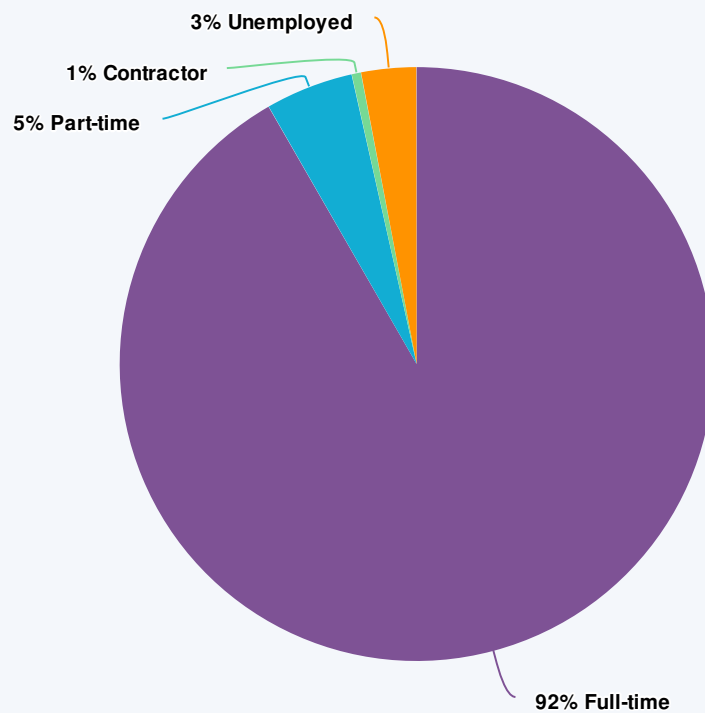


# U.S. Full Time Employees' Opinions on Human Resources

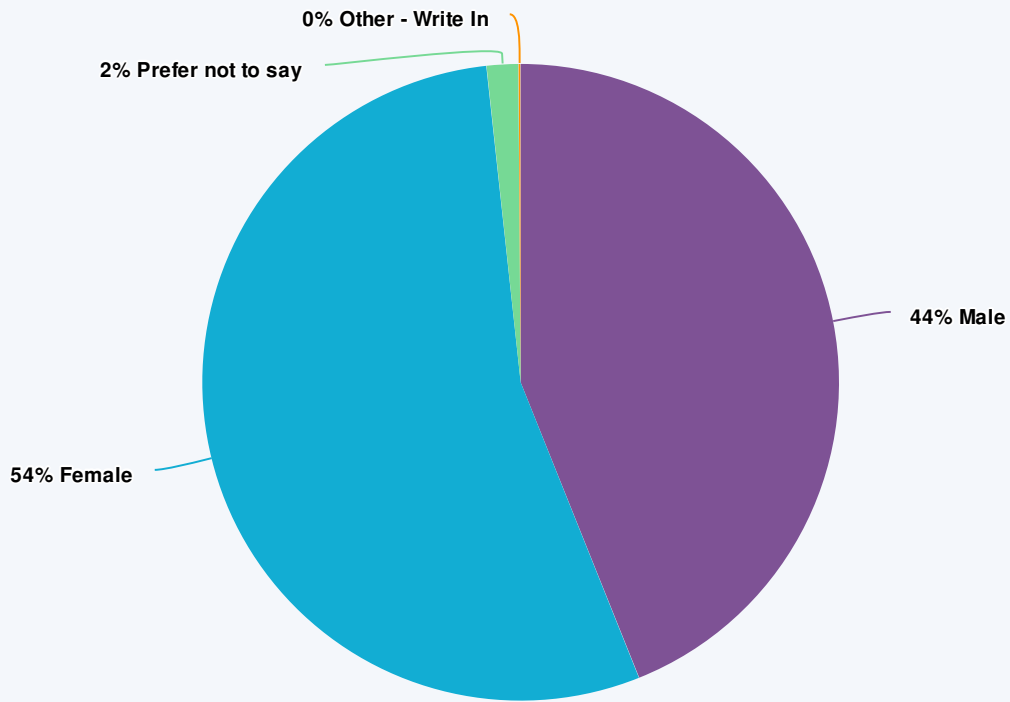
1. Which answer best describes your employment status:



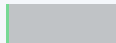
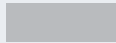


Value		Percent	Responses
Full-time		91.7%	787
Part-time		4.8%	41
Contractor		0.5%	4
Unemployed		3.0%	26

Totals: 858

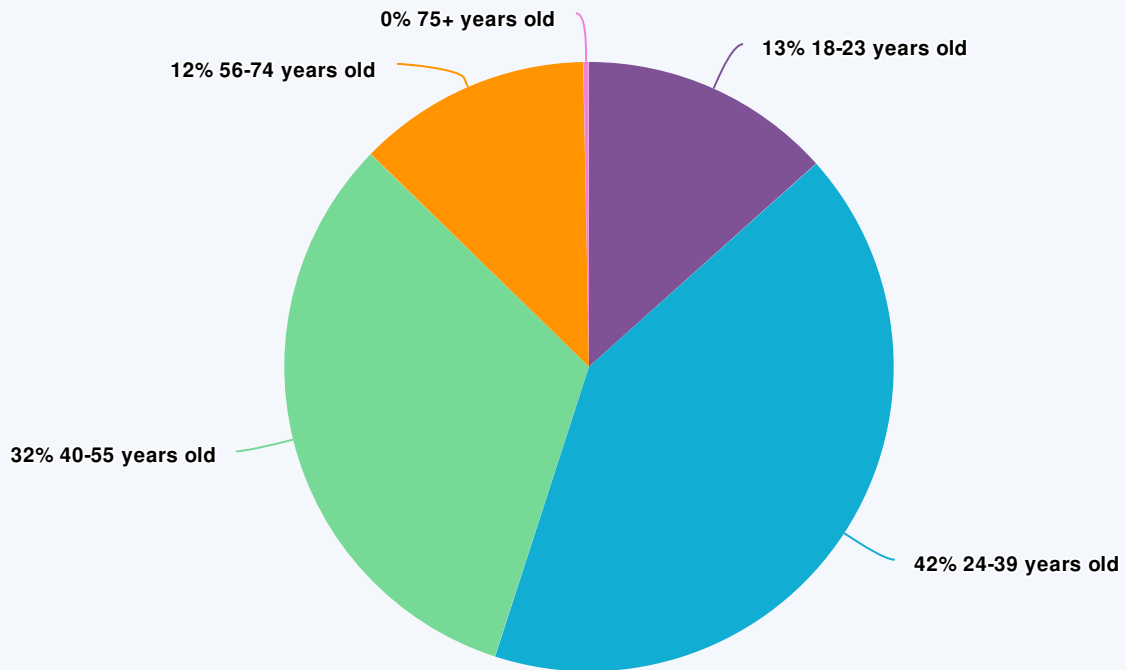
## 2. Which best describes your gender identity?



