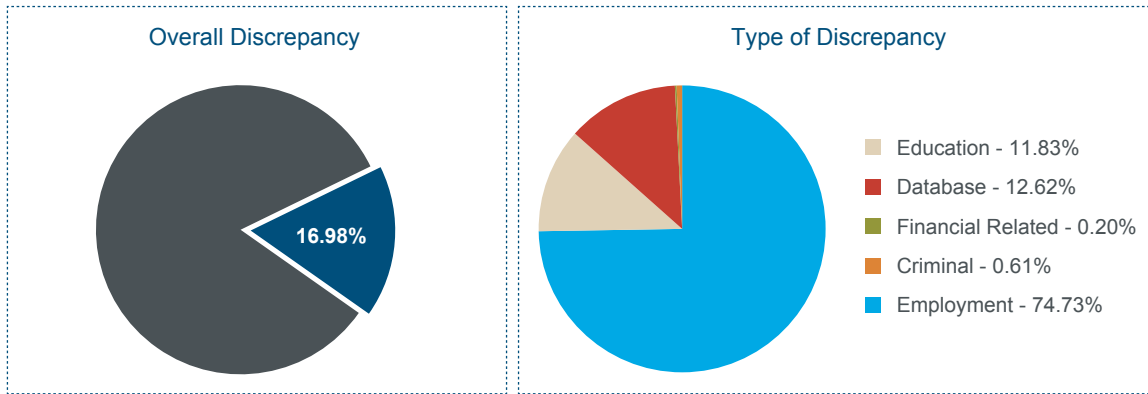


Figure 20

Employment discrepancies continue to dominate all discrepancy types in the Philippines, rising 10% year-on-year to constitute three quarters of all discrepancies found in the country.

