UNITED STATES BIOTECHNOLOGY 2011 JOB CANDIDATES

Insights and Analysis from Professionals, Recruiters and Hiring Managers

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BIOTECHNOLOGY – 2011 JOB CANDIDATES

Opportunities in the Biotechnology sector continue to unfold as company's research, develop, globalize, and grow their Biotechnology practices. This sector has a wide range of job opportunities, and the Bureau of Labor Statistics reports the strongest and fastest growing are the Clinical Laboratory Technologists and Technicians, Medical Scientists, and Biological Scientists.

Monster, a digital leader in online careers, explores this talented sector to provide a comprehensive picture of today's Biotechnology recruitment space and characteristics of key scientific professionals.

Following the fallout from the economic turmoil, the Biotechnology sector is poised for growth and recruitment expected to be an area of focus for 2011. Although jobs may never be as plentiful as in the past, the employment outlook remains good as more entrepreneurs begin new businesses and more existing companies advance in the biotechnology field.¹ To help HR recruiters and hiring managers' plan and prepare accordingly for the year ahead, Monster provides our annual *Biotechnology 2011 Job Candidate* report.

Monster leveraged more than 165,000 Biotechnology resumes coupled with online job postings for talent across the United States in order to gain insight into candidates and employers. Data is current through December 2010 unless otherwise noted. Additionally, Monster surveyed Biotechnology professionals, HR professionals, and hiring managers to present a snapshot of activity within the United States on Monster. The surveys were conducted between November and December 2010.

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¹ ACS Chemistry for Life, The Biotechnology Industry Organization



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HIRING TALENT IN 2011

Biotechnology Talent

The following data analyzes the supply (resumes) of Biotechnology professionals on Monster nationwide. It provides a current picture of scientific Biotechnology job seeker availability in the United States.

The top three Biotechnology occupations in supply across the nation listed below accounted for more than one-half (65percent) of the candidates.

Clinical Laboratory Technologists and Technicians - 39%

Natural Sciences Managers - 14%

Chemists - 12%

Biological Scientists - 9%

Chemical Engineers - 8%

Veterinary Technician - 4%

Biological Technicians - 3%

Clinical Research Associate Director - 3%

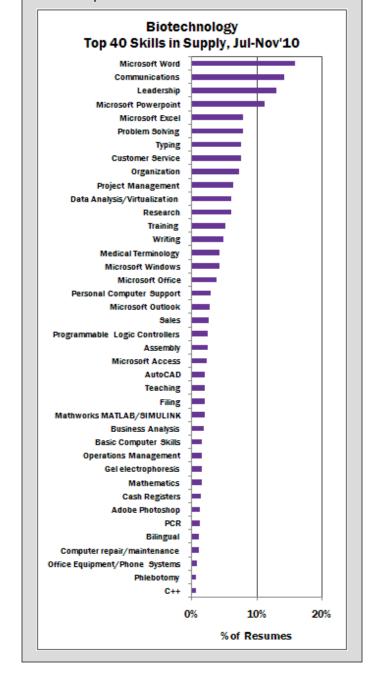
Biomedical Technician - 2%

Medical Scientists - 1%

Other (Environmental Chemist, Technical Advisor, Biological Waste Technician, etc.) - 5%

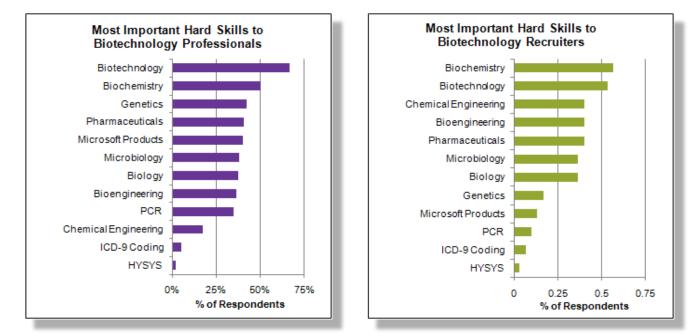
Skills

Listed in the chart below are the top skills made available by Biotechnology candidates on their Monster accounts. Computer skills, including Microsoft Word, PowerPoint, and Excel, dominate the top five skills, which is typical for the most common candidate skills. Filling out the top five skills in supply are 'soft' ones: Communications and Leadership.