Value		Percent	Responses
Male		43.9%	377
Female		54.3%	466
Prefer not to say		1.6%	14
Other - Write In		0.1%	1

Totals: 858

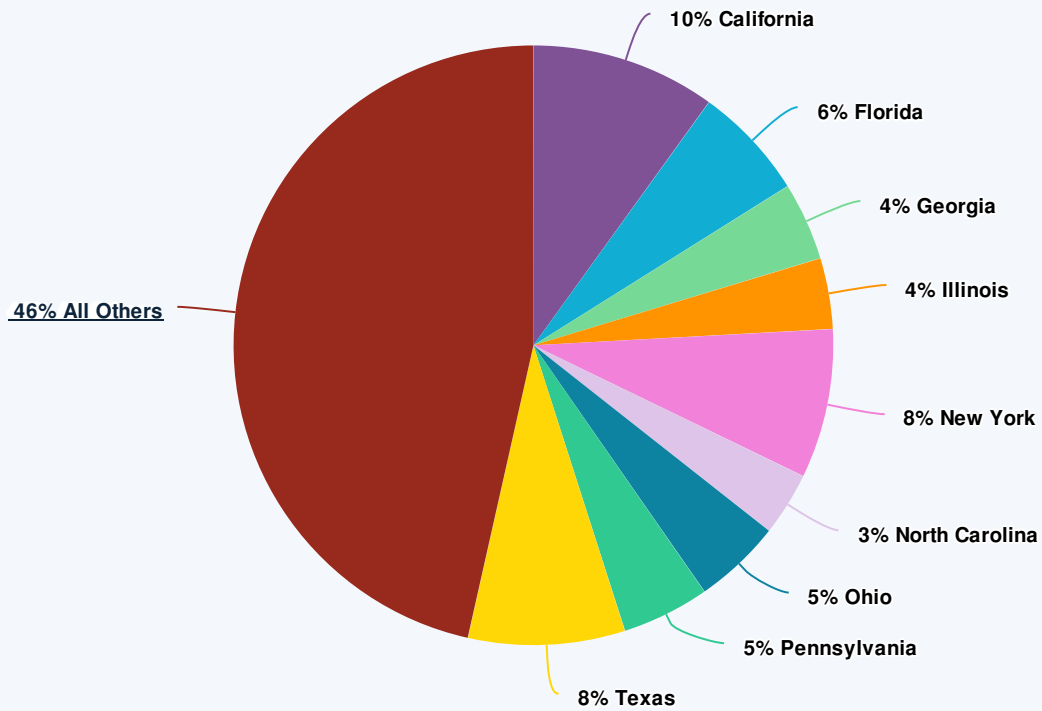
### 3. How old are you?



Value	Percent	Responses
18-23 years old	13.4%	115
24-39 years old	41.6%	357
40-55 years old	32.3%	277
56-74 years old	12.4%	106
75+ years old	0.3%	3

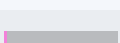
**Totals: 858**

## 4. Where do you live?


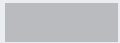
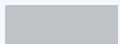
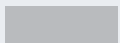







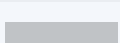
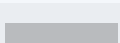
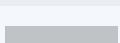

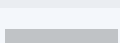
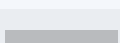


Value	Percent	Responses
California	9.9%	85
Florida	6.1%	52
Georgia	4.2%	36
Illinois	3.8%	33
New York	8.0%	69
North Carolina	3.4%	29
Ohio	4.7%	40
Pennsylvania	4.7%	40
Texas	8.4%	72
Alabama	2.0%	17
Alaska	0.8%	7
Arizona	2.7%	23

Totals: 858

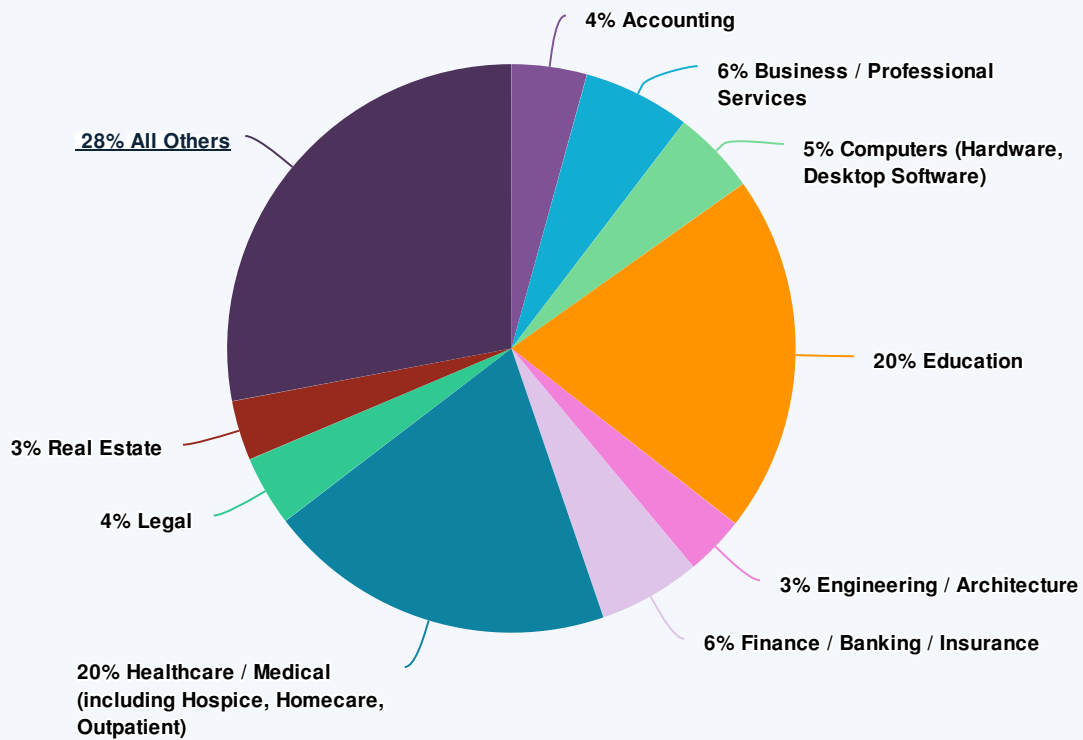
Value		Percent	Responses
Arkansas		1.5%	13
Colorado		2.0%	17
Connecticut		0.9%	8
Delaware		0.3%	3
Hawaii		0.6%	5
Idaho		0.3%	3
Indiana		2.1%	18
Iowa		0.9%	8
Kansas		0.9%	8
Kentucky		1.0%	9
Louisiana		1.9%	16
Maine		0.1%	1
Maryland		1.4%	12
Massachusetts		2.0%	17
Michigan		2.8%	24
Minnesota		1.4%	12
Mississippi		0.6%	5
Missouri		2.3%	20
Montana		0.3%	3
Nebraska		0.1%	1
Nevada		0.9%	8
New Hampshire		0.6%	5

