



Employee Feedback Survey Report



Methodology

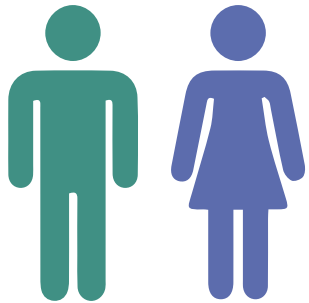
The Explorance Employee Feedback Survey was conducted by Wakefield Research (wakefieldresearch.com) among 2,000 Nationally Representative U.S. Employed Adults, between August 19th and August 25th, 2021, using an email invitation and an online survey. Data has been weighted to ensure reliable and accurate representation of the U.S. employed adult population, ages 18+.

Results of any sample are subject to sampling variation. The magnitude of the variation is measurable and is affected by the number of interviews and the level of the percentages expressing the results. For the interviews conducted in this particular study, the chances are 95 in 100 that a survey result does not vary, plus or minus, by more than 2.0 percentage points from the result that would be obtained if interviews had been conducted with all persons in the universe represented by the sample.



Audience Profile

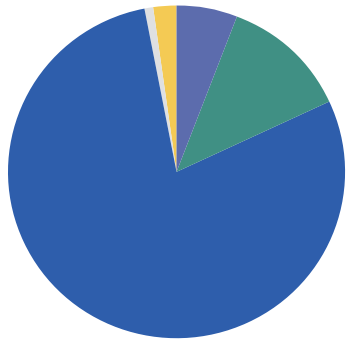
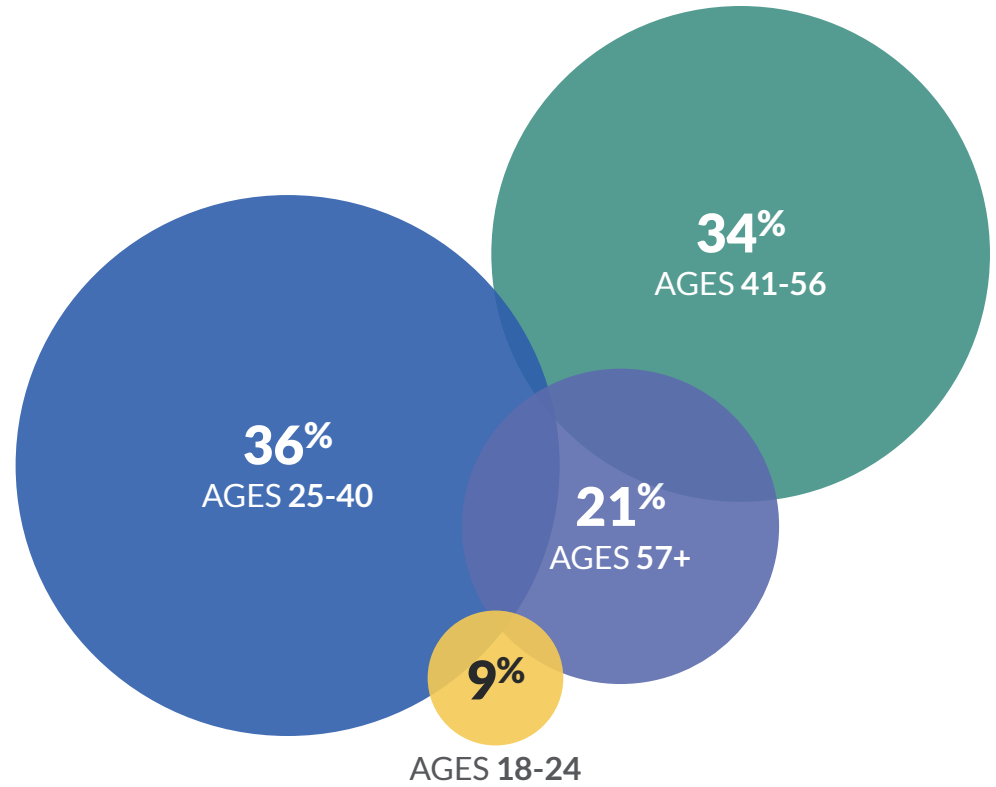
2,000 TOTAL RESPONDENTS