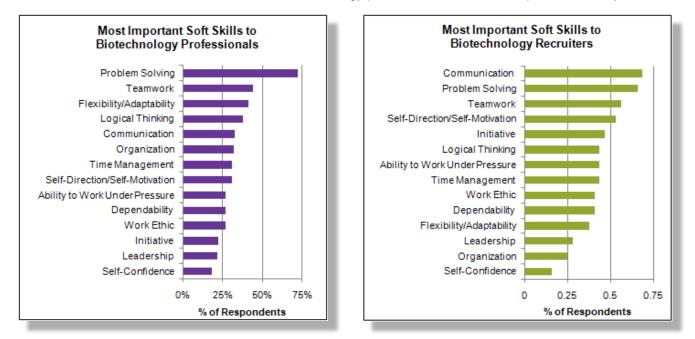
In a recent Monster survey of more than 100 Biotechnology professionals and 35 employers, respondents were asked "Which of the following 'hard' skills are most in supply/demand when looking for the ideal biotech job/candidate?" Hard skills are technical requirements of a job or activity that are teachable, often requiring on-the-job training or more formal education such as that provided by a college or university.

Key Biotechnology hard skills referenced by more than half of both professional and employer responses included Biotechnology and Biochemistry.



Similarily, Biotechnology professionals and employers were asked "Which of the following "soft" skills are most in supply/demand when looking for the ideal biotech job/candidate?"

Employees and employers agree that Problem Solving and Teamwork are key success factors however, employers view Communication skills as critical whereas Biotechnology professionals find it less imperative to the job.

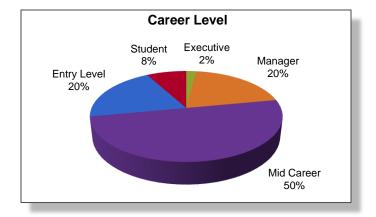


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The charts below give a detailed profile of Biotechnology job seekers found on Monster including career experience, education level and work experience. Biotechnology candidates found on Monster are typically mid-career with at least a Bachelor's degree and more than five years of experience.

Career Talent

Fifty percent of Biotechnology job seekers in 2011 are midcareer. Twenty-two percent are managers or above while 28 percent are emerging into today's workforce.



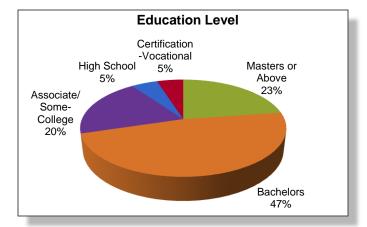
Education Talent

Experienced Talent

Seventy percent of Biotechnology job seekers in 2011 have at least a Bachelor's degree. Twenty percent have an Associate degree or some-college experience.

The majority (52 percent) of Biotechnology job seekers have more than five years of work experience. The second largest

group has two to five years of experience (23 percent).



Years of Work ExperienceMore than 15 Years10+ to 15 Years7+ to 10 Years5+ to 7 Years2+ to 5 Years1+ to 2 Years1+ to 2 Years0%5%0%10%0%5%

5

Job Search Conditions

The primary reason Biotechnology professionals are looking for a job is due to layoffs, which shows that despite improvements in the economy, uncertainty still exists.

The top five reasons Biotechnology professionals are searching for a job include:

- 1. Layoffs occurring/occurred (21 percent)
- 2. Limited or no potential for upward mobility (18 percent)
- 3. Salary is not as desired (18 percent)
- 4. Seeking a career change (17 percent)
- 5. Graduating or will be graduating from school/education program (15 percent)

Factors less likely to drive candidates to look for a job were 'healthcare benefits are not as desired' and 'relationship with a peer'.

Biotechnology professionals report that they are somewhat finding success in meeting their job expectations and requirements. Thirty-seven percent are finding 'Good' to 'Excellent' conditions.

Those respondents that reported 'Average' to 'Poor' conditions were asked "What makes it challenging looking for a job". The two primary reasons professionals had a difficult time finding Biotechnology positions were 'getting an employer or recruiter to contact them' and 'finding a job that matches what they want (e.g., salary, locations, etc.)'.

From Monster's recent survey to Biotechnology professionals, the majority of respondents (64 percent) are most comfortable with going to online job boards to search for opportunities and post their resume. Ability to Find Biotechnology Job Opportunities That Meet Requirements Excellent 9% Fair 13% Good 28%

Market Conditions

The Biotechnology sector reported reduced sales and employees in 2009 followed by mixed results in 2010. The most recent job postings and resume data, as well as recruiter and seeker surveys, show positive signs and hint at further improvement for 2011.

Market Overview

Biotechnology is simply defined as technology based on biology. Biotechnology uses cellular and bimolecular processes to develop technologies and products that help improve our lives and the health of our planet. Initially used to domesticate crop plants and perform selective breeding with farm animals, modern biotechnology also develops products to fight disease, use less and cleaner energy, and have more efficient manufacturing processes.