**Totals: 858**

Value		Percent	Responses
New Jersey		2.9%	25
New Mexico		0.1%	1
North Dakota		0.1%	1
Oklahoma		1.0%	9
Oregon		1.2%	10
Rhode Island		0.2%	2
South Carolina		1.7%	15
South Dakota		0.3%	3
Tennessee		2.1%	18
Utah		1.0%	9
Vermont		0.2%	2
Virginia		1.4%	12
Washington		1.2%	10
West Virginia		0.8%	7
Wisconsin		1.0%	9
Wyoming		0.1%	1
Washington, D.C.		0.3%	3
Other		0.2%	2

**Totals: 858**

5. Please select the industry that BEST represents the industry you work in



Value	Percent	Responses
Accounting	4.3%	37
Business / Professional Services	6.1%	52
Computers (Hardware, Desktop Software)	4.8%	41
Education	20.4%	175
Engineering / Architecture	3.4%	29
Finance / Banking / Insurance	5.8%	50
Healthcare / Medical (including Hospice, Homecare, Outpatient)	19.9%	171
Legal	4.0%	34
Real Estate	3.4%	29
Advertising	2.4%	21
Aerospace / Aviation	0.5%	4

Totals: 858

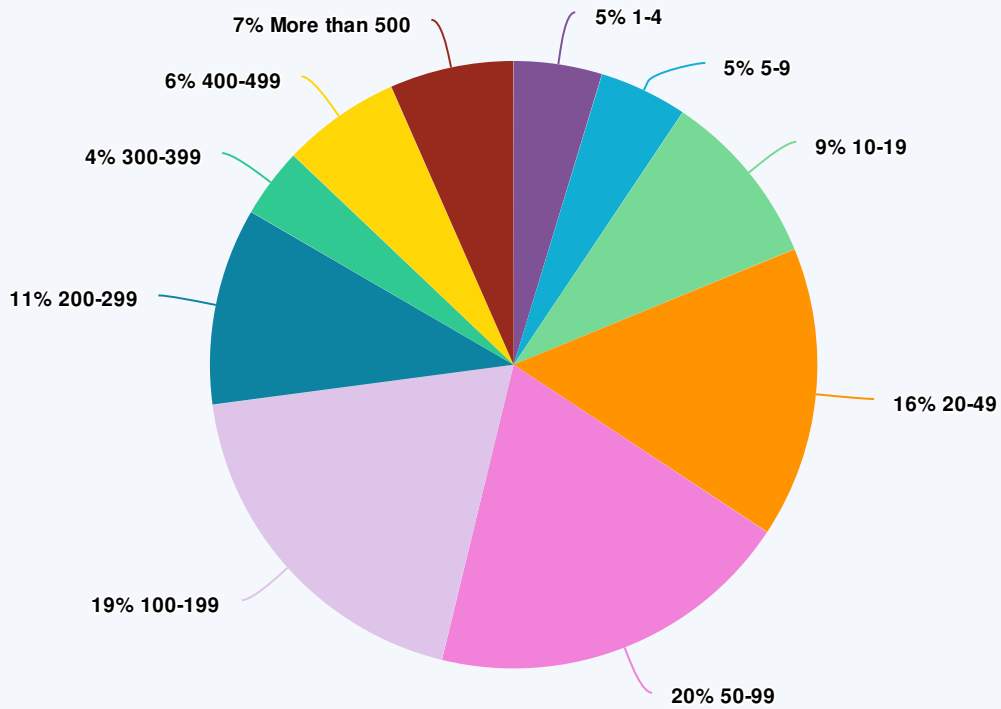
Value		Percent	Responses
Agriculture / Forestry / Fishing		1.2%	10
Automotive (Sales/Repair)		1.9%	16
Biotechnology		2.1%	18
Business Services (Hotels, Lodging)		0.7%	6
Communications		0.5%	4
Construction / Home Improvement		1.3%	11
Consulting		1.6%	14
Entertainment / Recreation		0.7%	6
Food Service / Hospitality / Travel (including Restaurants, Hotels)		2.1%	18
Government / Military		1.0%	9
Internet (including SaaS, Mobile)		1.0%	9
Manufacturing		1.6%	14
Marketing / Market Research / Public Relations		1.3%	11
Media / Printing / Publishing / Broadcasting		0.2%	2
Non-profit / Foundation		0.6%	5
Pharmaceutical / Chemical		0.5%	4
Research / Science		0.6%	5
Retail		2.8%	24
Telecommunications		1.4%	12
Transportation / Distribution		0.5%	4
Utilities		0.3%	3
Wholesale		1.2%	10

**Totals: 858**





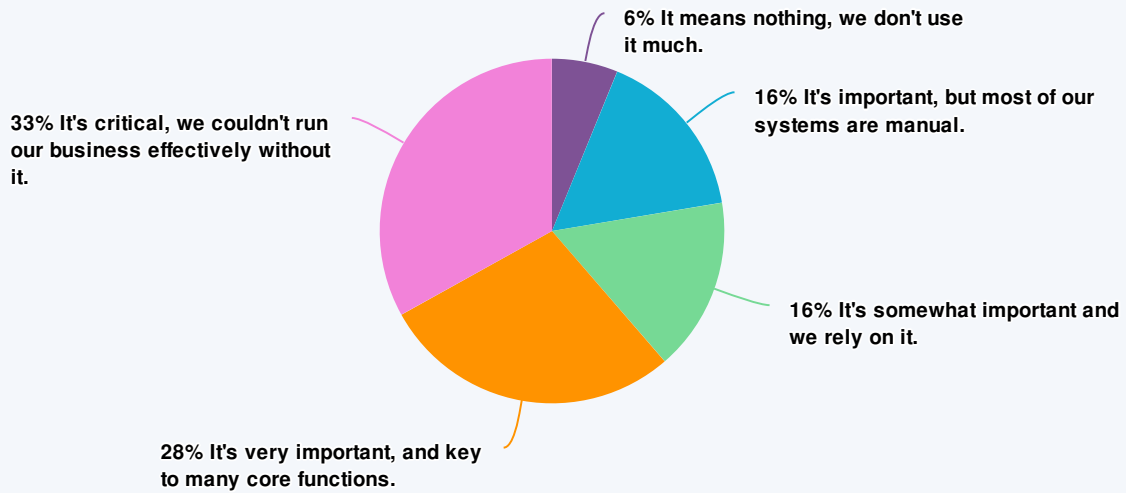
## 6. How many employees work at your organization?



