

# **Financial Recruiters and Financial Service Representatives: Selection Variables Resulting in Higher Productivity, Lower Turnover Rates, and Better Candidate “Fit”**

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## **ABSTRACT**

*This paper examines the premise that lower turnover and increased productivity can be enhanced by altering and improving the initial interview process. Much literature in the business journals discusses the importance of the criteria used by recruiters in identifying candidates that have a good fit with the company. However, there is little literature relating to why candidates are fired or voluntarily leave a firm. Most of the knowledge in this area springs from recruiters and human resource personnel giving interviews to the general business public. This exploratory study examines those individuals who have departed from their firms and the “real” reasons they left. The findings are of interest to those of us in academe who would like to help our students succeed and find a “good fit.” These results might also be of interest to university placement centers, particularly during these challenging economic times.*