53% MALE

46% FEMALE

1% NON-BINARY



6% Asian

12% African American

78% Caucasian

1% Native American

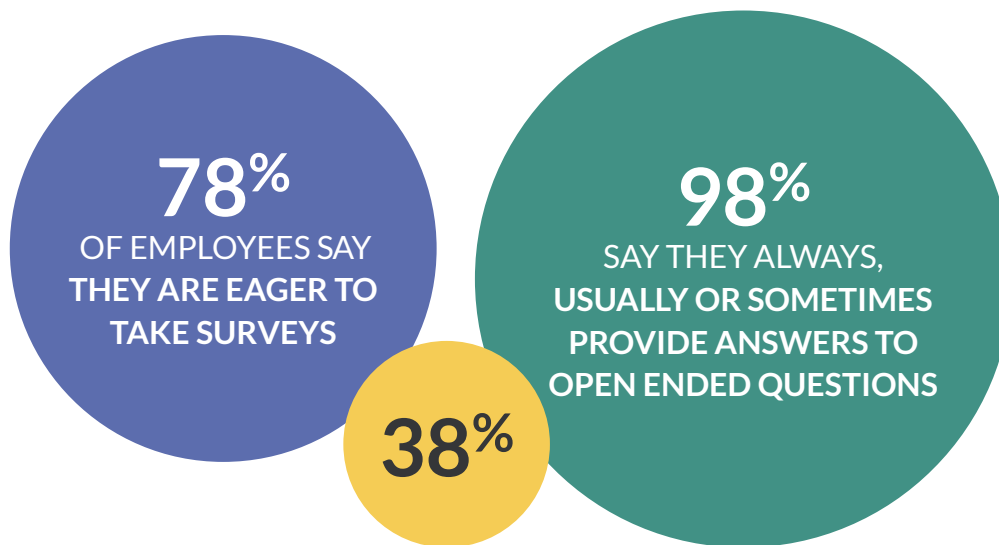
2% Other

2% Accounting	6% Hospitality/Restaurant/Service Industry
3% Automotive	8% Information Technology/Software
4% Banking/Finance	2% Law
1% Communications	7% Manufacturing
6% Construction	2% Non-Profit
1% Consulting	2% Real Estate
8% Education	12% Retail
2% Entertainment	1% Science/Engineering
1% Energy	1% Telecommunications
5% Government/Policy	12% Other
13% Healthcare/Medicine/Pharmaceuticals	

Key Findings

Today's business leaders are experiencing labor challenges like never before. Throughout nearly every sector of the economy, workers are changing jobs at unprecedented levels. This "Great Resignation" has left employers struggling to understand what exactly workers want and how best to recruit, engage, and retain them. Explorance fielded a survey designed to probe employee attitudes regarding employer surveys, the main avenue which employees have to provide feedback to their employers, in order to uncover the root causes of employee satisfaction/dissatisfaction and the factors that drive employee flight.

Employees are eager to share their honest feedback with their employers and see company surveys as the best vehicle for doing so:



SAY COMPANY SURVEYS ARE THE PREFERRED METHOD FOR SHARING FEEDBACK WITH OR ABOUT THEIR COMPANY, THE HIGHEST PERCENTAGE OF ANY RESPONSE OPTION