Value	Percent	Responses
1-4	4.7%	40
5-9	4.7%	40
10-19	9.4%	81
20-49	15.5%	133
50-99	19.5%	167
100-199	19.1%	164
200-299	10.5%	90
300-399	3.7%	32
400-499	6.3%	54
More than 500	6.6%	57






**Totals: 858**

## 7. What kind of role does technology play in your place of work?



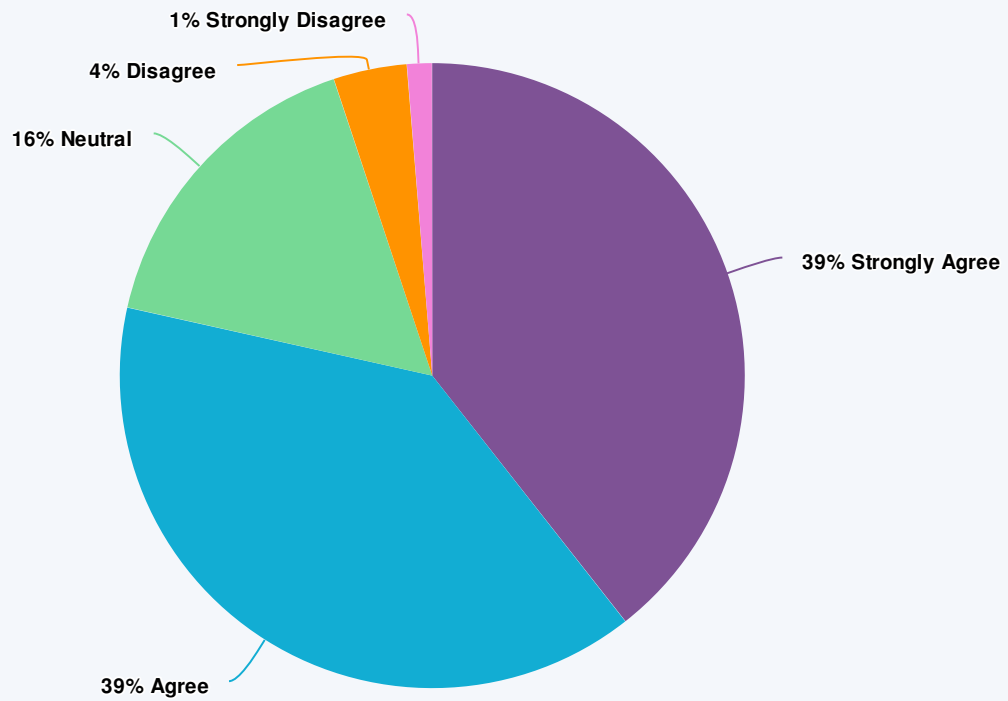
### Value




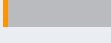

### Percent Responses

It means nothing, we don't use it much.		6.2%	46
It's important, but most of our systems are manual.		16.2%	120
It's somewhat important and we rely on it.		16.3%	121
It's very important, and key to many core functions.		28.3%	210
It's critical, we couldn't run our business effectively without it.		33.1%	246

Totals: 743

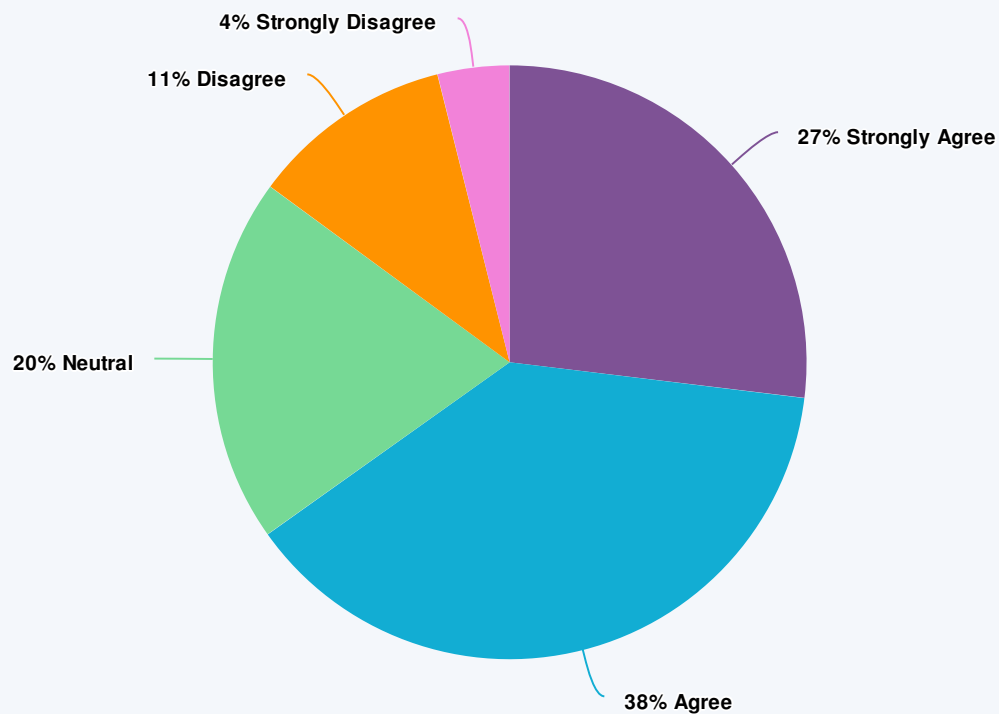
8. To what extent do you agree with the following statement: Using modern technology makes me a happier, more productive employee.



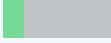




Value		Percent	Responses
Strongly Agree		39.4%	292
Agree		39.1%	290
Neutral		16.4%	122
Disagree		3.8%	28
Strongly Disagree		1.3%	10

Totals: 742

9. To what extent do you agree with the following statement: In general, the lack of technology solutions in my role reduces my productivity and job satisfaction.