Both the science and rapid evolution of biotechnology make it a complex industry. It requires a wide range of skill sets, including research, development, production, sales, and marketing. It impacts numerous other industries, in particular pharmaceutical, manufacturing, and agriculture. Similar to pharmaceutical companies, innovation is a cornerstone of this industry, as research and development leads to new products and business success or failure.²

U.S. Biotechnology Industry

The performance of the U.S. Biotechnology industry dipped in 2009 due to the impact of the economic downturn, yet the industry still maintained financial progress. Total industry sales fell 13%, however, if Roche's March 2009 acquisition of Genentech is factored in, revenues grew a solid 10%.

After years of reporting surging growth, Biotechnology companies, a majority of which are under 50-person firms, are now working to become more efficient. This efficiency, in addition to a change in accounting for acquisitions, helped to boost profitability of the industry to a record \$3.7 billion in 2009.

Another area in need of efficiency is the capital markets, which have tightened considerably, especially for early-stage companies, over the last few years. U.S. companies were able to raise an impressive \$18.4 billion, a 42% increase, in 2009, yet two-thirds of these funds went to only 19 companies. The future access of capital will be a critical success factor for the industry, as capital is the fuel to innovation, research, and development.³

U.S. Biotechnology Metrics ⁴	2008	2009	% Change
Revenues (in billions)	\$56.1	\$56.6	-13%
Net income (in billions)	\$0.4	\$3.7	+782%
Capital raised	\$13.0	\$18.4	+42%
Number of companies (public and private)	1,771	1,699	-4%
Number of employees	120,300	109,100	-9%

Note that the number of employees reported above (109,100, down 9% from the prior year) reflects the count in Biotechnology companies only, not the count of all biotechnology-oriented roles across the U.S.

The Biotechnology industry faces several ethical debates, including genetically modified food and stem cell research. Other uncertain factors impacting the industry include the growth of generic drugs, personalized medicine, continued globalization, the biofuels debate, and U.S. healthcare reform.

² www.bio.org

³ Ernst & Young's "Global Biotechnology Report 2010"

⁴ U.S. Biotechnology Metrics; Ernst & Young's "Global Biotechnology Report 2010"

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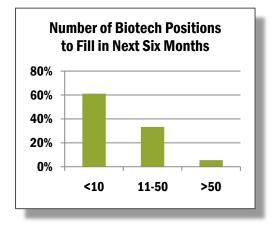
Key Biotechnology Occupations

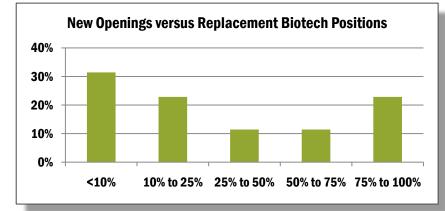
Listed below are four of the top Biotechnology occupations as defined by the Bureau of Labor Statistics. This is only a small slice of available occupations, which span a wide range (research, testing, product development, etc.) across environments (hospitals, laboratories, universities, or government offices).

Biotechnology Occupation	2008	2018	% Growth 2008-18	Details
Clinical laboratory technologists and technicians	328,100	373,600	+14%	 > Employment growth is strong due to continued population expansion as well as the development of new types of tests that require technicians > More than half of jobs are in hospitals
Medical scientists	109,400	153,600	+40%	 Strong demand driven by evolving research and technologies, as well as adoption of biotechnology techniques in other industries
Biological scientists	91,300	110,500	+21%	 > Historic fast growth should moderate based on industry maturation, fewer new biotechnology companies being founded, and the consolidation of existing firms > Specialties include biochemists, microbiologists, and zoologists
Chemists and materials scientists	94,100	97,300	+3%	 > About 42% are employed in manufacturing firms > Slow growth due to manufacturing firms outsourcing their R&D and testing

The Biotechnology industry is maturing from its rapid growth days and will expand its innovation well into the next decade. Though the industry still faces numerous ethical and financial hurdles, Biotechnology opportunities should continue to expand as technology evolves and companies grow and globalize.

Monster's recent survey of Biotechnology recruiters and hiring managers confirms that expansion is happening, though conservatively. Employers were asked "How many Biotechnology positions do they intend to fill in the next six months" and "What percent of the Biotechnology positions they expect to fill are new openings vs. replacement positions". A majority of those hiring in the next six months are filling a limited numbers of roles (61 percent plan to hire less than ten positions) and limited new (versus replacement) roles (31 percent plan that less than ten percent of positions will be new).

