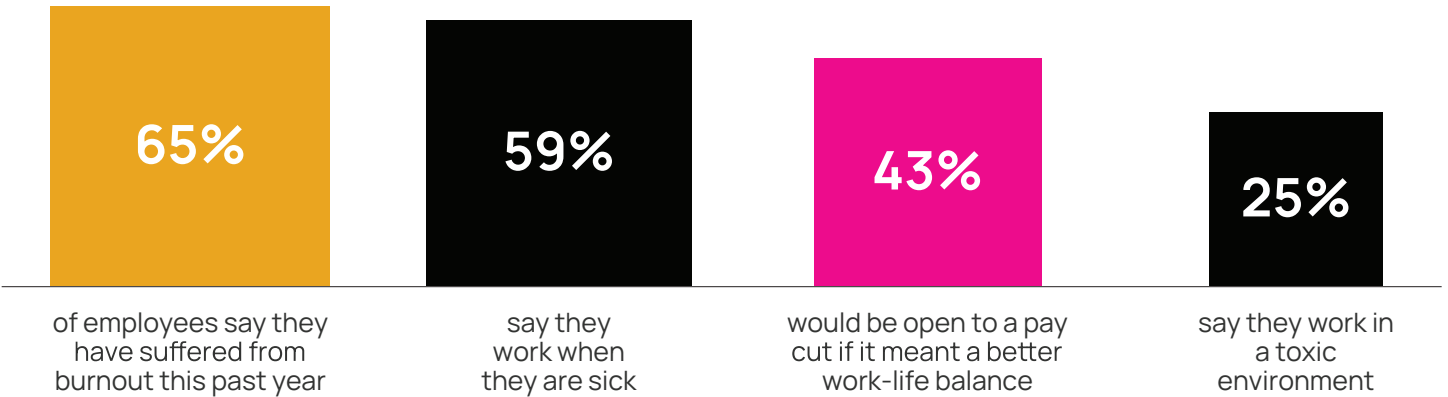




Uncovering the
Significant
HR Trends
of 2024

to Maximize Your
Next-Best Step

According to our third-annual survey of 1,100 full-time employees, **84 percent of respondents say they are satisfied with their jobs.** That's great news for employers looking to cultivate a thriving and productive workforce. However, other data gleaned from the survey suggests there may still be cause for concern.



What's more concerning is [isolved's recent survey](#) revealed that 58 percent of employees plan to explore new job opportunities in the next 12 months. Organizations are wise to dig deeper to unearth what's on their employees' minds and agendas. While investing in the right tools and technology is essential for a positive employee experience (EX), **successful businesses will focus on creating an EX that matters, one that truly resonates with each member of their workforce.**

The objective of this report is to get to the root of what makes today's employees tick to help inform organizations' next-best step in creating a superior EX.



Evaluating Employee Needs and Wants

Retention continues to dominate as the biggest stressor keeping HR leaders up at night. According to [isolvd's survey of 500 HR decision makers](#), more than half expect it to be more difficult this year. While job satisfaction is high at 84 percent, we dug deeper to see what employees truly want and what actions employers will need to take to retain them.

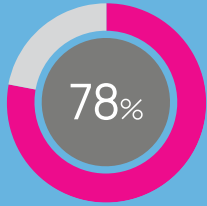
Of those employees we surveyed who aren't satisfied, compensation is the number one reason why, surpassing the number two reason—recognition—by 22 percent. Employers should prioritize providing fair and competitive compensation to maintain a motivated, engaged workforce for increased productivity and long-term success.



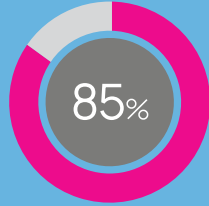
Why aren't you satisfied with your current job?



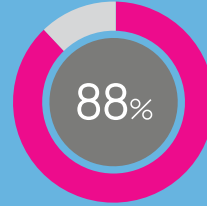
It's increasingly important to employees that their work is rewarding. **Eighty-eight percent say it has become more important to have a job they find personally fulfilling.** That number has ticked up the last three years from 78 percent in 2022.