When asked why they complete company surveys





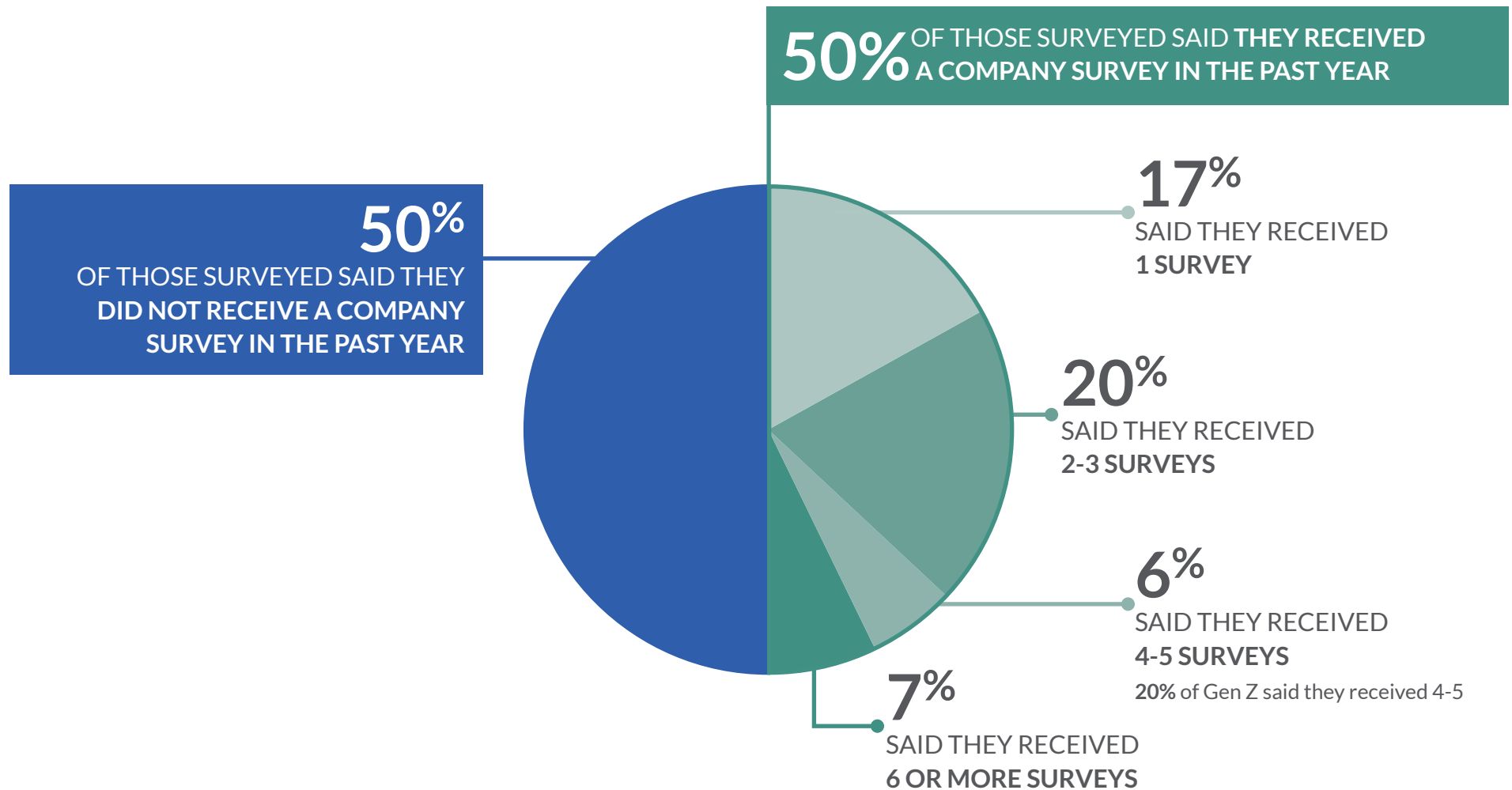
Are insights around the root causes of employee dissatisfaction and The Great Resignation sitting unread in survey data files?