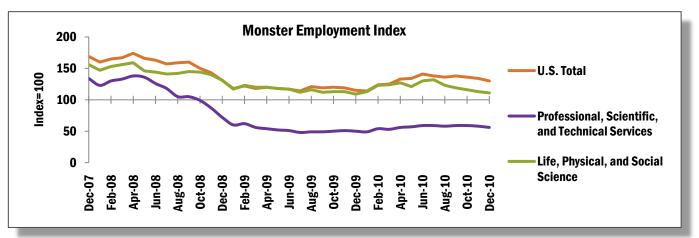




Online Recruitment Trends

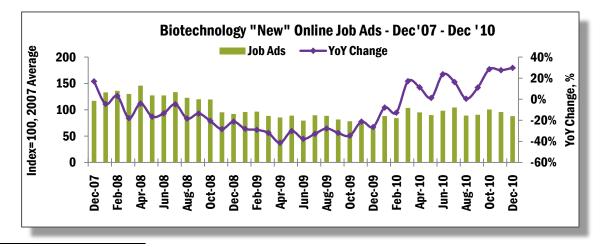
The Monster Employment Index (MEI) is a leading indicator of labor market trends as it tracks online recruitment activity by location, occupation, and industry. The three indices noted below, including the U.S. and two relevant Biotechnology indices, reveal the impact of the economic turmoil in 2008 followed by a flat 2009 and sporadic recovery in 2010.

- In December 2010, the Professional, Scientific, and Technical Science Industry Index, which is the Index that includes data for Scientific Research and Development Services industries, reported a seasonal 3 percent drop month-over-month and a positive 12 percent year-over-year gain. This Index fell significantly faster than the other two indices in 2009 and has yet to recover.
- The Life, Physical, and Social Science Occupation Index, which has historically closely followed the U.S. Index, declined each of the last six months in 2010. It fell 2 percent from November to December and reported a minor 2% year-over-year gain. This occupation group includes scientists and related occupations.



The Monster Employment Index presents a monthly snapshot of employer online recruitment activity nationwide for 28 of the largest metro areas, and is generally regarded as a key indicator of demand in the labor market. The Index is based on a realtime review of millions of employer job opportunities culled from a large, representative selection of corporate career sites and job boards, including Monster. Using a baseline value of 100, the Index can be used to compare hiring trends across local markets and occupational groups. As such, a higher Index figure means stronger growth in online job availability.

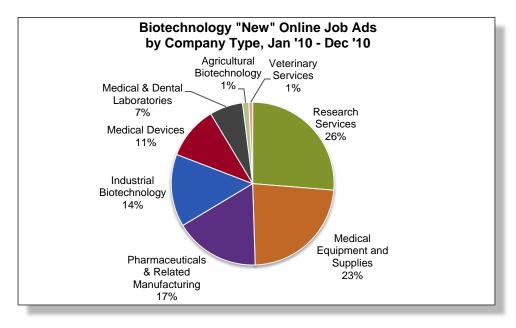
Job postings within Biotechnology industries across all major online job boards have reported positive expansion since March 2010⁵. The growth follows a difficult 2008 (postings down 13 percent) and 2009 (postings down 32 percent) as a result of the national recession and related cutbacks. Most recently, job ads rose twenty-nine percent in the fourth quarter following a nine percent increase in the third quarter. Overall, the Biotechnology sector realized an encouraging 11 percent improvement in 2010.



⁵ Wanted Technologies, New Online Jobs Ads, Dec '08 – Dec '10

Recruitment Activity

On Monster, job postings from Biotechnology and Pharmaceutical employers are primarily generated by Research Services (26 percent), Medical Equipment and Supplies (23 percent), Pharmaceuticals & Related Manufacturing (17 percent), and Industrial Biotechnology (14 percent) institutions.



As seen below, Biotechnology companies have posted over the past year positions primarily in the following categories: Sales/Retail/Business Development (18%), Biotech/R&D/Science (11%), Engineering (10%), and IT/Software Development (9%).

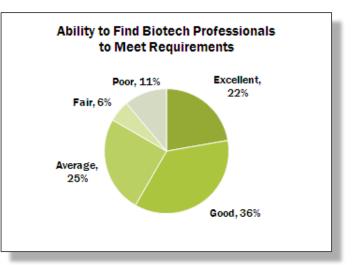
Biotechnology Job Postings by Category	% Total Job Postings
Sales/Retail/Business Development	18%
Biotech/R&D/Science	11%
Engineering	10%
IT/Software Development	9%
Medical/Health	6%
Manufacturing/Production/Operations	6%
Customer Support/Client Care	4%
Accounting/Finance/Insurance	4%
Administrative/Clerical	4%
Business/Strategic Management	3%
All Other	25%

Hiring Conditions

Surveyed recruiters predict filling Biotechnology roles will take some time, reflecting the lack of candidates qualified to meet their needs. Nearly half (42 percent) of respondents expect opportunities to be filled in 31 to 60 days and 39 percent predict each opportunity will take more than 60 days to fill. Nineteen percent plan it will take less than 30 days.