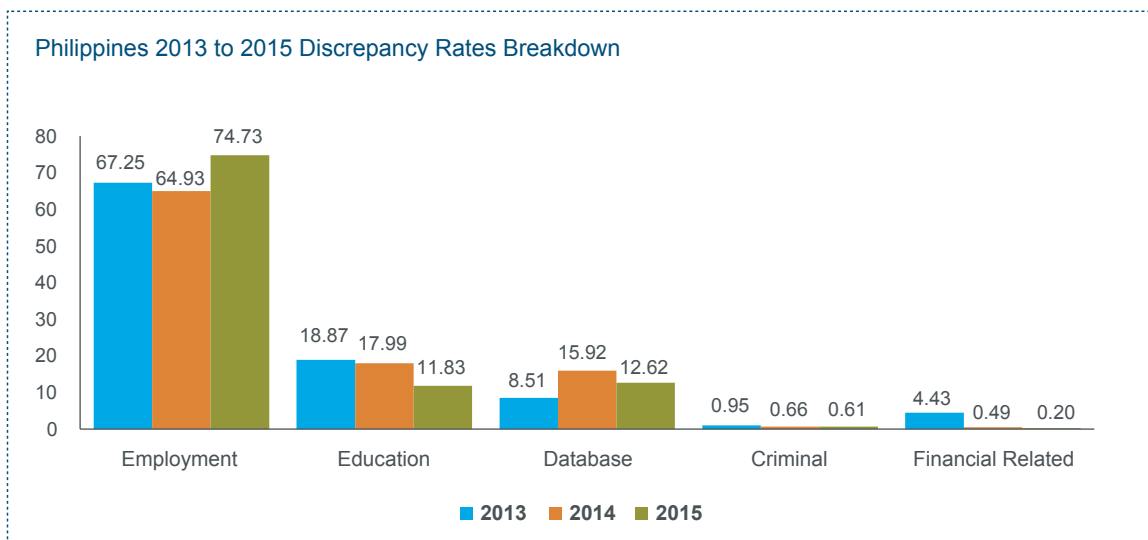


Figure 21

+ KEY FINDINGS

SINGAPORE

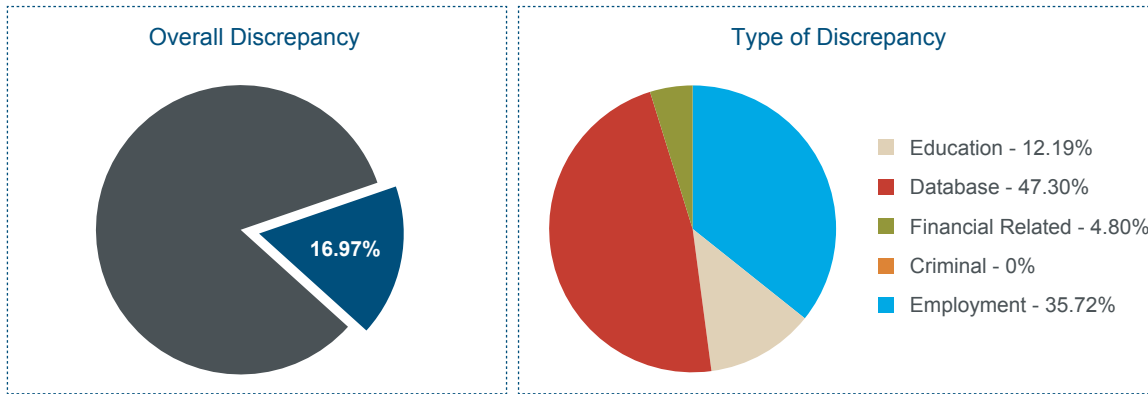


Figure 22

Unlike other countries in the Asia Pacific region, database discrepancies dominate the Singapore market, comprising 47% of all discrepancies found. The number has remained stable for a number of years, reflecting the consistency of the type of checks ordered by Singapore based employers. Despite a recent spate of high profile media reports highlighting candidates with fake qualifications, education discrepancies have fallen by five percentage points over a three-year period.