2022: 78% indicate it has become more important to find a personally fulfilling job



2023: 85% indicate it has become more important to find a personally fulfilling job



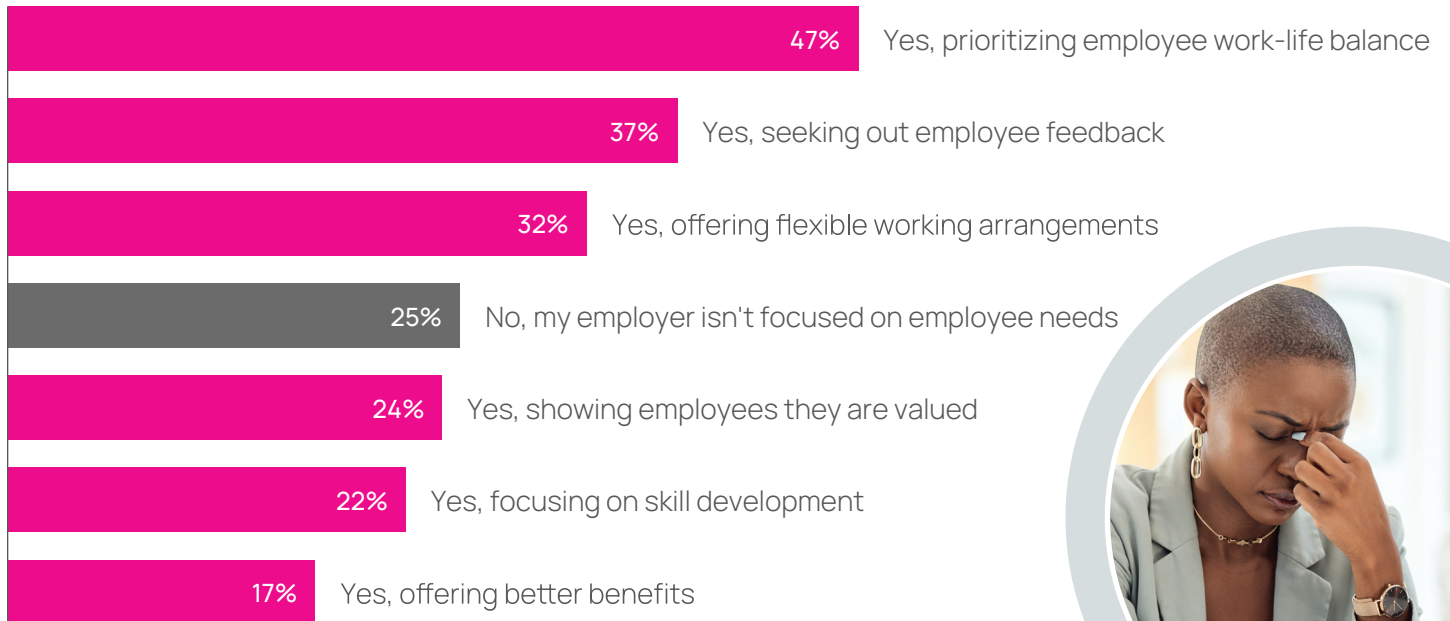
2024: 88% indicate it has become more important to find a personally fulfilling job

More good news: 75 percent of employees say that their employer is more focused on their needs this year than before. The top way employees say their employers are demonstrating this is by prioritizing employee work-life balance (47 percent). This is a significant increase over last year, when only 69 percent of employees said employers were focusing on employee needs and 35 percent were prioritizing work-life balance.