Recruiters report mixed feedback in finding qualified candidates. 58 percent of respondents said their ability to find Biotechnology candidates was "Good" to "Excellent".

From Monster's recent survey to Biotechnology recruiters and hiring managers, most respondents (88 percent) are most comfortable with going to online job boards to source candidates.



Supply and Demand Analysis

A comparison of Monster Job Seekers seeking employment in the Biotechnology sector compared to the volume of job postings from Biotechnology companies reveals higher supplies of candidates in areas such as North Carolina, Rhode Island, Michigan, Kentucky, Texas, and New Jersey. Recruitment for candidates in areas such as Massachusetts, Virginia, and Mississippi may be more competitive where the ratio of resumes per job posting is lower than in other areas nationwide.



The types of roles these candidates are seeking span a wide range of areas with the highest volume targeting Biotech/R&D/Science opportunities followed by Sales/Retail/Business Development.

Biotechnology Job Seekers by Category	% Total Job Postings
Biotech/R&D/Science	12%
Sales/Retail/Business Development	10%
Medical/Health	7%
IT/Software Development	7%
Administrative/Clerical	6%
Engineering	6%
Business/Strategic Management	5%
Marketing/Product	5%
Manufacturing/Production/Operations	5%
Project/Program Management	5%
All Other	32%

The remainder of this report will focus on key scientific Biotechnology professions and how supply and demand measures up when recruiting for this multifaceted talent pool.

The supply and demand for Clinical Laboratory Technologists/Technicians dominated activity for this sector. Nearly 40 percent of the talent pool and 44 percent of opportunities are for Clinical Laboratory Technologists/Technicians.



Job Seekers

1.	Clinical Laboratory			
	Technologists/Technicians	39%		
2.	Natural Sciences Managers	14%		
3.	Chemist	12%		
4.	Biological Scientists	9%		
5.	Chemical Engineers	8%		
6.	Veterinary Technicians	4%		
7.	Biological Technicians	3%		
8.	Clinical Research Associate			
	Director	3%		
9.	Biomedical Technicians	2%		
10.	Medical Scientists	1%		
	• • •			



S	1. Clinical Laboratory	
ye	Technologists/Technicians	44%
Employers	2. Natural Sciences Managers	13%
E	3. Biological Technicians	12%
	4. Biological Scientists	6%
	5. Chemist	6%
	6. Chemical Engineers	5%
	7. Biological Waste Technician	2%
	8. Veterinary Technician	2%
	9. Medical Scientists	1%
	10. Clinical Research Associate	
	Director	1%

Listed below are the top 20 out of over 60 Biotechnology job titles in which job seekers are interested. These 20 job titles accounted for 85 percent of the Biotechnology talent.

#	Job Titles (1-10)	#	Job Titles (11-20)
1	Laboratory Technician	11	Quality Assurance Compliance Manager
2	Chemist	12	Microbiologist
3	Clinical Research Associate	13	Biomedical Technician
4	Medical Laboratory Technician	14	Professional Services Manager - Biotechnology
5	Chemical Engineer	15	Laboratory Manager
6	Biologist	16	Hematology Laboratory Manager
7	Environmental Engineering Research Manager	17	Life, Physical, and Social Science Management, Other
8	Medical Technologist	18	Regulatory Affairs Manager
9	Chemical Process Engineer	19	Clinical Research Associate Director
10	Veterinary Technician	20	Biotechnical Sales Representative

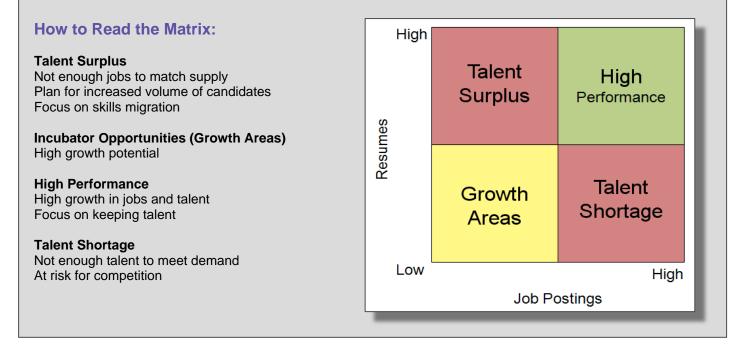
The top 20 specific Biotechnology job titles are listed below and account for 78 percent of the Biotechnology opportunities. In reviewing the top 20 (out of more than 60 titles) Biotechnology job titles posted on Monster.com from January 2010 to December 2010, the first seven each accounted for a five percent share or higher of all job postings.

