

The HRACUITY logo is positioned in the upper left quadrant of the page. It features the word "HRACUITY" in a clean, sans-serif font. The letters "HR" are in white, while "ACUITY" is in a light green color. A registered trademark symbol (®) is located at the top right of the word. To the left of the logo is a vertical green line that extends downwards, partially overlapping the main title.

HRACUITY®

Employee Experience Study 2019



About the Employee Experience Study

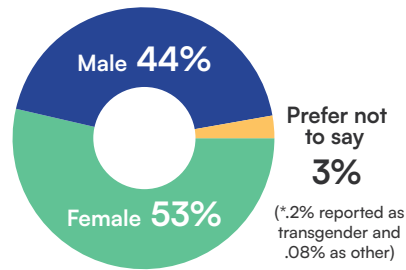
As a leading tech company focused on creating safer, fairer and better workplaces for all employees, we wanted to gather firsthand feedback to understand the employee experience when things go wrong at work. The results are illuminating and underscore the importance of clear processes, communication and thorough investigations to create a healthy workplace culture. Here's what we learned.

RESPONDENT PROFILE:

1321

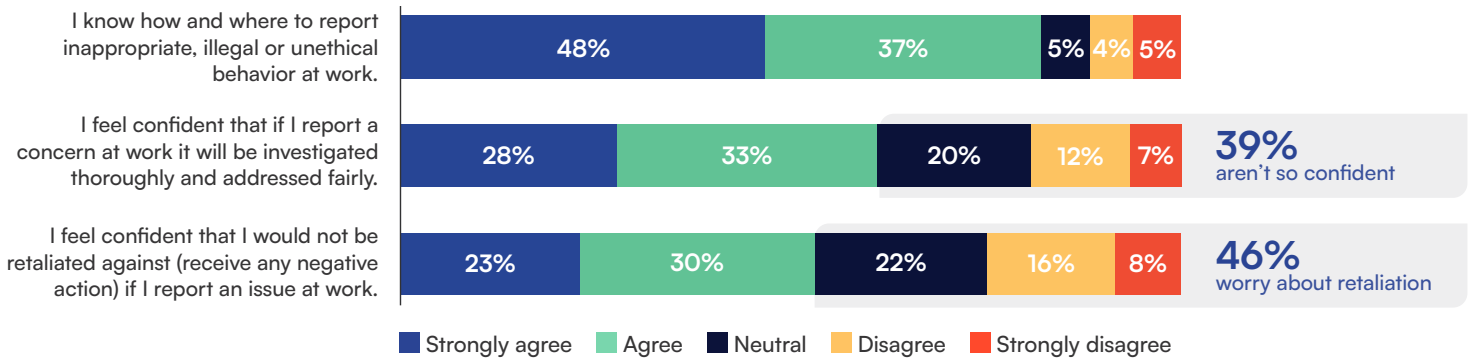
Respondents from a wide range of

- industries
- companies
- age groups
- tenures

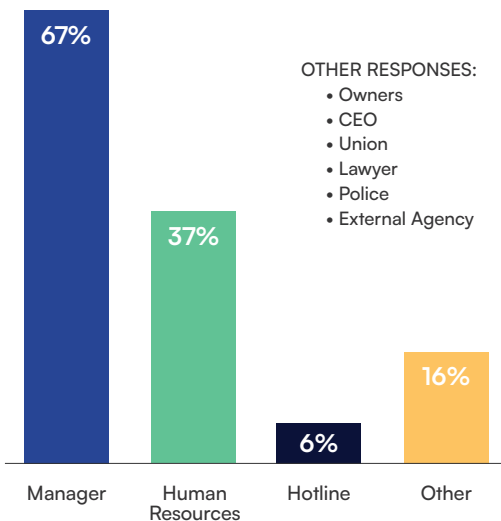


EMPLOYEE CONFIDENCE IN REPORTING ISSUES:

Employees know how and where to report employee issues, but many (39%) aren't confident issues will be addressed appropriately and nearly half (46%) worry about retaliation for reporting issues.