- Nearly half of employees and **40%** of executives surveyed don't believe their feedback leads to meaningful change.
- **40%** of executives say they don't see that their feedback really changes anything. **56%** of executives say they never see the results from surveys, and **67%** say they only see certain results, suggesting that survey data are being too closely held within the surveying department.
- Of those employees that believe their feedback does not lead to meaningful change, a third (**33%**) are seeking new employment.

Engaging with employee feedback is critical to employee retention:

- **41%** of all respondents say they are looking for a new job. However, **53%** of Millennials say they are looking for a new job, the highest % of any demographic group in the survey. **41%** of Millennials also said that they don't believe the feedback they provide their employers leads to meaningful change.
- **49%** of Gen Z say they are looking for a new job. **33%** said that they don't believe the feedback they provide their employers leads to meaningful change.
- **24%** or almost a quarter of Boomers say they are looking for a new job, with **83%** saying they don't believe the feedback they provide their employers leads to meaningful change.
- **52%** of Health Care workers surveyed and **26%** of Retail/Hospitality/Service employees surveyed said that they don't believe the feedback they provide their employers leads to meaningful change. **43%** of Health Care workers and 46% of Retail/Hospitality/Service employees say they are looking for new employment.

In the past year, how many surveys, if any, have you received from your full- or part-time employer asking you to provide feedback about the company?



In the past year, were you asked to complete more employer surveys than in the year prior? If so, about how many more surveys were you asked to complete?