#	Job Titles (1-10)	#	Job Titles (11-20)
1	Clinical Research Associate	11	Director-Pharmacology
2	Bioanalytical Data Auditor	12	Chemical Engineer
3	Laboratory Technician	13	Chemical Process Engineer
4	Chemist	14	Environmental Engineering Research Manager
5	Hematology Laboratory Manager	15	Sr. Clinical Research Associate
6	Medical Technologist	16	Biologist
7	Medical Laboratory Technician	17	Quality Assurance Compliance Manager
8	Regulatory Affairs Manager	18	Clinical Affairs Associate Manager
9	Laboratory Manager	19	Biological Waste Technician
10	Professional Services Manager - Biotechnology	20	Veterinary Technician

Labor Performance Matrix

The Labor Performance Matrix below and on the next page compares job posting and resume performance within the Biotechnology occupation clusters.

The size of the circle represents the supply based on the ratio of resumes per job from January 2010 through December 2010. A large circle indicates a large pool of talent in comparison to the demand, and a smaller circle represents areas where the demand may outweigh the supply.



Talent Surplus

There are no occupations in the Talent Surplus area, though there are several (including Natural Sciences Managers and Chemists) that are close to this quadrant.

Incubator Opportunities (Growth Areas)

Due to the relatively small size of this specialized field, all but one Biotechnology occupation is prime for candidate and/or job opportunity expansion.

High Performance

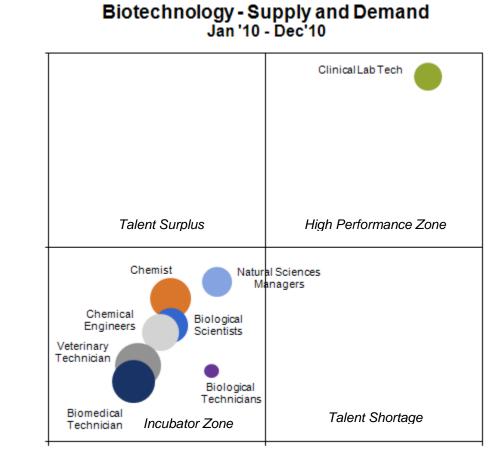
There is only one occupation in the High Performance quadrant: Clinical Laboratory Technologists and Technicians. There is a steady supply of both job postings and seeker resumes for this occupation, which was in demand by approximately 40% of seekers and recruiters.

Talent Shortage

There are currently no biotech occupations in the Talent Shortage area, though Biological Technicians are close to this quadrant in comparison to other biotech occupations.

Low Volume <-- Resumes --> High Volume

The matrix below summarizes occupational supply and demand from January 2010 through December 2010.

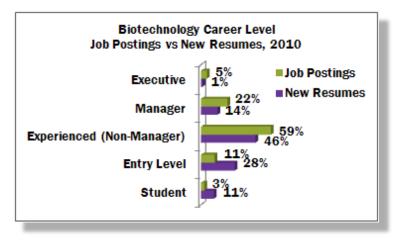


Low Volume <--- Job Postings --> High Volume

In the following analysis, we compare talent demand (job postings) with talent supply (resumes) across a range of characteristics for specific Biotechnology occupations. The comparisons reveal the similarities and disparities between the available jobs and the searching seekers. This analysis provides direction for recruiters and employers in setting their expectations and development areas.

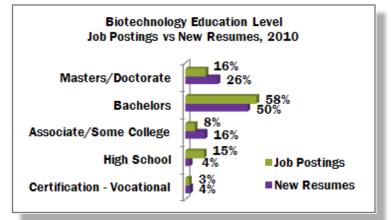
Career Level

Biotechnology recruiters are seeking a fairly wide range of candidates, with a majority (59 percent) looking for mid-career individuals. Unique to Biotechnology, a high 27 percent of opportunities are for Executive or Manager level compared to the 15 percent of relative candidates, showing that candidates are in general under-qualified.



Education Level

The Biotechnology talent demand and supply pool is highly educated. A majority of job postings (74 percent) are looking for candidates with at least a Bachelor's degree compared with the 76 percent of relative seekers. Most recruiters should be able to find candidates with the desired education level.