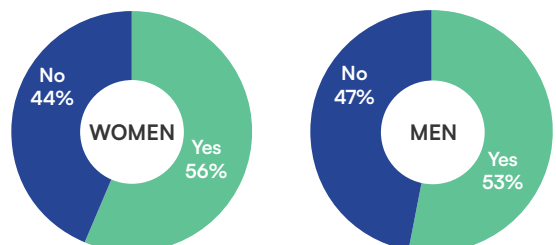


To whom did you report the issue?



Hotlines are the least effective reporting method with only 6% of respondents phoning in concerns. Employees favor reporting to managers 30% more often than reporting to HR. Work remains to build a culture of trust so employees feel comfortable going to HR/ER and confident that their concerns will be taken seriously and addressed in a thorough, consistent and fair manner.

Issues experienced by gender:



Have you ever experienced or witnessed inappropriate, illegal or unethical behavior in the workplace?

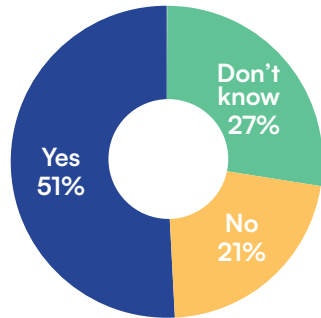
Yes **56%** No **44%**

Percentage of employees who reported inappropriate, illegal or unethical behavior:

64%

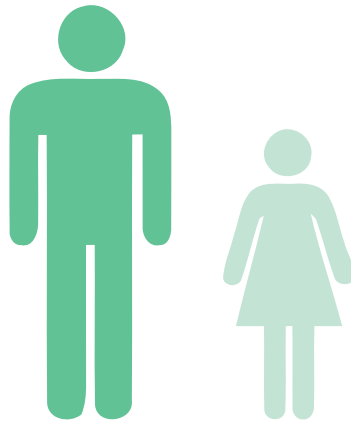
Was the issue investigated?

ONLY HALF of reported issues were investigated



27% Did not know if the issue was investigated

Concerns raised by men were 26% more likely to be investigated



THE GOOD NEWS:

70%

indicated that investigated issues were resolved

ON THE OTHER HAND...

When reported issues are not investigated, employees are



41% less likely to recommend HR to peers or colleagues with similar issues

64% will leave the organization

But what happens to the

36%

of issues that go unreported?

Top reasons cited for not reporting:



ISSUE STATUS:



ONLY 1 IN 10

unreported issues was self-addressed or resolved

IMPACT:

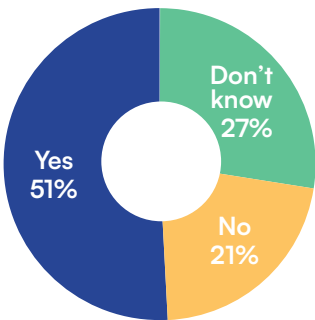
20% leave the organization due to the issue

Employee issues play a significant role in decisions to stay or go.

Employee turnover is not only expensive, but also exposes organizations to reputational risk.

