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Employee Journey Survey Fact Sheet

Overview:

Evive, the leader in digital engagement and communication technology, conducted its second annual National Employee Journey survey in late 2021. The survey included a representative sample of 1,000, including 500 full-time employees and 500 human resource representatives and senior leaders across industries and positions in the U.S.

The survey offers employers key insights and a critical reality check on perception versus reality regarding employee engagement throughout the employee journey. Below are some key findings.

Employee Engagement

- 75% of employees said they're committed to and connected to the job they do every day. However, 68% of employees said they were committed to their employer.

Employee Communications

- While 94% of employers felt they communicated well with their employees, 64% of employees agreed.
- 21% of surveyed employers were currently using personalized messages as a primary method of communication. 32% of employees would prefer employers personalized messages.
- 80% of employees go above and beyond to help their company succeed. 95% of employers feel their employees go above and beyond to help the company reach its goals.
- 94% of employers feel their company values the ideas and opinions of employees and 3% disagreed. 64% of employees feel their ideas and opinions are taken seriously and 19% disagreed.
- Employer's primary method of employee communications, included:
 - 40.0% communication platform (Slack, Teams)
 - 30% mass emails
 - 21% personalized emails

- 7% text/SMS
- 1.6% push notifications

Work-Life Balance, Great Resignation and Burnout

- During the first 10 months of 2021, 12% of employers experienced voluntary attrition of 21 employees or more, 8% experienced voluntary turnover from 13 to 20 employees, 13% had 8-12 employees voluntarily leave, 22% experienced 4-7 employees' voluntary turnover, 26% where 1 to 3 employees voluntarily exited and 20% reported no voluntary attrition.
- 26% of employees said employee turnover has had a significant/very significant impact on their job, and 56% are feeling some impact.
- 36% of employers said that workers quitting their job has had a significant/very significant impact on their business while 71% felt some impact.
- 20% of employers reported increased hiring costs as the biggest impact of losing workers, 20% said increased training costs, 17% said increased overtime costs and 17% said lost productivity. 13% of employers felt declining customer satisfaction and 12% said low employee morale.
- 24% of employees said increased workload was the biggest impact of losing workers, 22% said increased stress, 18% said longer hours, 15% said less managerial support and 14% cited lost institutional knowledge. 7% of employees said that childcare/eldercare issues were the biggest impact of losing workers.
- 17% of employees experience stress on the job every day, 16% said several times a week and 12% said rarely.
- 14% of employers said their employees had to work extra hours or off days several times a week to finish their work and 7% worked overtime daily.
- Among employees, 10% reported working extra hours or off days several times a week, while 5% reported working overtime every day.

Healthcare, Financial and Well-Being Benefits

- 72% of employers said their organization offered medical benefits, 76% paid time off (PTO), 50% dental, 66% retirement benefits and 47% provided vision.
- 95% of employers indicated they were satisfied with their company's current benefits communication strategy. Three out of 4 employees (74%) said the same.
- 73% of employers said they currently offered employees health screening reminders and another 9% were considering them. 62% of employees said these would be helpful.

- 51% of employers offer spouse/partner health screening reminders and an additional 21% were considering it. Among employees, 51% would find health screening reminders beneficial.
- 74% of employers said they currently provided reminders about available benefits in emergencies and 11% more were thinking about offering these. 79% of employees said they'd find reminders helpful.
- 25% of employees believe their total expenses in retirement, such as housing, medical and leisure, will be \$100,000 or less.
- Financial planning was one of the least frequently offered benefits, with 15% of employees saying it was an option at their company. Yet it was also one of the most desired benefits of those not offered, with 25% expressing interest in it.
- 90% of employers reported offering additional mental health and other resources to employees due to the pandemic, 57% of employees agreed.
- 60% of employees agreed their employer was concerned about their well-being. 93% of employers say their company prioritizes well-being.