56%

SAID THEY WERE ASKED TO
COMPLETE MORE SURVEYS

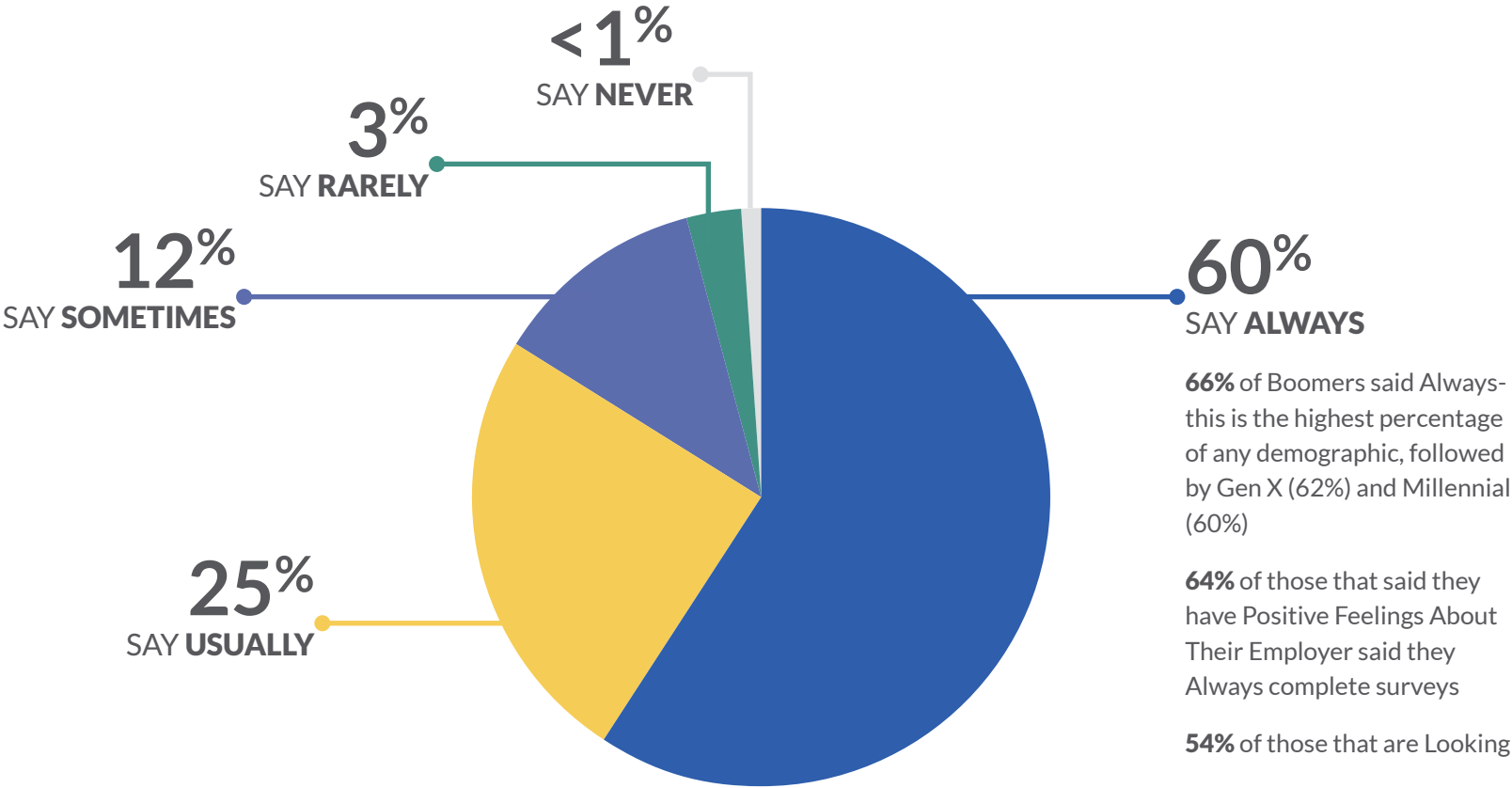


29%

SAID THEY WERE ASKED TO
COMPLETE ABOUT TWICE AS
MANY SURVEYS

36% of Millennials said twice as many

How often do you fully complete surveys that come from your full- or part-time employer asking you to provide feedback about the company?



What are some of the reasons you don't complete surveys that come from your full- or part-time employer asking you to provide feedback about the company? Please select all that apply.



45%
SAY I DON'T SEE THAT MY FEEDBACK REALLY CHANGES ANYTHING

83% of Boomers say I don't see that my feedback really changes anything- the highest % of any demographic

33% of those that say they are Looking for Employment say I don't see that my feedback really changes anything

26% of Retail/Wholesale/Hospitality/Service workers say I don't see that my feedback really changes anything

52% of Healthcare/Medicine/Pharma workers say I don't see that my feedback really changes anything

40% of Executives say I don't see that my feedback really changes anything



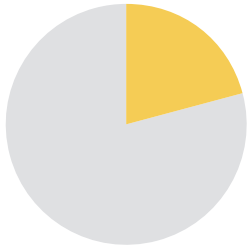
43%
SAY THEY NEVER SEE THE RESULTS FROM THE SURVEY

43% of Executives say they never see the results from the survey



28%
SAY THEY ONLY SEE CERTAIN RESULTS FROM THE SURVEY

67% of Executives say they only see certain results from the survey



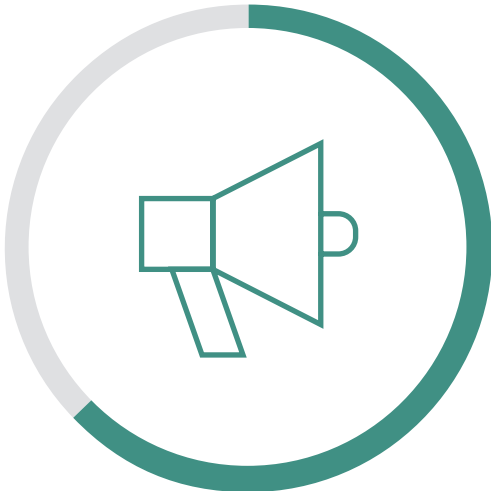
21%
SAY THEY NEVER ASK THE RIGHT QUESTIONS

Why do you “always” or “usually” complete surveys? Please select all that apply.