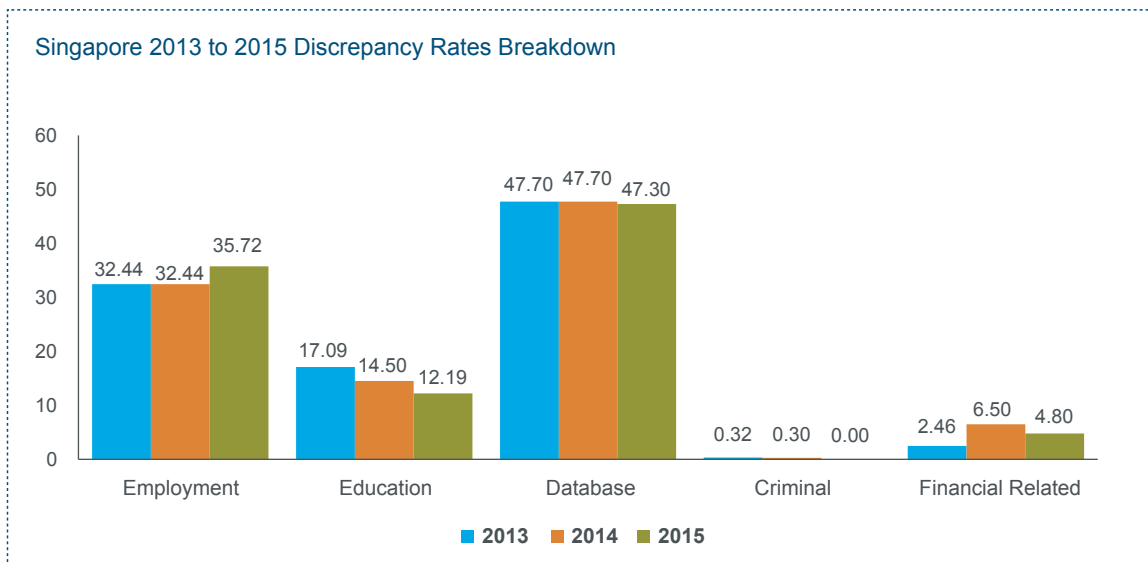


Figure 23

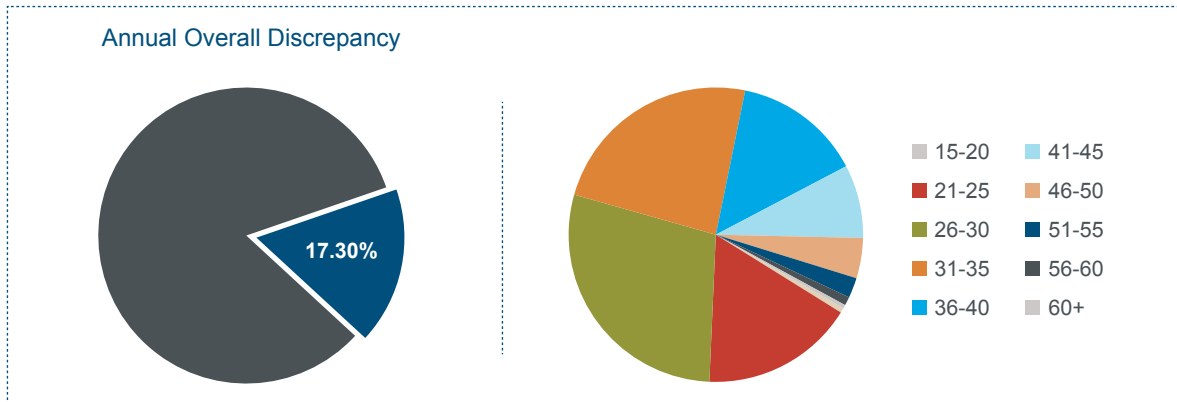


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+ KEY FINDINGS

APAC DISCREPANCY BREAKDOWN BY AGE BRACKET



Age	Discrepancy %
15-20	0.53%
21-25	16.84%
26-30	28.68%
31-35	23.82%
36-40	14.10%
41-45	8.05%
46-50	4.43%
51-55	2.21%
56-60	0.94%
60+	0.39%

Figure 24

Based on our data in 2015, close to 70% of all discrepancies found were from candidates who were below 35 years of age. The largest discrepancy group based on a five-year age bracket was candidates who were aged between 26 to 30 years old. 28.68% of all discrepancies found were from candidates this age group of candidates. The following pages highlight the breakdown of the discrepancy type, country and segment across different age groups.

+ KEY FINDINGS

APAC OVERALL DISCREPANCY BREAKDOWN BY AGE BRACKET AND COMPONENT (%)

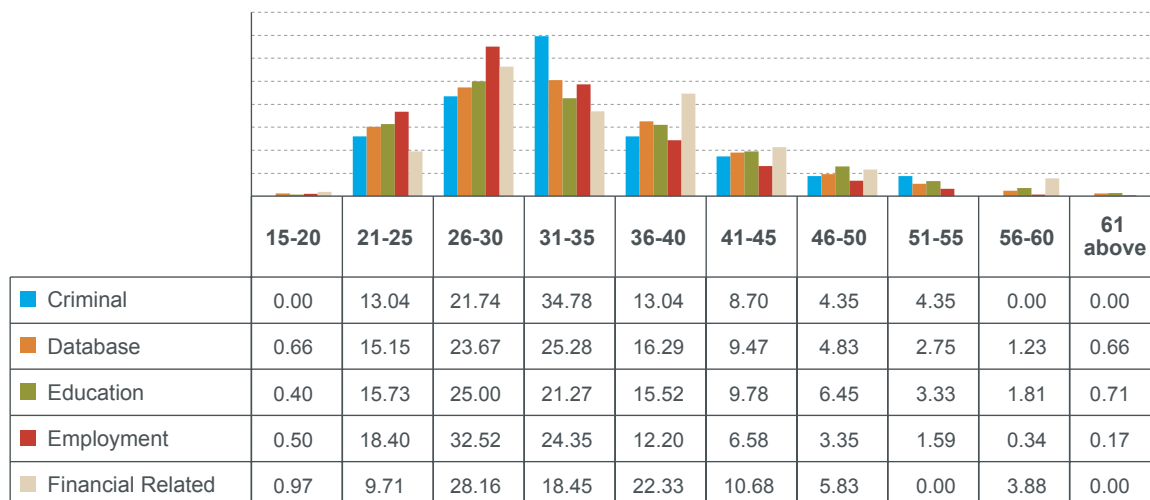


Figure 25

APAC OVERALL DISCREPANCY BREAKDOWN BY AGE BRACKET, BY COUNTRY (%)

