

# The Third Annual Employee Relations Benchmark Study: 5 Key Findings

We surveyed ER professionals from more than 150 enterprise organizations, representing 4.4 million employees, to gather industry benchmarks in employee relations. Here are 5 key findings to inform your HR/employee relations function:

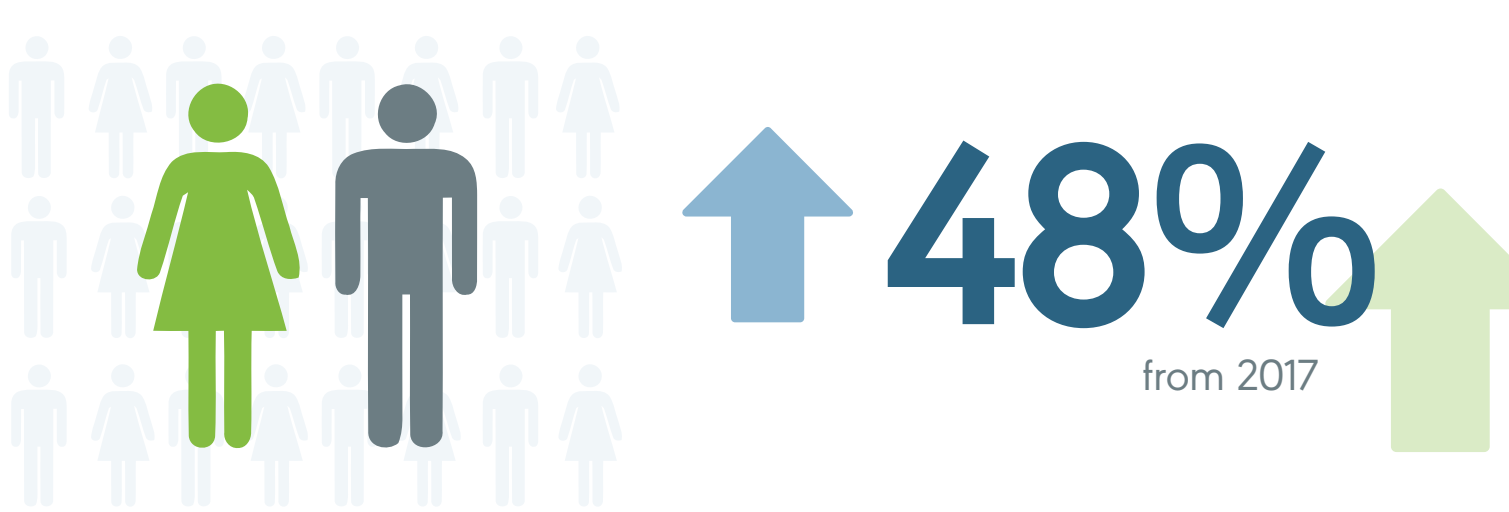
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## Caseload volumes are up, driven by rising harassment and accommodation numbers.

31% of organizations saw increases in ER issues over the past year, while only 9% saw a decrease



Organizations receive approximately 11 allegations of discrimination or harassment for every 1,000 employees- **up 48%** from 2017



2

## ER hiring is on the rise as caseloads increase.



43% of organizations expect to increase the number of full-time ER professionals in the next year