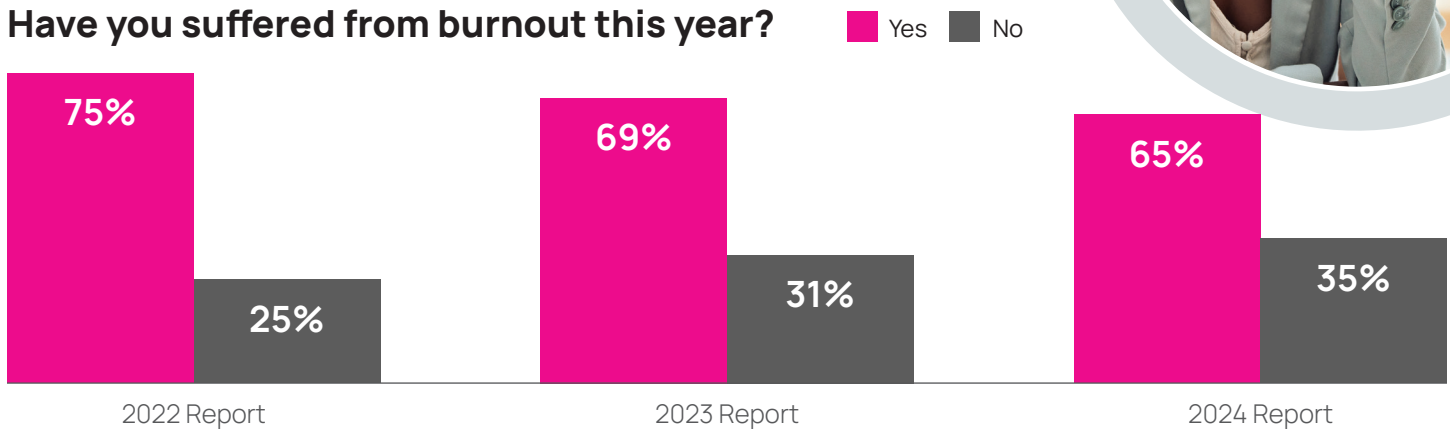
It seems the effort that employers are putting in to protect the mental health and wellness of their workforce is making an impact, albeit slightly. **Sixty-five percent say they have experienced burnout this year.** While seemingly high, that number has steadily decreased year over year according to our research.



Over the last year has your employer focused more on employees' needs? If so, how?

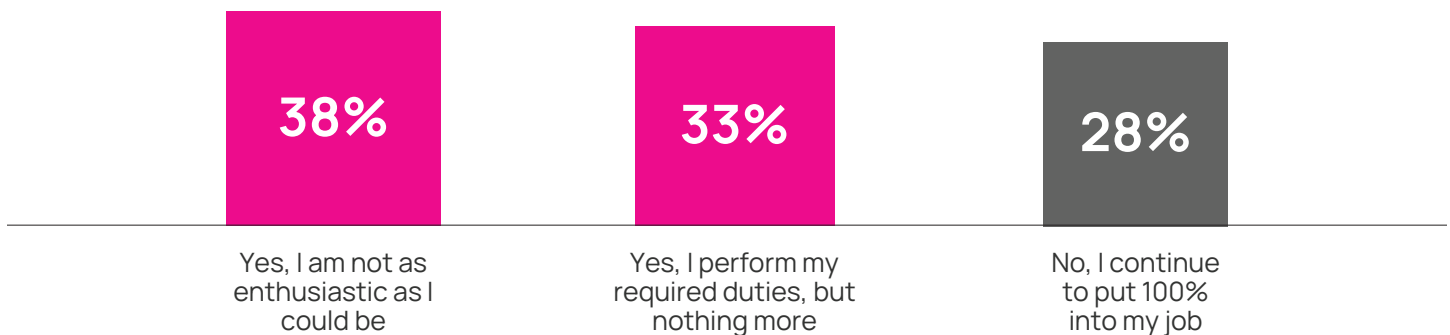


Have you suffered from burnout this year?



It's no surprise that feelings of stress negatively affect productivity. When asked if burnout impacts their performance, 72 percent of employees said yes. This percentage has remained relatively unchanged since last year's survey.

Does burnout impact your performance?