Experiencing The Investigation Process

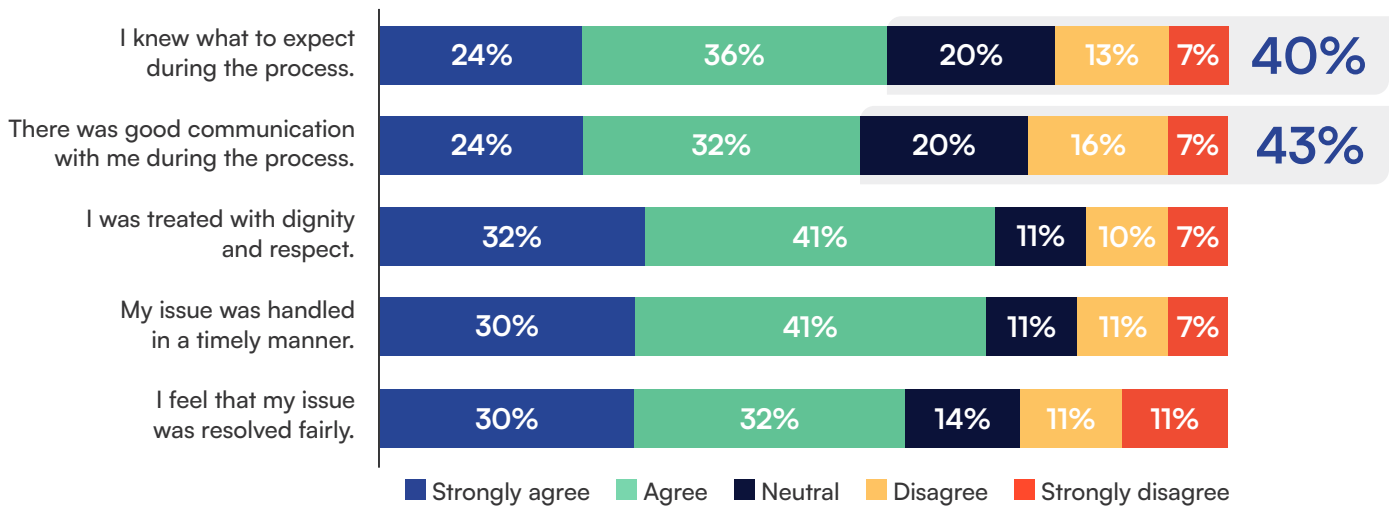
Was the reported issue investigated?



It is surprising that only one out of two reported instances of inappropriate, illegal or unethical behavior is investigated—and troubling that an additional 27% of respondents do not know if an investigation was conducted. This clearly shows that many organizations are falling short in managing workplace issues and communicating both expectations and outcomes. Issues will arise, but implementing solutions to ensure investigation best practices and address employee issues will result in a better employee experience.

When issues were investigated, the majority of respondents felt the process was positive overall, particularly regarding the human aspects—treating employees with dignity and respect, delivering timely responses and fair resolutions.

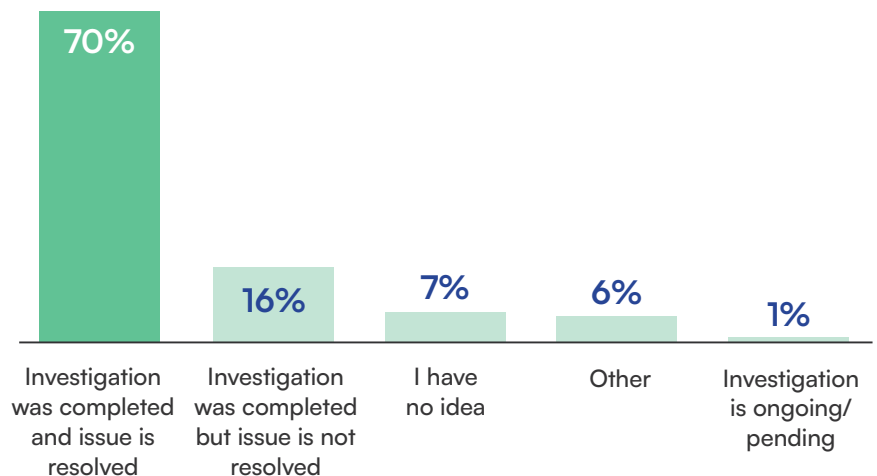
However, a substantial number did not know what to expect and felt that communication was lacking throughout. This also illustrates the need for consistent processes and protocols to improve the employee experience during the investigation process.