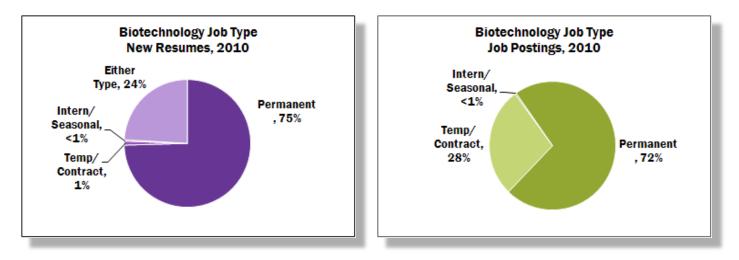
Experience level

In terms of years of experience, Biotechnology candidates are widely distributed; this is not common, as typically a majority of job seekers are more senior than available postings. A strong 54 percent of job opportunities are for candidates with 2 to 7 years of experience compared to the 34 percent of available seekers. Some recruiters will need to settle on candidates with fewer or more years of experience than desired.



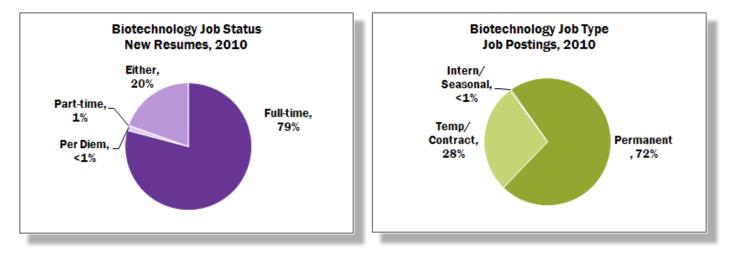
Job Type Requirements

Biotechnology job opportunities are primarily for permanent roles (72 percent); seventy-five percent of job seekers desire this type of work. The remaining 28 percent of job postings and 25 percent of seekers are for temporary/contract work. As the economy improves, temporary work typically grows the fastest as employers conservatively hire for the short-term.



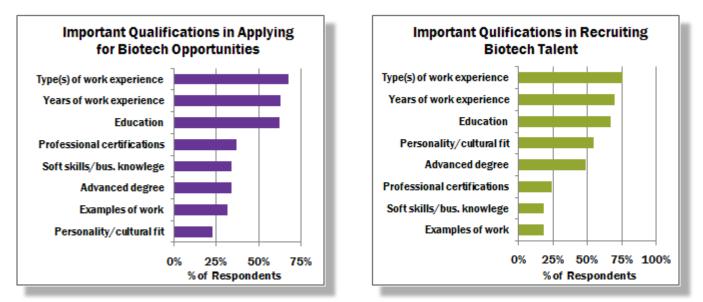
Job Status Requirements

Ninety-six percent of job postings are for full-time employment and only 4 percent for part-time, while 79 percent of candidates are open to full-time employment and 21 percent for either. Employers should have an ample pool of talent to meet their needs within these criteria.



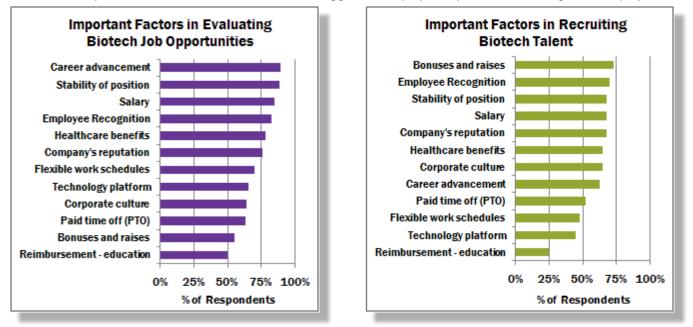
Qualifications

As employers look through reams of resumes, the most important qualifications Biotechnology professionals place the greatest importance on when applying for opportunities is type(s) of work experience (63 percent), years of work experience (63 percent) and education (62 percent). Recruiters agree that the type of work experience is critical in the evaluation of Biotechnology candidates. When asked "What were the most important qualifications in recruiting Biotechnology talent", hirers responded types of work experience (76 percent) and years of work experience (70 percent) followed closely by education (67 percent).



Listed below are the most important factors Biotechnology professionals consider when evaluating a job opportunity. Note that these characteristics have been influenced by the recessionary economy and corporate scandals over the past few years, as 'stability of position' and 'salary' ranked in second and third, respectively.

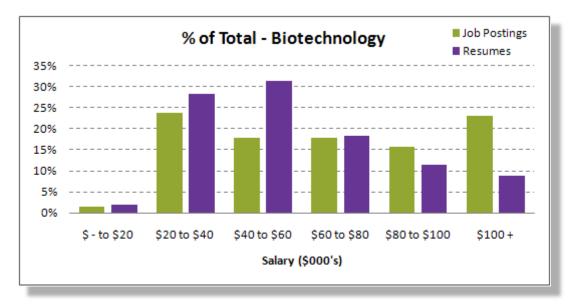
Recruiters were also asked how they would rate the same list of factors in terms of their importance to recruiting talent. While stability of position and salary ranked high, bonuses and raises was the number one featured factor in recruiting talent. This may be further evidence of recruitment struggles as employers try to entice those golden employees.