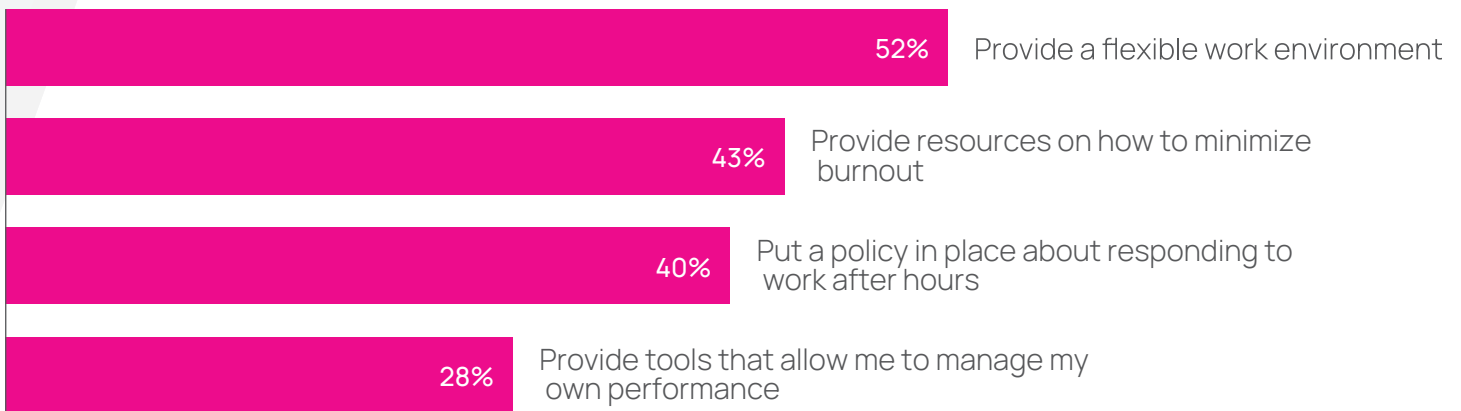


Exploring What Constitutes Good EX

Creating a positive employee experience is more important than ever. Not only do employees indicate that burnout directly affects their performance, but the [aforementioned isolved survey](#) shows that a poor EX leads to a lackluster customer experience. Ninety percent of employees say the experience they have as an employee influences the experience they provide customers. Focusing on EX doesn't just boost recruitment and retention, it also impacts the organization's bottom line.

Despite fewer employees reporting burnout than in previous years, the number is still significant, and it's in employers' best interest to address it. **When it comes to alleviating burnout, self-service tools, self-help resources and no-work policies are valued, but it's flexible work environments that top the list.**

How would you like your employer to address burnout?