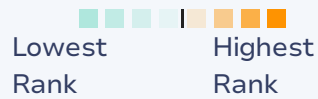


Value		Percent	Responses
Strongly Agree		26.9%	200
Agree		38.2%	284
Neutral		19.9%	148
Disagree		11.0%	82
Strongly Disagree		3.9%	29

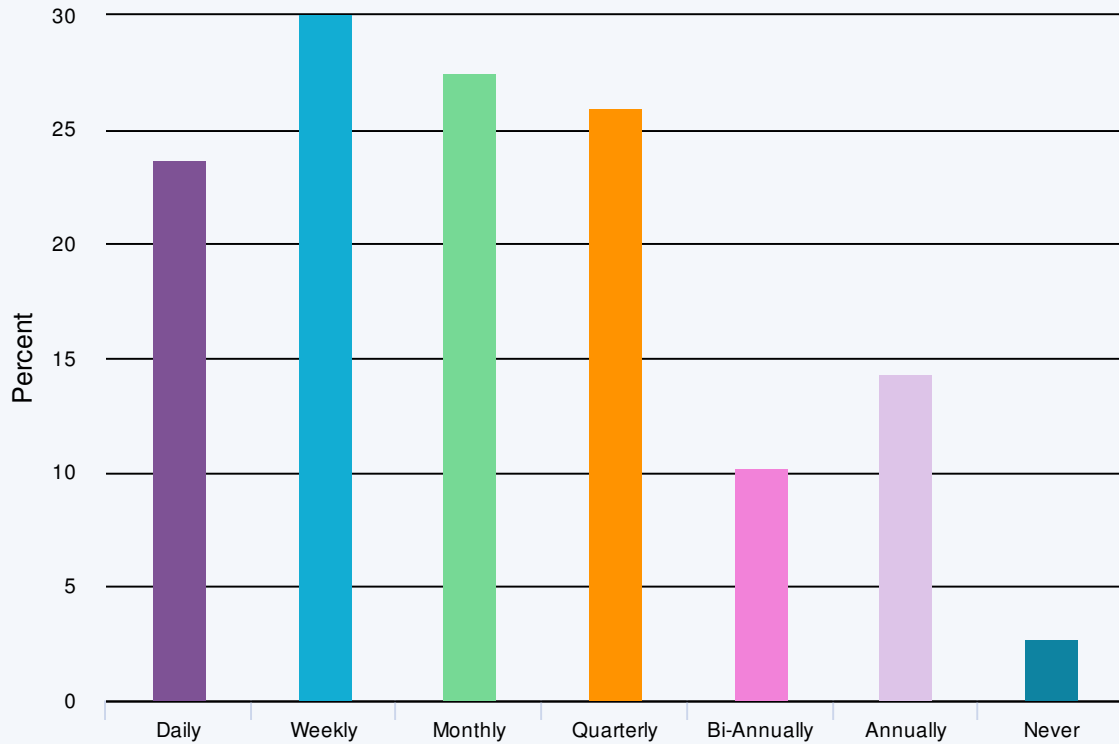
Totals: 743

10. Rank the following communication methods by your most preferred to least preferred.

Item	Overall Rank	Rank Distribution	Score	No. of Rankings
In person	1		4,508	732
Email	2		3,951	726
Phone	3		3,836	730
SMS/Text	4		3,502	719
Video chat	5		3,390	729
Chat (e.g. Slack, Teams, In App)	6		2,684	719
Print	7		2,259	719
Social	8		2,128	718

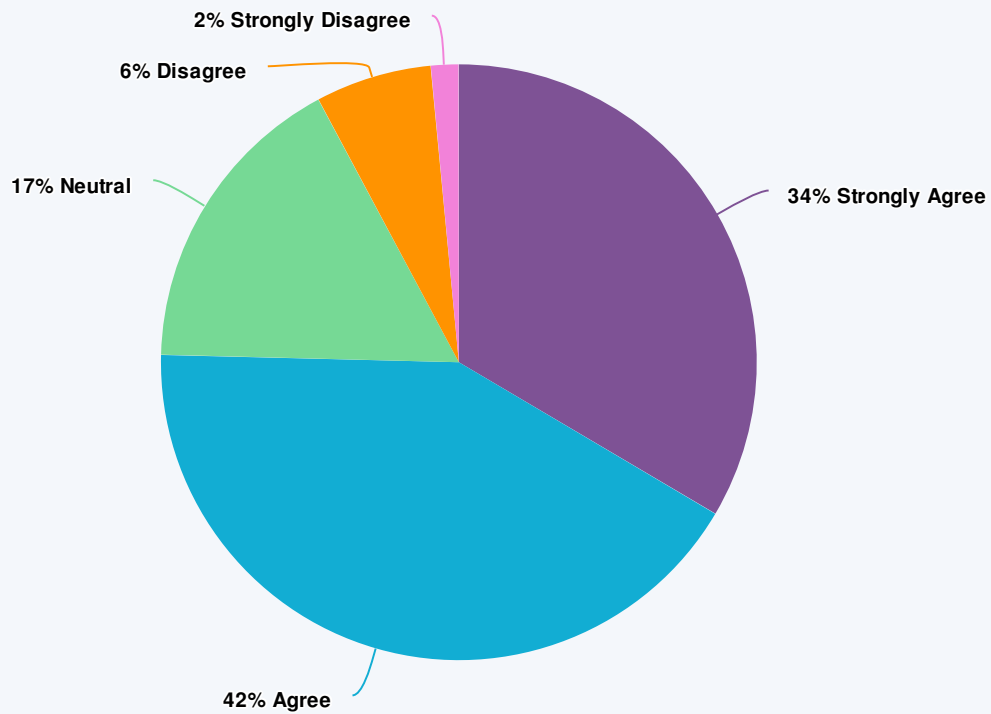




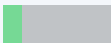
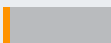

11. In an ideal setting, how often would you like to receive performance and job feedback? Check all that apply.



Value	Percent	Responses
Daily	23.7%	176
Weekly	30.0%	223
Monthly	27.5%	204
Quarterly	26.0%	193
Bi-Annually	10.2%	76
Annually	14.3%	106
Never	2.7%	20

12. To what extent do you agree with the following statement:  
Annual performance reviews are an effective way to drive employee  
engagement and productivity.