63%

SAY TO SHARE FEEDBACK WITH MANAGEMENT



63%

SAY I WANT MY VOICE AND OPINIONS TO BE HEARD



52%

SAY TO DRIVE POSITIVE CHANGE IN MY COMPANY

When taking employee surveys, how honest are you with respect to your feedback about your current full- or part-time employer?



SAY THEY ARE COMPLETELY HONEST



SAY THEY ARE SOMEWHAT HONEST

98% say they are Completely or Somewhat honest

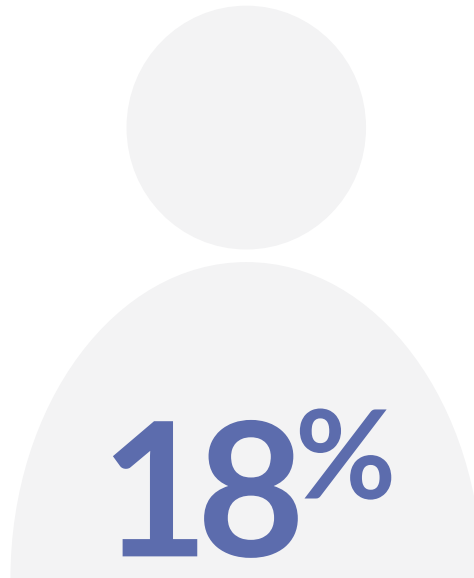


ADMIT TO BEING COMPLETELY OR SOMEWHAT DISHONEST

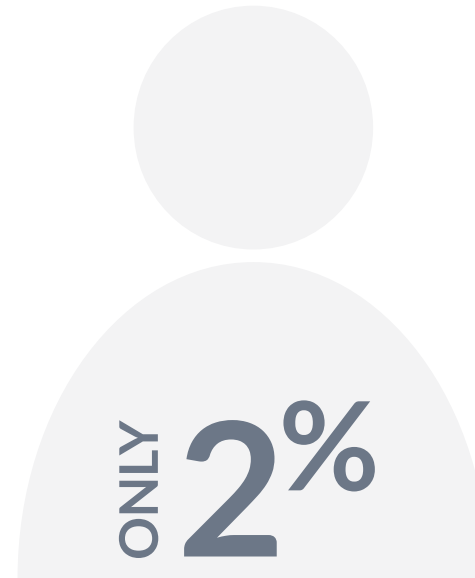
Please complete the following sentence:
When taking surveys about my current full- or part-time employer, I'm completely honest with my feedback because...



SAY INSTIGATE CHANGES/
IMPROVEMENTS



SAY THEY WANT TO
BE HEARD



SAY THEY ARE FEARFUL
OF REPERCUSSIONS



On some employee surveys, employees like yourself have the option to provide longer-form, fill-in-the-blanks suggestions/feedback. How often do you take the time to do this?