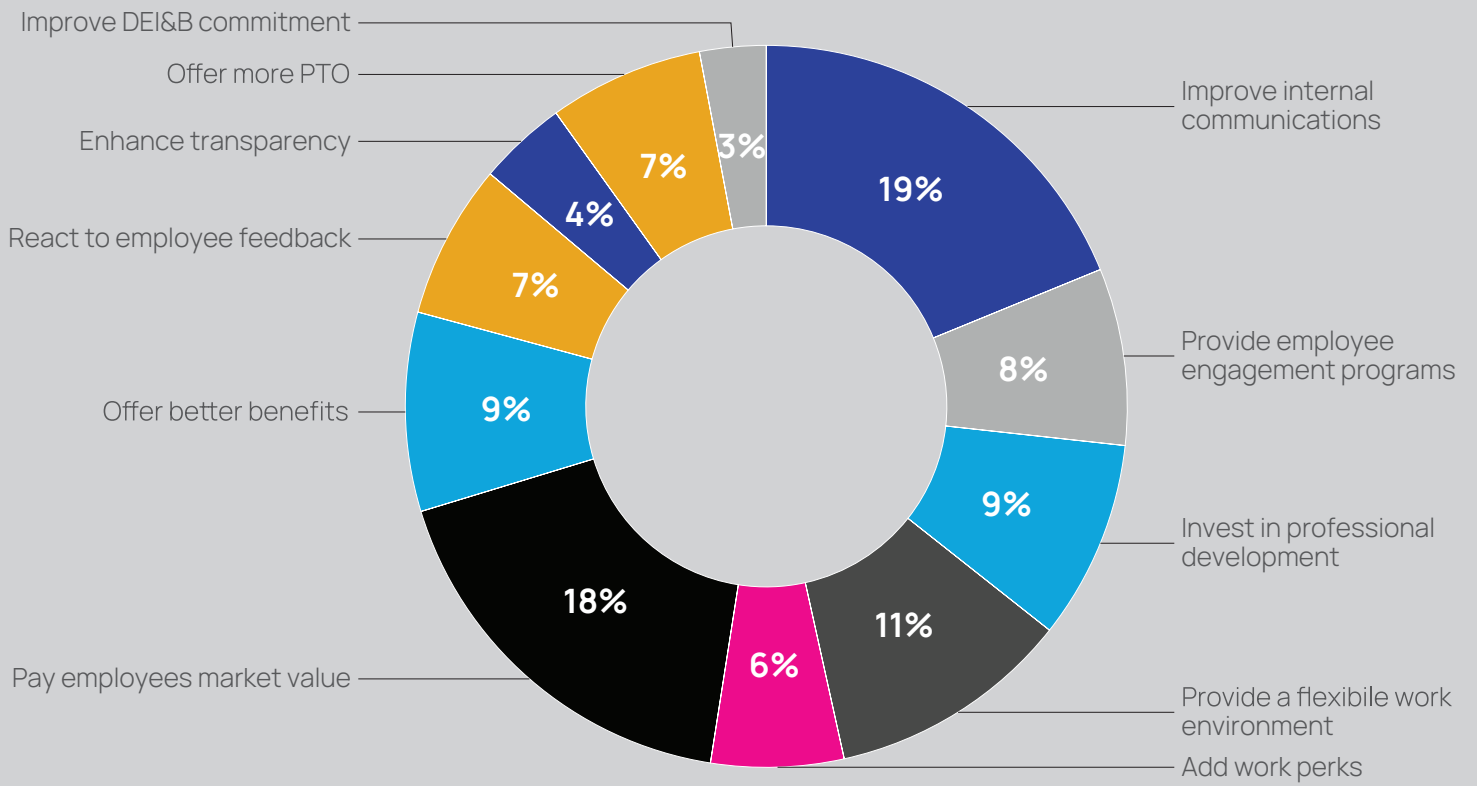


With EX, perception is everything. We asked employees to rate their company's EX in 2023; more than half (54 percent) rate it as "good" or "outstanding." Which is just slightly higher than our last two surveys.

Culture and EX go hand in hand. While culture provides the foundational values of the organization, EX focuses on the employee's journey within that culture. In short—good EX can't exist without positive culture.