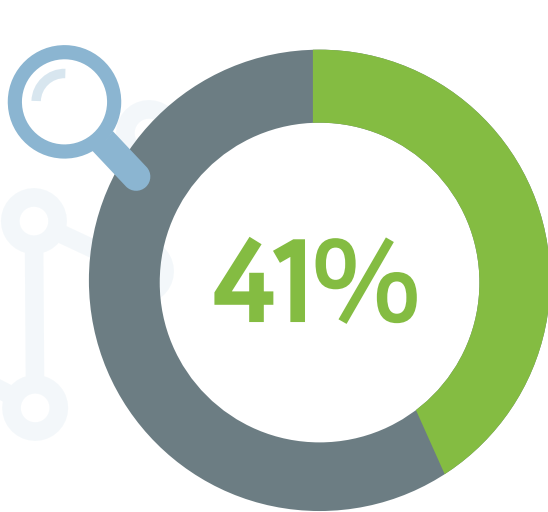
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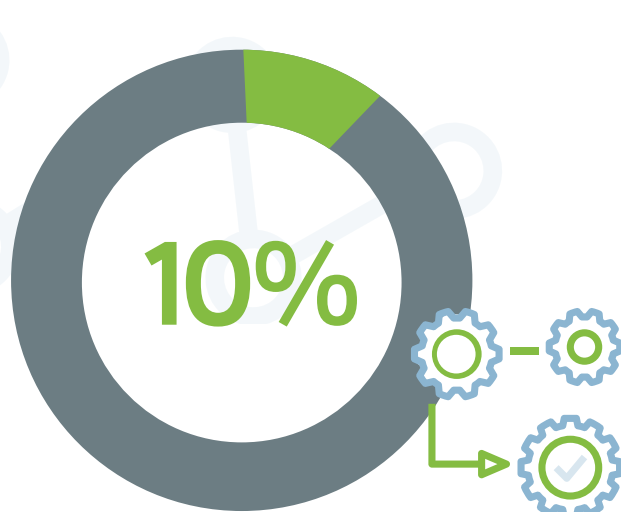
30% of ER professionals are juggling more than 26 employee issues at once  
49% of those who only conduct investigations average 7 or more open cases at a time

3

## Required, best practice investigation processes are becoming the norm.



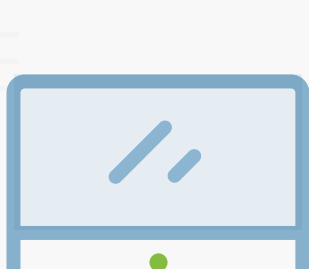
41% of organizations now have required investigation processes in place, up from 33% in 2017.



Another 10% indicate they will follow suit in the next year

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## Organizations are leaning on ER tech to drive consistency, but manual processes still remain.



38% of organizations using technology to support employee relations have adopted solutions *specifically* designed for ER

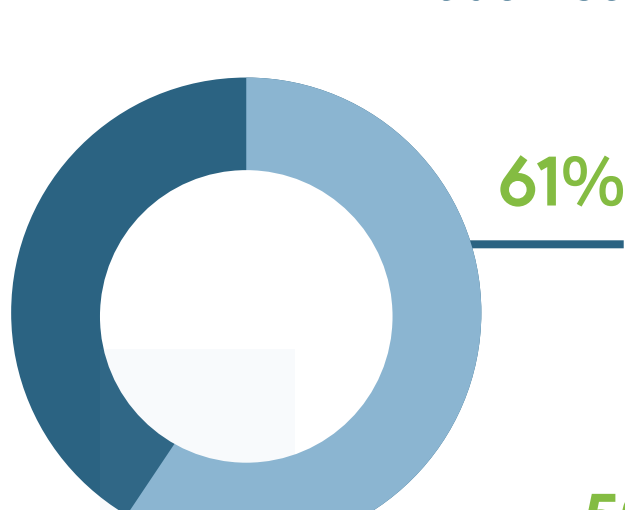
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This trend is expected to continue as 44% of those using spreadsheets, document management systems, or are not currently tracking data plan to transition to a technology solution within the next year

5

## ER data is influencing strategic business decisions.



61% of organizations use ER metrics for insight into employee behavior, engagement and performance, and to drive policy changes

50% are combining data with business performance for further analysis



### OUR TAKE

Employee relations is becoming a powerful contributor to business strategy, leaving behind the assumed role of back-office-only. As more and more people feel empowered to bring issues to light, organizations are realizing the need for improved ER resources, standardized processes and consistent data management and analysis. With data at the forefront, ER is driving key business decisions and protecting companies from risk.

Read the Third Annual Employee Relations Benchmark Study

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