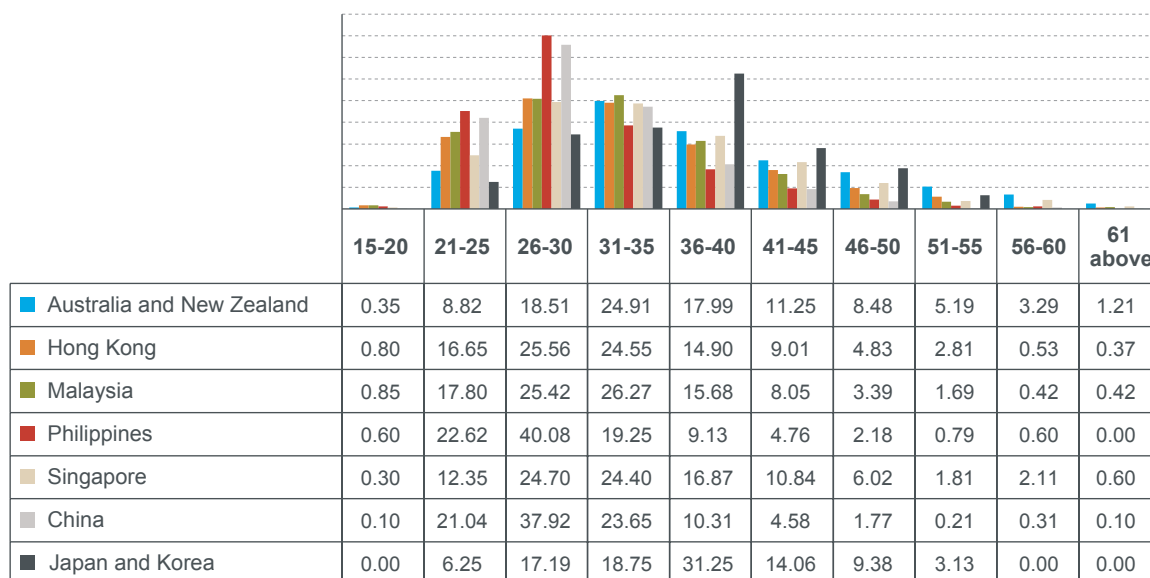


Figure 26



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+ KEY FINDINGS

APAC OVERALL DISCREPANCY BREAKDOWN BY AGE BRACKET, BY INDUSTRY (%)



Figure 27

APAC OVERALL DISCREPANCY BREAKDOWN BY SEGMENTS (%)

