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

- 34% AGES 41-56
- 36% AGES 25-40
- 21% AGES 57+
- 9% AGES 18-24

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<tr>
<th>Industry</th>
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<tr>
<td>Accounting</td>
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<td>Hospitality/Restaurant/Service Industry</td>
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<td>Automotive</td>
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<td>Information Technology/Software</td>
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<td>Banking/Finance</td>
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<td>Law</td>
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<td>Communications</td>
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<td>Manufacturing</td>
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<td>Construction</td>
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<td>Consulting</td>
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<td>Science/Engineering</td>
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<td>Energy</td>
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<td>Government/Policy</td>
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<td>Other</td>
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<td>Healthcare/Medicine/Pharmaceuticals</td>
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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:

- **78%** of employees say they are eager to take surveys.
- **98%** say they always, usually or sometimes provide answers to open ended questions.
- **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 asked why they complete company surveys:

- **Say to share feedback with management**: 63%
- **Say I want my voice and opinions to be heard**: 63%
- **Say to drive positive change in my company**: 52%

**Explorance**
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?  

50% of those surveyed said they did not receive a company survey in the past year.  

50% of those surveyed said they received a company survey in the past year.  

17% said they received 1 survey.  

20% said they received 2-3 surveys.  

6% said they received 4-5 surveys.  

7% said they received 6 or more surveys.  

20% of Gen Z said they received 4-5 surveys.
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?

- **60%** say **ALWAYS**
- **25%** say **USUALLY**
- **12%** say **SOMETIMES**
- **3%** say **RARELY**
- **<1%** say **NEVER**

66% of Boomers said Always—this is the highest percentage of any demographic, followed by Gen X (62%) and Millennial (60%)

64% of those that said they have Positive Feelings About Their Employer said they Always complete surveys

54% of those that are Looking
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?

- **81%** say they are completely honest.
- **18%** say they are somewhat honest.
- **2%** admit to being completely or somewhat dishonest.

98% say they are Completely or Somewhat honest.
Please complete the following sentence: When taking surveys about my current full- or part-time employer, I’m completely honest with my feedback because...

- **28%** say instigate changes/improvements
- **18%** say they want to be heard
- **2%** 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?

- 31% say Usually
- 24% say Sometimes
- 7% say Rarely
- 98% say they provide fill-in-the-blanks suggestions and feedback at some point
- 2% say never
Do you generally feel eager or annoyed when your employer asks you to complete a survey?

- 78% say **eager**
  - 19% say extremely eager
  - 22% say very eager
  - 37% say somewhat eager
- 22% say **annoyed**
  - 18% say somewhat annoyed
  - 2% say very annoyed
  - 1% say extremely annoyed
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, the highest % of any demographic

44% say it makes me feel like my opinion matters, the highest % of any demographic

41% say my feedback will contribute to meaningful changes, the highest % of any demographic

13% say there is nothing appealing about taking employee surveys

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

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

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

- **25%**
  - ONE-ON-ONE MEETING WITH YOUR MANAGER

- **8%**
  - VIA EMAIL TO MY MANAGER

- **8%**
  - IN A COMPANY WIDE MEETING

- **7%**
  - ONE-ON-ONE MEETING WITH YOUR HR

- **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.