INVESTIGATION OUTCOMES:

The good news is that the vast majority (70%) of employee issues were resolved when an investigation was completed. On average, 83% of these respondents agreed that the investigation was conducted in a thorough, timely, respectful, fair manner with good communication throughout the process. And almost half (48%) of respondents remained with the company following an issue. Again, this underscores the imperative for thorough and consistent process to create and maintain safe and fair workplaces and retain employees.

What is the status of the investigation?



Impact and Takeaways

Employees who experienced issues were more likely to recommend HR to co-workers at dramatically increasing rates when their issues were reported (+11%), investigated (+26%) and resolved (+43%). Conversely, employees were less likely to recommend HR as a resource when issues were not investigated (-15%) or not reported (-18%).

“Many respondents commented that issue resolution is culture driven and that ultimately management sets the tone.”

How likely are you to recommend that peers/colleagues at this employer go to HR with a similar issue?

(0 = Extremely unlikely, 10 = Extremely likely)

Likelihood to recommend HR compared to overall average of 5.9:

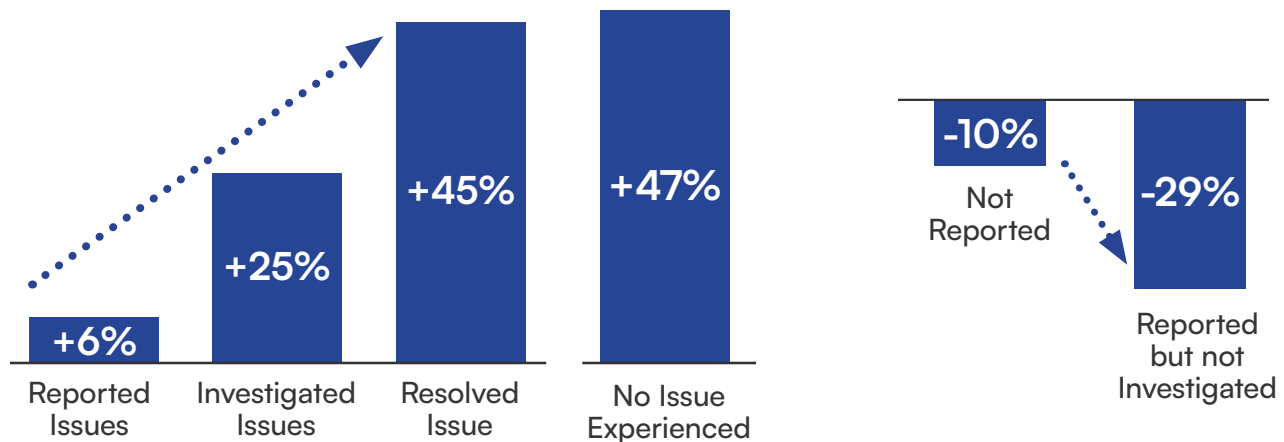


Similarly, when reported issues were investigated and resolved, respondents were about as likely to recommend the organization (45%) as a place to work as those who never experienced an issue (47%). And, unsurprisingly, when issues were reported, but not investigated, employees were 29% less likely to recommend the company.

How likely are you to recommend this employer as a place to work?

(0 = Extremely unlikely, 10 = Extremely likely)

Likelihood to recommend employer compared to overall average of 5.2:



Every organization’s best asset is its employees—and they are also the best brand ambassadors. To protect employees and ensure a safe, fair workplace for all, organizations must adopt consistent, thorough, fair and well communicated processes for handling issues when things go wrong at work.

HR Acuity is the only technology platform specifically built for employee relations and investigations management, helping organizations protect their reputations and build better workplaces.

We empower customers with built-in intelligence, templates and reporting so they can equitably and appropriately manage employee relations issues; uncover trends and patterns through forward-looking data and analytics; and provide trusted, consistent experiences for their people.

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of employee relations.

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HR ACUITY 2019 EMPLOYEE EXPERIENCE STUDY

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