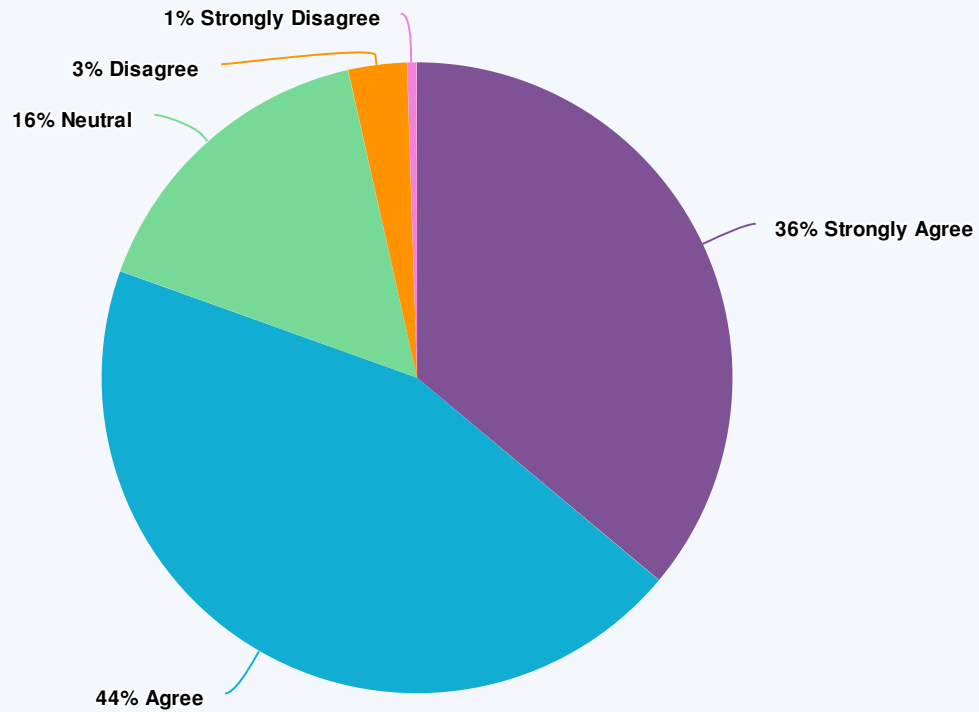




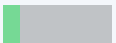
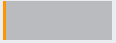

Value		Percent	Responses
Strongly Agree		33.5%	249
Agree		41.9%	311
Neutral		16.8%	125
Disagree		6.3%	47
Strongly Disagree		1.5%	11

**Totals: 743**



13. To what extent do you agree with the following statement:  
 Regular employee "check-ins" and ongoing feedback is an effective way to drive employee engagement and productivity.



Value		Percent	Responses
Strongly Agree		36.1%	268
Agree		44.4%	330
Neutral		16.0%	119
Disagree		3.0%	22
Strongly Disagree		0.5%	4

Totals: 743

## 14. Which word best describes what motivates you in your work?

Item	Overall Rank	Rank Distribution	Score	No. of Rankings
Enjoyment / Work Itself (genuine feelings of enjoyment, fulfillment or fun from the work itself)	1		5,113	625
Purpose (mission of the company, or sense of belonging to something bigger)	2		5,032	635
Pay (financial motivations, salary, job security, cost of life)	3		4,830	613
Potential (benefits from the outcomes of the work; realizing the development of your professional or personal ambitions)	4		4,688	626
Flexibility (lifestyle support, remote work, flexible scheduling, time off)	5		4,266	604
Benefits (ensuring healthcare for yourself or family)	6		3,708	602
Autonomy (being able to work on projects for your self)	7		3,577	599
Mastery (deepening and developing skillsets or strengths)	8		3,450	599
Relationships (building personal and professional networks)	9		3,413	600
I don't know	10		1,853	580
Other	11		1,544	554



15. When hearing “human resources” (HR) what’s the first thing that comes to mind?







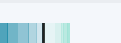


16. When hearing “people operations” (People Ops) what’s the first thing that comes to mind?

A word cloud visualization of responses to the question "When hearing 'people operations' (People Ops) what's the first thing that comes to mind?". The word "people" is the largest and most prominent, centered in orange. Other significant words include "work" in green, "heard" in dark blue, "hr" in red, "management" in light blue, "operations" in grey, "good" in red, "group" in red, "helping" in pink, "company" in green, "idea" in green, "ops" in green, "employees" in light blue, "employee" in pink, "team" in red, "workers" in blue, "hiring" in orange, "working" in blue, "service" in pink, "resources" in grey, "logistics" in grey, "surgery" in red, "idk" in orange, "human" in green, and "term" in pink.

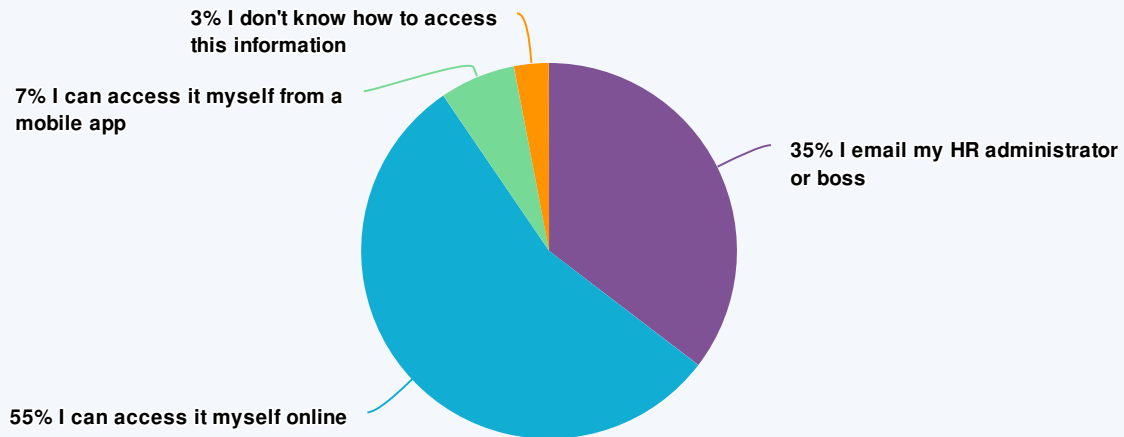
helping company good group  
idk operations  
term heard hr management  
human work idea ops  
people  
employees employee  
team workers hiring working  
surgery service resources logistics





17. Rank the following items in terms of how important they are to you and your success in the business:

Item	Overall Rank	Rank Distribution	Score	No. of Rankings
People strategies & workforce planning	1		3,615	492
Performance, coaching & development	2		3,555	496
Payroll, time & taxes	3		3,440	497
Employee communications, culture & engagement	4		3,187	489
Recruiting, hiring & onboarding	5		3,073	489
Benefits (enrollment, updates, claims, deductions)	6		3,071	494
Compliance (federal & state regulations)	7		2,868	494
Employee experience & wellbeing	8		2,789	484
Employee relations & issue resolution	9		2,572	487
Administrative tasks (data entry, record keeping, reporting)	10		2,436	490
Diversity, inclusion & equality	11		2,080	481