Benefits by Generation

- Employees were asked to rank which benefits they would like to see. A four-day workweek was the only benefit that ranked No. 1 consistently throughout all four ages.
 - Baby boomers – Four-day workweek, identity theft protection, flexible hours, financial planning and fitness perks
 - Gen X – Four-day workweek, flexible hours, fitness perks, student loan assistance and financial planning
 - Millennials – Four-day workweek, flexible hours, fitness perks, student loan assistance and tuition reimbursement
 - Gen Z – Four-day workweek, student loan assistance, financial planning, Employee Assistance Program (EAP)

Communicating Brand Value, Company Mission, Rewards and Recognition and DEI

- 72% of employees are proud to work for their employer.
- 97% of employers agreed that their company's brand value proposition (how the company portrays itself publicly) aligns with the day-to-day values seen by employees. 67% of employees felt the same.
- 94% of employers agreed the company's mission helped every employee feel like they were making a difference. 68% of employees agreed.

- 96% of employers agreed about the importance of diversity, equity and inclusion (DEI) at their company, as did 77% of employees.
- 93% of employers said they have a system for showing thanks and recognition to employees – with 95% saying their company recognizes employees who perform well. For employees, 62% said their employer had a formal system for giving recognition.
- 59% of employees said they received recognition for doing their job well.

DEI by Generation

- Employees were asked about the importance of DEI. This is how it broke out across generations.
 - Baby Boomers
 - 80% agreed it's important
 - Gen X
 - 78% agreed it's important
 - Millennials
 - 74% agreed it's important
 - Gen Z
 - 73% agreed it's important

Remote, In-Person and Hybrid Working

- 49% of employees said their company was working onsite at a work location, 22% said they are working from home and 29% report a hybrid model.
- 32% of employers said that most of their employees were working onsite at a work location, 20% said they were working from home and 48% reported a hybrid model.

Onboarding

- 96% of employers felt their employees were generally satisfied with the orientation experience, while 70% of employees surveyed were satisfied with onboarding overall.
- 69% of employees agreed they had enough time to make benefits decisions.
- Two-thirds of employees (65%) felt their orientation was structured.
- 45% of employees felt the overall onboarding process was personalized.
- 47% of employees were introduced by HR to colleagues outside their immediate teams.
- 39% of employees said that HR checked in on them post-orientation to see how things were going.
- 39% of employee respondents said they were surveyed about their onboarding experience.

- Employees were most frequently provided with the following materials during onboarding:
 - Benefits/enrollment information (66%)
 - Employee handbook (60%)
 - Instructions on tax forms / withholding / direct deposit (48%)
 - Employee welcome kit (39%)
 - Formal co-worker intros (24%)
 - Formal 90-day review (22%)
 - Formal IT/security training (21%)

- Employees were least likely provided with the following materials during onboarding:
 - Access to an LMS (19%)
 - Org chart (15%)
 - Company swag (15%)
 - Formal communication platform training (14%)
 - Assigned a mentor (13%)
 - Formal payroll system training (12%)
 - Glossary/common acronyms list (9%)

Career Development and Leadership

- 62% of employees agreed their employer cared about their professional development. That number increased to 96% among employers.

- 51% of employees felt their company offered a clear path for career growth and advancement, yet 90% of employers said their organization provided one for employees.

- 63% of employees agreed their company provides the right amount of training for new leaders, while 93% of employers feel they provide the right amount of training to new leaders.

- 39% of employers said they expect managers at their company to conduct formal performance reviews quarterly, 41% said a few times a year and 18% expected annual reviews. Among employees, 13% said they had a quarterly review, 24% said reviews took place a few times a year and 44% were reviewed annually.

Offboarding

- 86% of employers felt they treated their departing employees well. However, half (51%) of employees said the same of their employers.

- 43% of employees said they would advocate for their current employer after they leave and 41% were unsure if they would or not.

- 25% of employees said they saw themselves leaving their employer in a year or less, 49% said within two years and 51% said longer than two years. When we broke this down by generation, we saw:
 - Baby Boomers (also consider retirement)
 - 16% in a year or less
 - 46% within 2 years
 - Generation X
 - 24% within a year
 - 42% within 2 years
 - Millennials
 - 33% within a year
 - 57% within 2 years
 - Generation Z
 - 50% within a year
 - 75% within 2 years

HR Technology

- 89% of employers have a human resources technology platform in place, 8% are considering one and 3% are not or don't have a budget to implement one.

To read more about the survey and how these findings impact the employee experience, visit <https://bit.ly/3fSZMIj>.

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