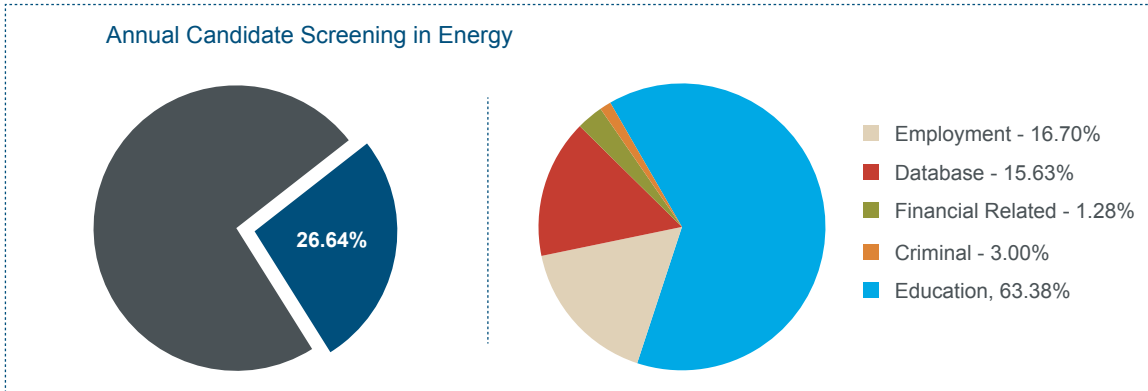


Figure 28

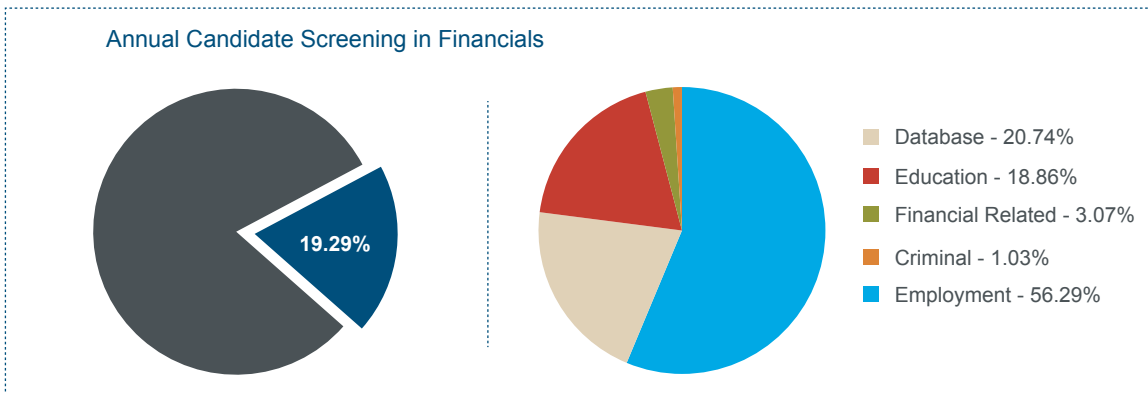


Figure 29

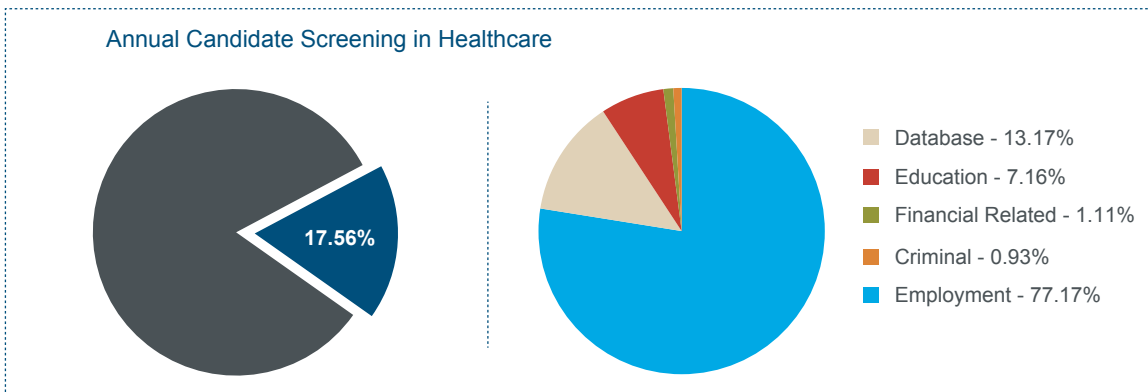


Figure 30

+ KEY FINDINGS

Annual Candidate Screening in Others

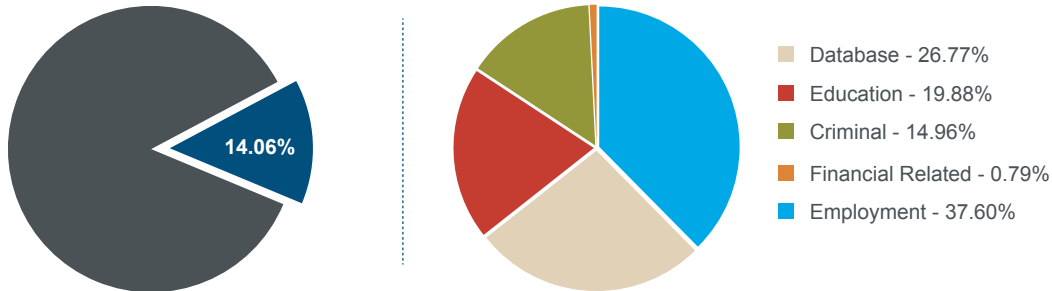


Figure 31

Annual Candidate Screening in Professional Services

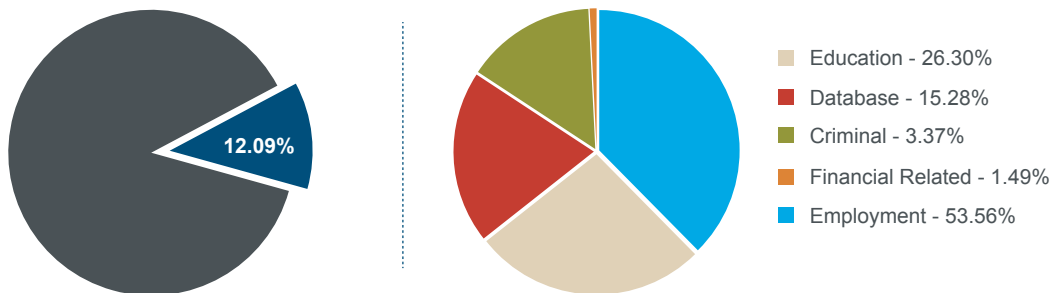


Figure 32

Annual Candidate Screening in Information Technology

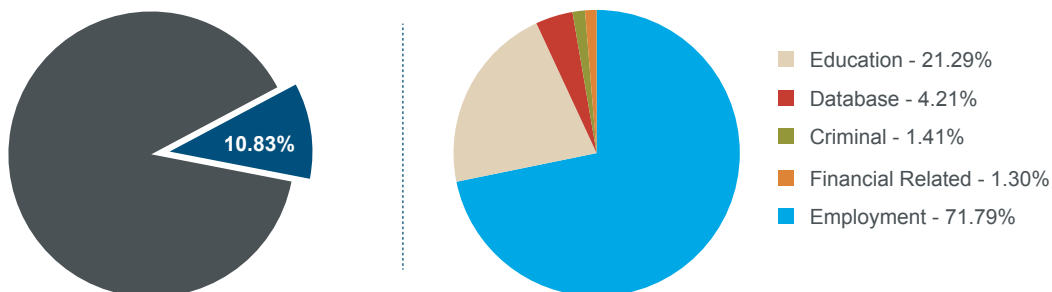


Figure 33

+ KEY FINDINGS

Annual Candidate Screening in Manufacturing

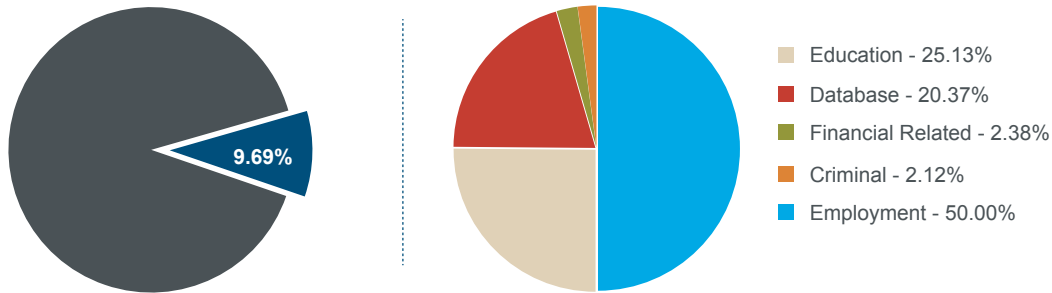


Figure 34

Annual Candidate Screening in Consumer Products

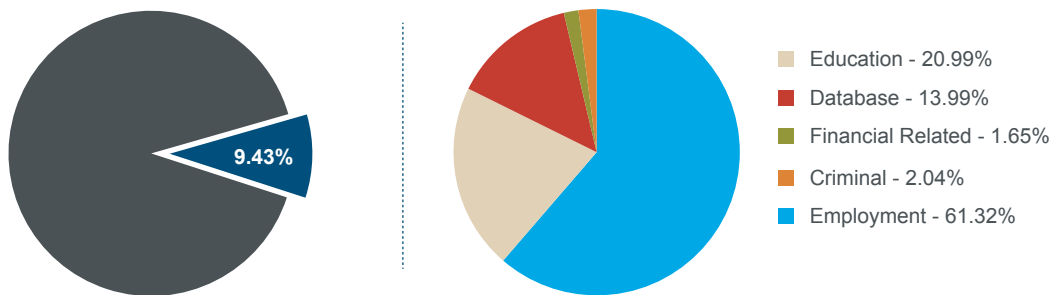


Figure 35



+ CONCLUSIONS & RECOMMENDATIONS

With the rise in demand and supply of candidates in the robust Asia Pacific market, employers are having an increasingly tough time identifying and recruiting the best talent.

It is imperative that employers collect detailed information about their candidates in order to ensure that they hire individuals with the knowledge, skills and expertise that each position demands. As such, more employers are making background screening an integral part of their hiring strategy, and even more are increasing the number of checks to gain a thorough understanding of each candidate's background.

To protect their organisation's brand name, employers are also ordering infinity screening for their contractors and existing employees. While their employees would have been put through pre-employment screening, infinity screening helps safeguard the organisation against any new offences or violations that may have occurred during employment.