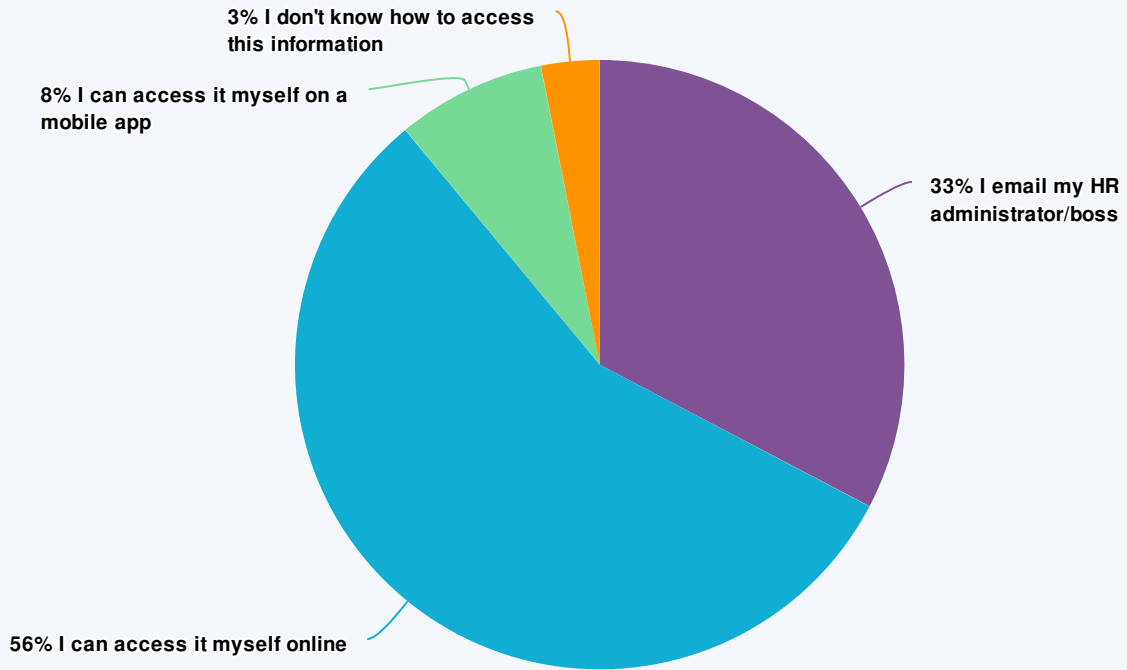
18. How do you access your personal HR documents or employee documents (employment contract, org chart, W4/W2, payroll info, benefits contributions)?



Value		Percent	Responses
I email my HR administrator or boss		35.4%	180
I can access it myself online		55.1%	280
I can access it myself from a mobile app		6.5%	33
I don't know how to access this information		3.0%	15

Totals: 508

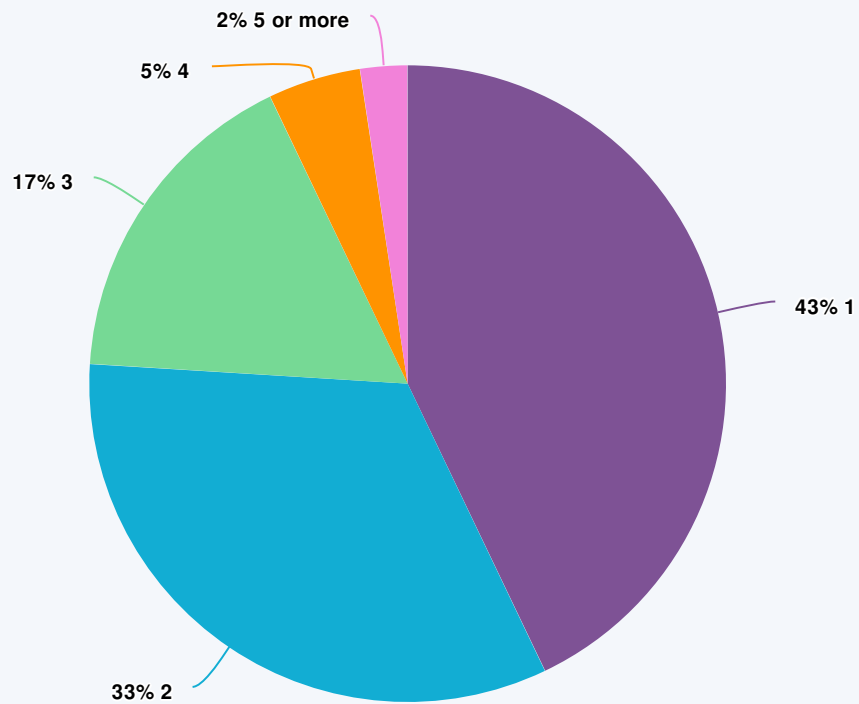
19. How do you access your benefits information (enrolling in insurance, accessing benefits information, and/or making changes to your benefits selections)?



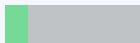




Value	Percent	Responses
I email my HR administrator/boss	32.7%	166
I can access it myself online	56.3%	286
I can access it myself on a mobile app	7.9%	40
I don't know how to access this information	3.1%	16

Totals: 508

20. How many different systems do you need to interact with in order to effectively have HR, payroll, benefits and performance information?

