

Why Track KPIs in Employee Relations (ER)?

Tracking ER KPIs is essential for fostering a well-managed workplace. These metrics reveal trends, benchmark internal performance, and highlight opportunities for improvement. Regularly monitoring KPIs enables organizations to proactively address challenges, build trust, and mitigate risks. Leverage tools like HR Acuity's [Annual Employee Relations Benchmark Study](#) to compare your results against industry standards.

10 KPIs in Employee Relations (ER) You Should Be Tracking

The following KPIs should be monitored regularly, depending on your organization's ER data maturity and requirements. They allow for both internal comparisons—across functions, regions, investigators, and issue categories—and external benchmarking through HR Acuity's data.



Case Volume per 1,000 Employees by Category*

Tracks case volume normalized per 1,000 employees, enabling organizations to identify trends or spikes in specific issue categories and compare performance across teams or locations.



Issue-to-Case Ratio⁺

Measures the relationship between the number of issues raised and formal cases opened. This metric highlights shifts in case complexity, investigator workloads, and emerging trends in employee concerns.



EEOC Cases per 1,000 Employees*

Monitors the number of Equal Employment Opportunity Commission (EEOC) cases relative to workforce size, providing insights into potential risk areas and compliance trends.



Case Disposition: Percentage of Substantiated Issues⁺

Tracks the percentage of issues found to have merit (substantiated) compared to those deemed unsubstantiated or inconclusive. This KPI evaluates the quality of reporting, investigative processes, and areas for improvement.



Employee Relations Staffing Ratio*

Measures the number of ER professionals per 1,000 employees, helping organizations ensure adequate resourcing for employee support and case management.



Named vs. Anonymous Reports⁺

Evaluates the proportion of named reports versus anonymous ones, offering insight into employee trust and the psychological safety within the workplace.



Performance Management Impact

Calculates severance costs related to performance management (excluding non-performance-related severance) divided by total employees. This KPI helps assess the impact and efficiency of performance management strategies.



Hotline Issues per 1,000 Employees⁺

Monitors the frequency of hotline reports, normalized per 1,000 employees, to assess how effectively employees are using this channel to raise concerns.



eNPS (Employee Net Promoter Score) for ER

Gauges employees' likelihood of engaging with Employee Relations or Compliance in the future based on their experience raising a concern. This metric tracks employee sentiment and the effectiveness of ER efforts in building trust.



Legal Cost Per Employee

Measures total external legal and settlement costs related to employment issues, divided by the total number of employees. This metric reflects the financial impact of effective Employee Relations practices on reducing legal expenses.

*HR Acuity Employee Relations Benchmarks available now

+New HR Acuity Employee Relations Benchmarks coming in 2025

ABOUT HR ACUITY

While you can't prevent every employee relations issue, you can change how you respond. HR Acuity is the only technology platform specifically built for employee relations and investigations management. HR Acuity's SaaS technology empowers you with built-in intelligence, templates and reporting so you can conduct best practice, fair investigations; uncover trends and patterns through forward-looking data and analytics; and provide trusted, consistent experiences for your people.



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