There are still some Asia Pacific employers who are limiting their screening process to calling references provided by the candidate. In these cases, employers must take care to implement controls that help ensure the references provided by the candidate are qualified to comment on the candidate's performance, abilities and attitude. This is essential to facilitating reliable, better-informed hiring decisions.

Every industry and every position comes with its own set of demands. Considering that the appropriate education and relevant work experience is closely related to the success of each role, employees should conduct thorough employment and education checks to ensure that candidates are suitable and well qualified. With a view of strengthening internal security, employers should also consider conducting criminal, credit, bankruptcy, anti-money laundering checks.

As more Asia Pacific businesses embrace the practice of performing comprehensive employment screening, candidates will come to expect background checks and, as a result, we expect to see a reduction in overall discrepancy rates.

Employers understand that by integrating background screening into their hiring process, they are opening themselves to a multitude of benefits, including:

- Higher compliance levels with required employee due diligence programmes
- Lower employee-related risks
- Stronger integrity of the recruitment process
- Reduced recruitment and business costs associated with bad hires
- Improved business performance from better quality employees

The world's most trusted provider of people intelligence

First Advantage provides comprehensive screening solutions including employee screening, vendor screening, consumer screening and 'know your customer' offering. We are proud to support tens of thousands of clients globally, including hundreds of Fortune 1000 companies, by providing integrated, single-source solutions that feature quality products and business practices, configurable technology, helpful compliance and managed services and highly responsive client support.

As a talent acquisition solutions provider, First Advantage offers companies around the globe solutions to improve their decision making process for talent acquisitions across the employment continuum. Tailored for each client, our solutions cover recruiting, screening and assessment, on-boarding, and re-screening. As employers tackle the challenges of recruitment and talent management, they turn to us for integrated solutions.

Reduce the time, cost and risks associated with candidate recruiting, applicant tracking, screening, and ongoing retention processes with First Advantage. Visit www.fadv.com.

Verifications Offered:

- Education
- Employment
- Criminal
- Address
- Identity
- Database
- Anti-money Laundering
- Financial Regulatory
- Resume Check
- Global Data Set Search
- Civil Litigation
- Directorship



+ APAC OFFICE LOCATIONS

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FIRST ADVANTAGE RECOGNIZED BY HUMAN RESOURCES EXPERTS AS THE BEST BACKGROUND SCREENING COMPANY IN SOUTH ASIA

First Advantage won two golds and one silver award at the Human Resources Magazine Vendor of the Year Awards in Hong Kong, Malaysia and Singapore. The Awards was organized by the Human Resources Magazine, the leading source of HR-related news in Asia. Judged by 60 of the biggest-spending HR directors in Asia, including Fortune 500 companies, local conglomerates and other esteemed Multinational Corporations, these awards are the most coveted annual Human Resources recognitions in South Asia.

Justin Randles, group publisher of Human Resources magazine

“The winner for this category has clearly demonstrated excellence in protecting employers from unscrupulous candidates, as confirmed by the experiences of the HR directors who make up the jury. Rising instances of fraudulent information in candidate applications has increased the need for the type of robust background checking only specialists, such as the winners and finalists in this category, can provide.”



First Advantage

A Symphony Technology Group Company

We can help.

Contact us at +65 6534 3262 or email info-sg@fadv.com to schedule a free consultation today.

Visit fadv.com/apac for more information.