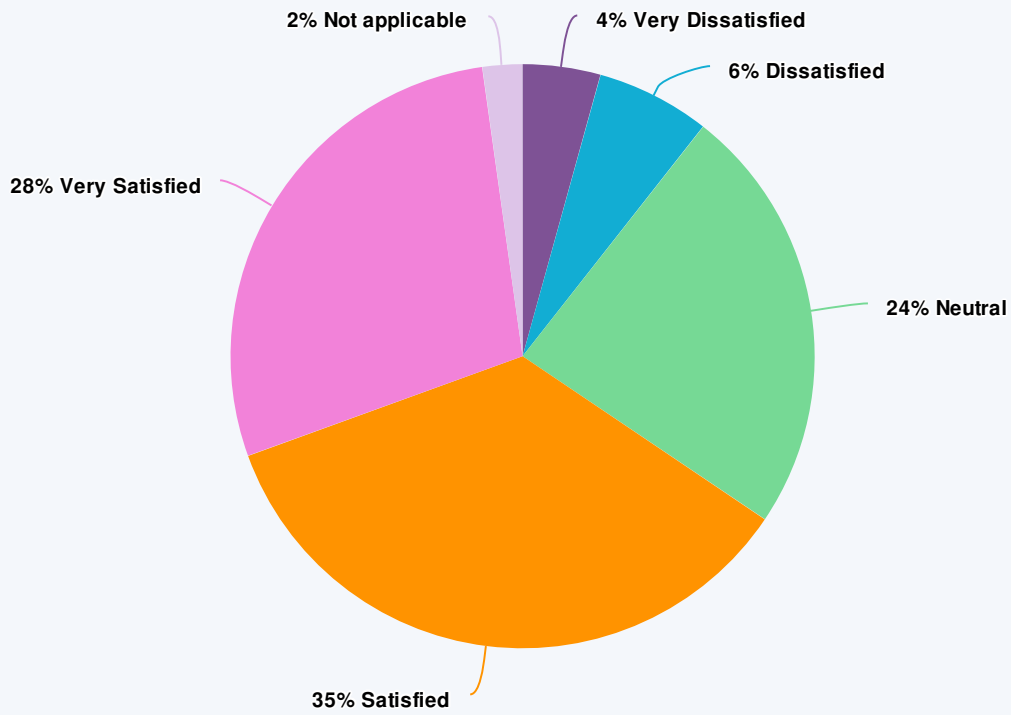


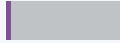



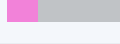
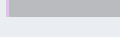
Value		Percent	Responses
1		42.9%	218
2		33.1%	168
3		16.9%	86
4		4.7%	24
5 or more		2.4%	12

Totals: 508



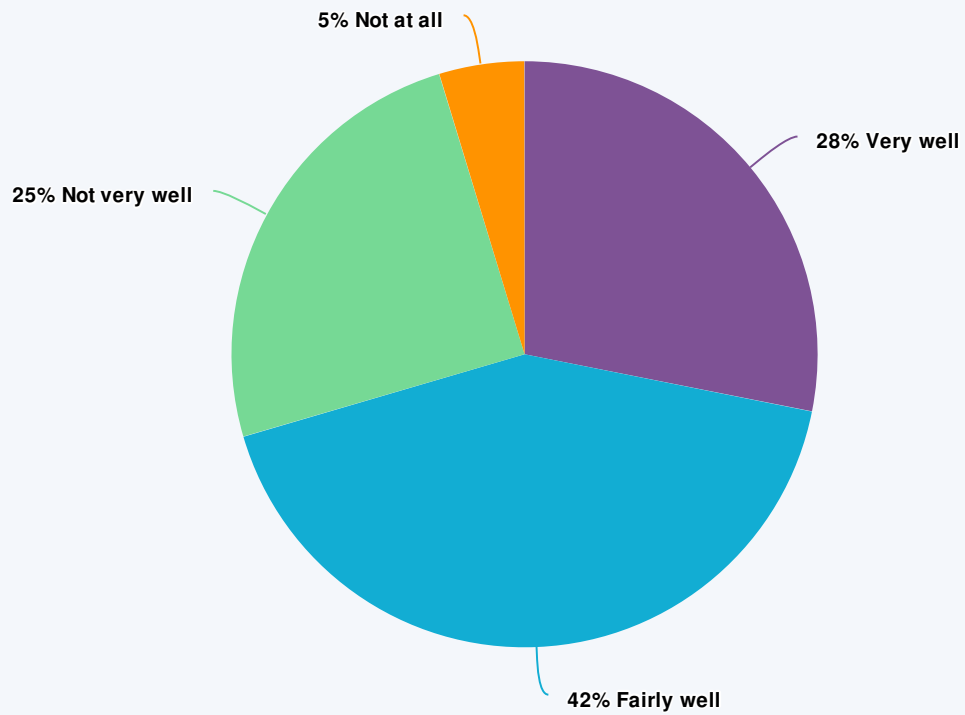
21. Please rate your satisfaction with your CURRENT HR department/operations.



Value		Percent	Responses
Very Dissatisfied		4.3%	22
Dissatisfied		6.3%	32
Neutral		23.8%	121
Satisfied		35.0%	178
Very Satisfied		28.3%	144
Not applicable		2.2%	11

Totals: 508

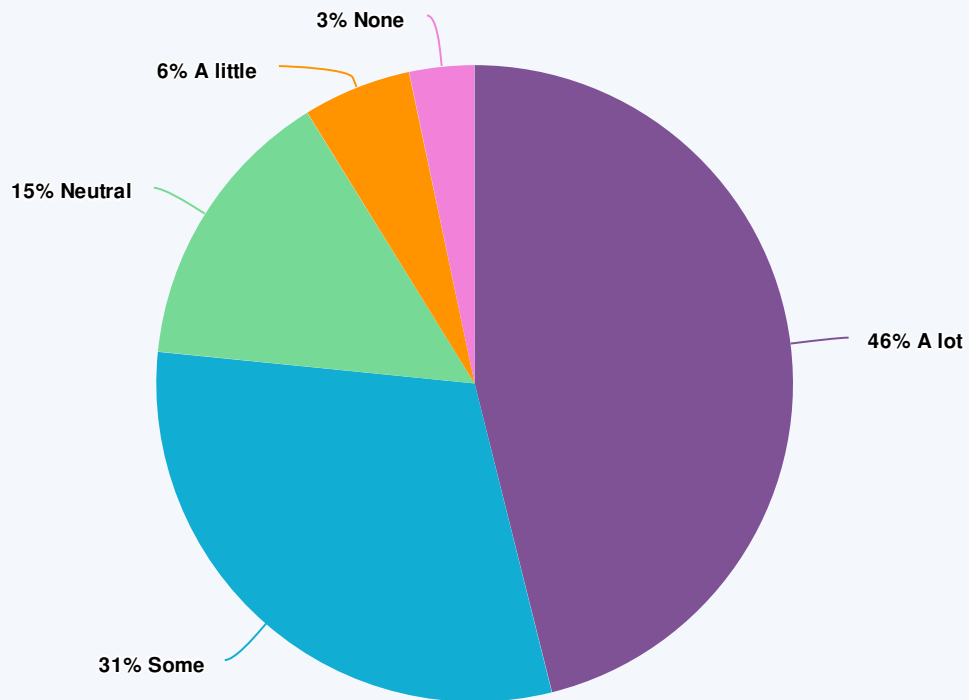
## 22. How well does your HR department understand what motivates you?



Value	Percent	Responses
Very well	28.1%	143
Fairly well	42.3%	215
Not very well	24.8%	126
Not at all	4.7%	24

Totals: 508

### 23. How much do you value diversity, equality and inclusion in the workplace?



Value	Percent	Responses
A lot	46.1%	234
Some	30.5%	155
Neutral	14.6%	74
A little	5.5%	28
None	3.3%	17

Totals: 508