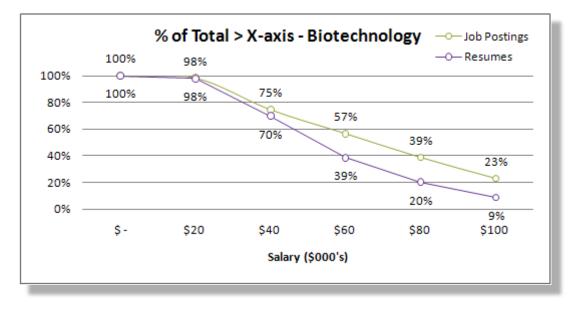
Compensation

Compensation expectations for Biotechnology recruiters and candidates show a slight disparity, with recruiters offering more than seekers are demanding. The median salary offered in 2010 was \$76,960 and the median salary candidates were seeking was \$52,000. (Please note these salary requirements may represent total compensation for some job seekers and only a base salary for others.)

Biotechnology job postings on Monster are concentrated in two salary groups: \$20-40,000 (24 percent) and \$100,000 and over (23 percent). On the other hand, most (31 percent) job seekers expect to earn between \$20-60,000 (31 percent, \$40-60,000; 28 percent, \$20-40,000).



The most significant disparity is at \$80,000, where a higher percentage of employers offer greater salaries than candidates are requiring. Eighty percent of Biotechnology job seekers expect to earn less than \$80,000 though only sixty-one percent of employers plan to offer less than \$80,000.



Diversify Your Recruitment Strategy in 2011

As the nation emerges from its downturn, recruiters should keep in mind the following points when planning for the next 12-months.

Network to strengthen your brand: Networking has always been a fundamental aspect of establishing a presence and sourcing candidates. Today's recruiters must actively network across the Internet to get a more holistic view of the applicant. *With Monster's 20 network communities integrated into its core site, experts are better able to help individuals access advice from industry experts and keep on top of trends. These communities also offer employers access to a pool of targeted candidates.*

Play a smart matching game. Have processes and paper work in place, be diligent about screening, and communicate frequently with hiring managers. Many recruiters are using technology to help quickly match candidates to jobs and eliminate unqualified applicants. Monster's semantic 6Sense™ search technology powers our Power Resume Search application, sorting and ranking candidates so the best are at the top. Using these types of sorting programs, recruiters save time and money sourcing candidates that precisely match their positions.

Spend accordingly. As budget managers remain cautious, leverage as many benefits as possible that attract and retain employees yet require minimal investment. Keep on top of what is most important to job seekers by leveraging Monster's free online resources at the Resource Center (<u>http://hiring.monster.com</u>.) The site offers actionable reports and webinars covering the most current issues facing not only job seekers, but recruiters as well.

Monster Intelligence

As the premier digital employment solution, Monster has consistently maintained a leadership position in defining and driving innovative products and services to champion digital recruitment. We see tremendous value in providing our clients, the online recruitment industry, and the public at large with analysis on both job seeker and employer behaviors, as well as general employment market trends. In direct response to our customers' needs for strategic human capital intelligence, Monster created an initiative, entitled Monster Intelligence, that is focused on providing business leaders and HR Executives real-time insight into market trends that will guide them in future recruitment planning.

As a market leader, Monster is uniquely positioned to provide strategic information on employment trends to Corporate Executives and Hiring Managers. These tools provide our customers with views into the labor market and comprehensive information to further their employment strategy.

More details are available at the Monster Resource Center at: <u>http://hiring.monster.com/hr/hr-best-practices.aspx</u>. We welcome your insight and comments on the monster intelligence reports and encourage you to let us know your thoughts by providing feedback at <u>Intelligence@monster.com</u>

Monster is the primary source of information for this report; it should only be interpreted as a definitive activity report on Monster and its subsidiaries. Monster's in-depth data-driven approach improves on typical survey-based methodologies by dramatically increasing the depth and breadth of information collected as well as by capturing actual behavior rather than intended behavior. Data is current through December, 2010 unless otherwise indicated.

Monster, the premier global online employment solution for more than a decade, inspires people to improve their lives. With a global presence, Monster works for everyone by connecting employers with quality job seekers at all levels and providing personalized career advice to consumers globally.

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