98%

PROVIDE FILL IN THE BLANKS SUGGESTIONS AND FEEDBACK AT SOME POINT

2% SAY NEVER

31% say Usually

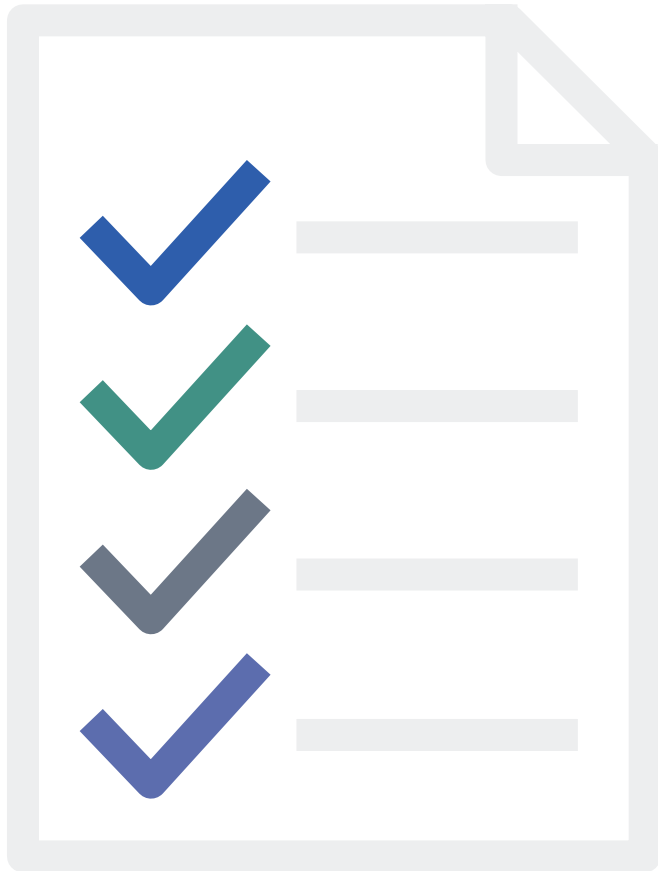
24% say Sometimes

7% say Rarely

Do you generally feel eager or annoyed when your employer asks you to complete a survey?



What's the most appealing part of taking employee surveys? Please select up to three responses.



52% SAY IT GIVES ME AN OPPORTUNITY TO PROVIDE VALUABLE FEEDBACK

55% of Millennials say It gives me an opportunity to provide valuable feedback, the highest % of any demographic

44% SAY IT MAKES ME FEEL LIKE MY OPINION MATTERS

45% of Millennials say It makes me feel like my opinion matters, the highest % of any demographic

41% SAY MY FEEDBACK WILL CONTRIBUTE TO MEANINGFUL CHANGES

45% of Millennials say My feedback will contribute to meaningful changes, the highest % of any demographic

13% SAY THERE IS NOTHING APPEALING ABOUT TAKING EMPLOYEE SURVEYS

What is your preferred method for sharing feedback with or about your employer?



38%

COMPANY SURVEY, THE HIGHEST PERCENTAGE OF ANY RESPONSE

40% of Millennials say Company survey, the highest % of any demographic



8%

IN A COMPANY WIDE MEETING



25%

ONE-ON-ONE MEETING WITH YOUR MANAGER



7%

ONE-ON-ONE MEETING WITH YOUR HR



8%

VIA EMAIL TO MY MANAGER



4%

ON A JOB WEBSITE (GLASSDOOR, INDEED, ETC.)

How do you feel about working for your current full- or part-time employer?



92%
SAY THEY HAVE
POSITIVE FEELINGS
ABOUT THEIR
EMPLOYER

86%
OF THOSE LOOKING FOR
EMPLOYMENT ALSO SAY THEY
HAVE POSITIVE FEELINGS
ABOUT THEIR EMPLOYER



Explorance

From insight to action

Explorance is an innovative Employee Experience Management and Student Experience Management solution provider that empowers organizations in making personalized and impactful decisions with feedback data. Through its offerings, Blue, Bluepulse, BlueX, BlueML, and Metrics That Matter, Explorance reimagines how Experience Management can impact the lifelong learner’s journey, by breaking down segmented data silos so you can connect the dots and make the best possible decisions.

BlueML is the only machine learning-powered comment analysis solution specifically trained to turn employee responses into decision-grade intelligence. With BlueML, business leaders can make sense of – and make decisions from – the unstructured data gathered from employee surveys and other sources of feedback, driving meaningful and actionable insights in just seconds.

Founded in 2003, Explorance is headquartered in Montreal with business units in Chicago, Chennai, Melbourne, Amman, and London. Since 2014, Explorance has been consecutively ranked as a top employer by the Great Places to Work Institute® and is currently ranked the #1 “Best Workplace In Canada for 2021.” Explorance works with 35% of the Fortune 100, and 25% of the top higher education institutions, including 8 out of the 10 top business schools in the world, and serves the needs of customers in over 40 countries.

To learn more, please visit explorance.com and follow us on [LinkedIn](#) and [Twitter](#).

