

# HRACUITY FOURTH ANNUAL EMPLOYEE RELATIONS BENCHMARK STUDY

## 5 Key Findings

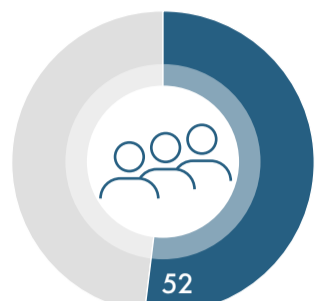
We surveyed employee relations professionals from 207 enterprise organizations, representing approximately 5.5 million employees globally and 3 million employees in the United States. The numbers in this report represent data from the 2019 calendar year.

Here are 5 key findings from this year's study:

### 1 Company leadership is increasingly reliant on employee relations leaders, data and insight for strategic guidance.

**52%**

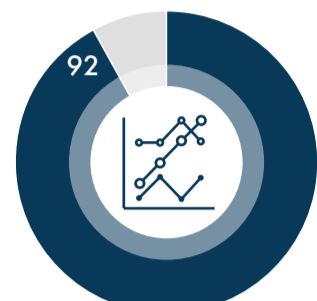
of ER teams now report directly to the CHRO or Head of HR.



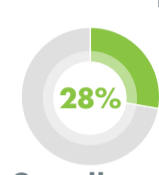
**+18**  
from 2018

**92%**

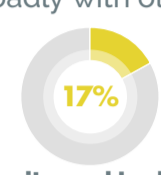
of organizations now track employee relations data...



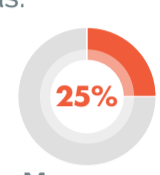
...and many are sharing metrics more broadly with other areas.



Compliance



Diversity and Inclusion



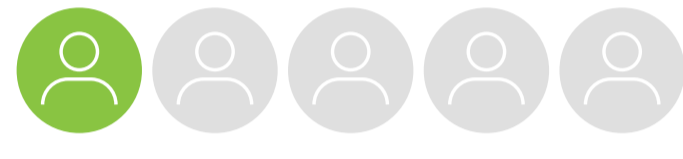
Managers

### 2 Nearly all companies are tracking employee relations data, but many still lack tools to fully utilize the data.

Nearly one-in-five

**17%**

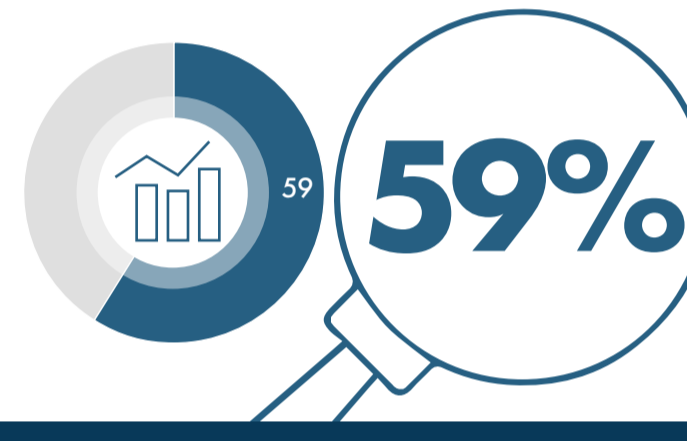
are not using employee relations metrics for anything.



Fewer than one-in-three

**30%**

are using data to create predictive models of employee behavior.

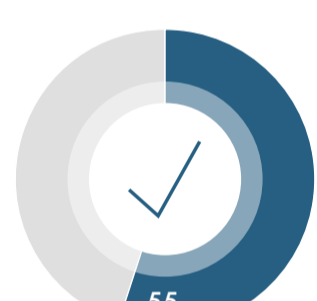


**59%**

of ER professionals feel that more advanced analytics to identify trends and spot reoccurring issues more effectively would be very helpful in terms of making their jobs easier.

### 3 Employee relations technology platforms increase confidence and efficiency.

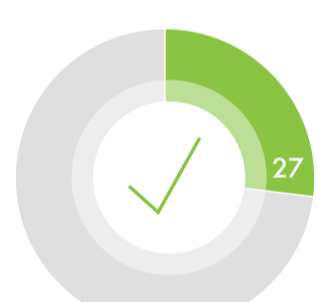
ER professionals who are very confident they have the tools and resources to do their jobs effectively...



**55%**

of those who use an employee relations tech platform.

and...



**Only 27%**

of those who do not use an employee relations tech platform.



### 4 As ER teams operationalize best practices, industry standards are solidifying.

**59%**

of organizations now use required investigation processes.

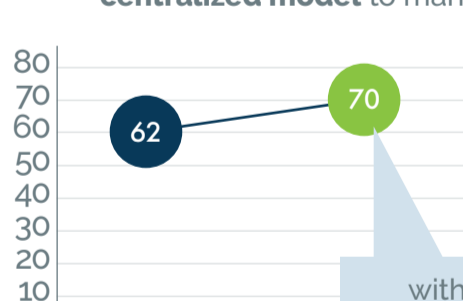


**+18**

from 2018, continuing the past trend of the past few years.

**62%**

of organizations now use a centralized model to manage ER.

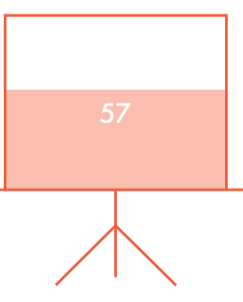


with another **8%**

expected to follow suit in the next 12 months.

**57%**

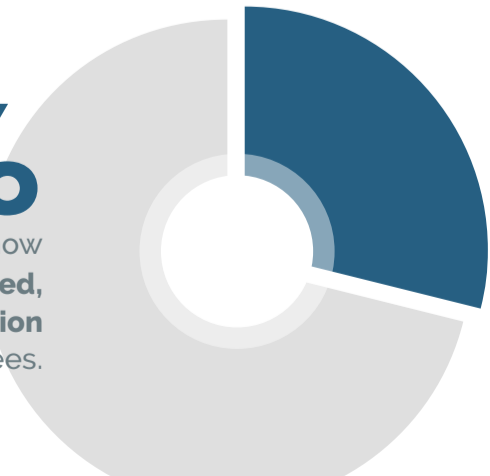
are now conducting investigation trainings at least annually.



### 5 Transparency is on the rise as ER leaders openly share metrics with employees.

**29%**

of companies are now sharing aggregated, anonymous investigation data with employees.



Trend Alert!

**ONLY 10%**

of companies published harassment metrics in 2018

Read the full Fourth Annual Employee Relations Benchmark Study

[DOWNLOAD THE REPORT](#)