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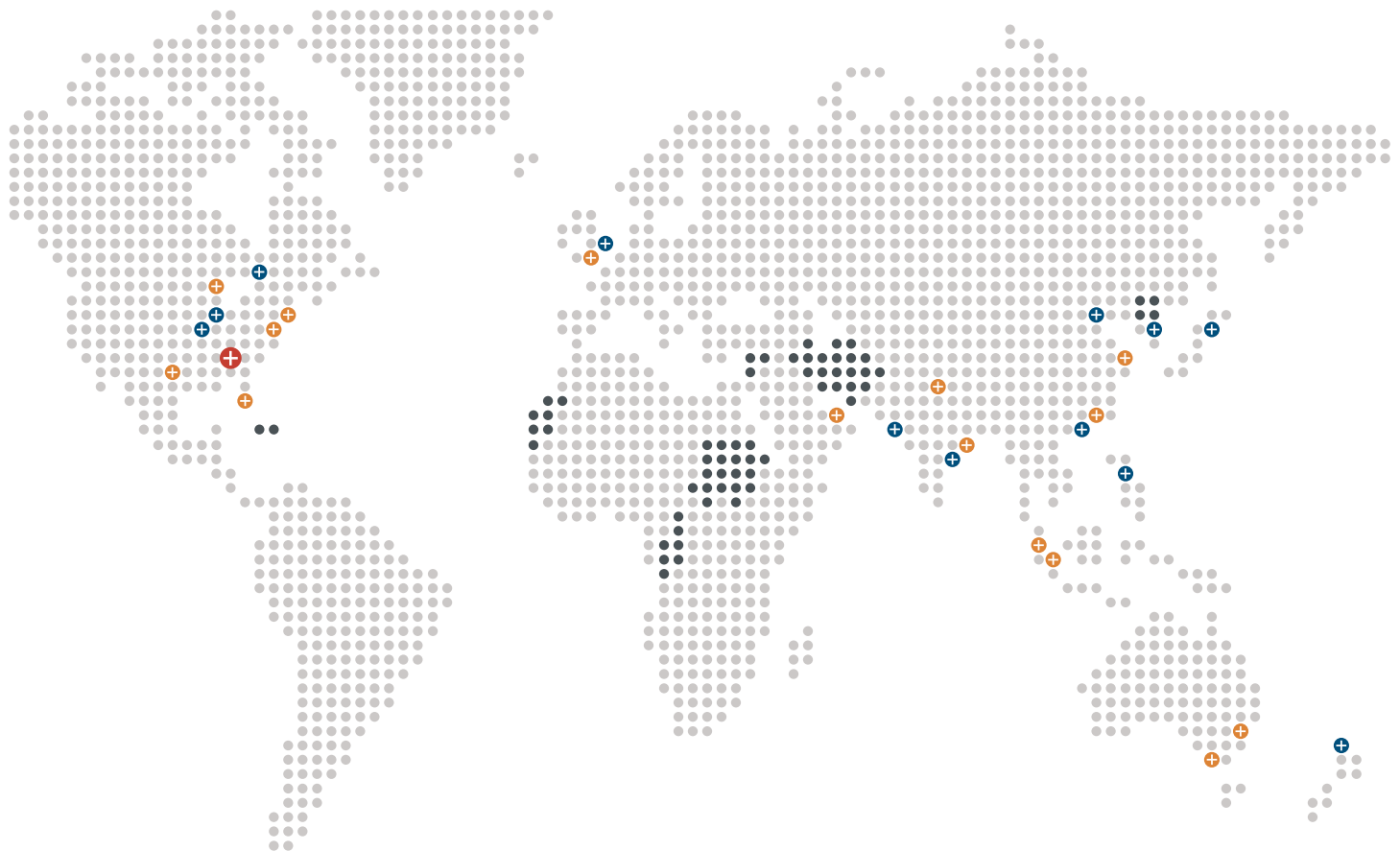
 First Advantage Corporate Global HQ and Operational Center

 First Advantage Operational Centers

 First Advantage Offices

 Countries First Advantage Conducts Screenings

 Countries First Advantage Conducts Limited Screening



As the trusted partner of over 45,000 organizations worldwide, we at First Advantage provide easy-to-understand background screening results so you can confidently make decisions about prospective employees, vendors and renters. Not only does this safeguard your brand, but you also arrive at dramatically better background insights – insights you can rely on.

It's time to partner with First Advantage. Now in 28 locations, 13 countries and conducting over 54 million international background screens annually. Trusted Knowledge. Exceptional People.



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We're there, so you don't have to be.

- 5600+ employees worldwide
- 28 offices in 13 countries
- 45,000+ customers globally
- 54 million+ global background screens annually

Our team of experts understands the needs of your local market and culture, and we have in-depth knowledge of the applicable laws. We offer a unique global technology platform that is useful across all of your locations, which gives you consistency of processes and visibility across your entire program. Add exceptional program management, and you've got a partner who can help you protect your business even while saving you time and money. We're your First Advantage.

The purpose of this report is to categorize and the quantify the discrepancy trends found while conducting background screening on current and potential employees in Asia Pacific. First Advantage presents this report to provide employers through Asia Pacific a glimpse into the trends observed in background screening results of organizations country-wide and to help employers benchmark their current background screening practices against their peers and adopt the industry best practices.

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