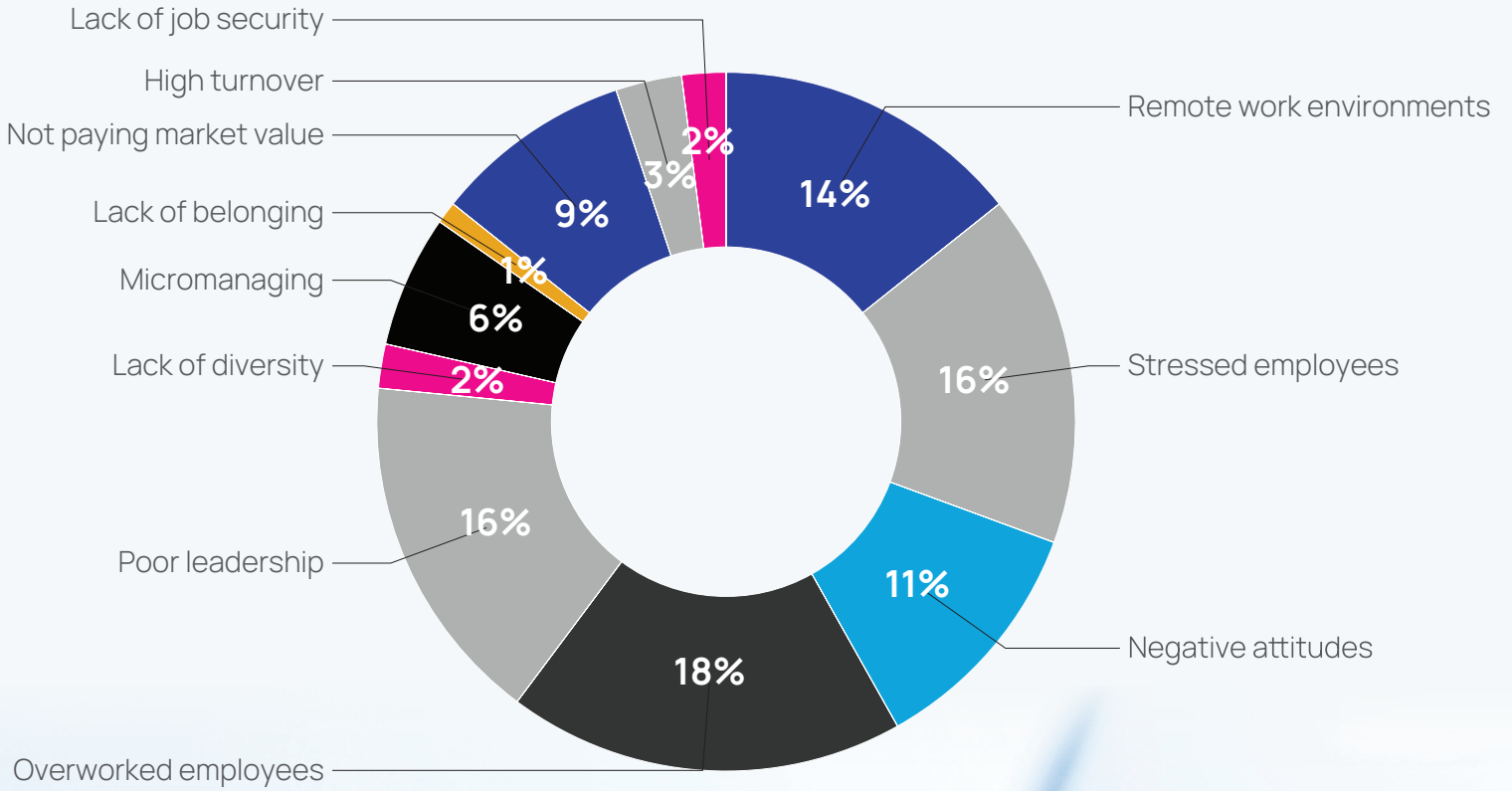
When it comes to ways HR can boost culture, "improve internal communications" took the top spot over "pay employees market value." This is an area employers should focus their efforts on since 41 percent of employees replied "no" or "unsure" when asked if management adequately communicates with them about things like company performance and goals.

What is the top way your HR department could improve culture?



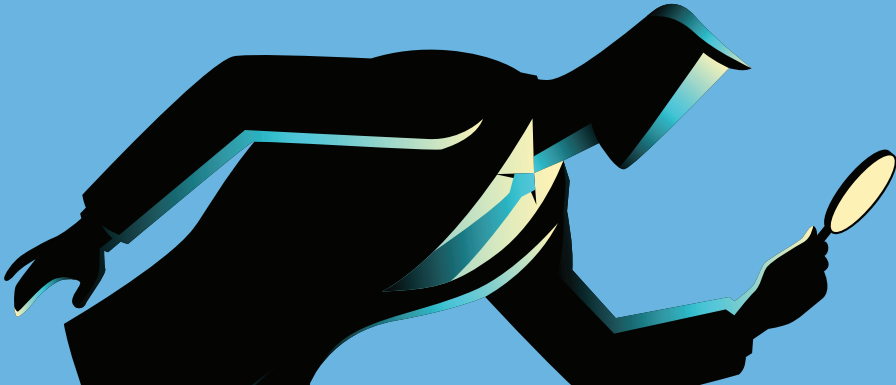
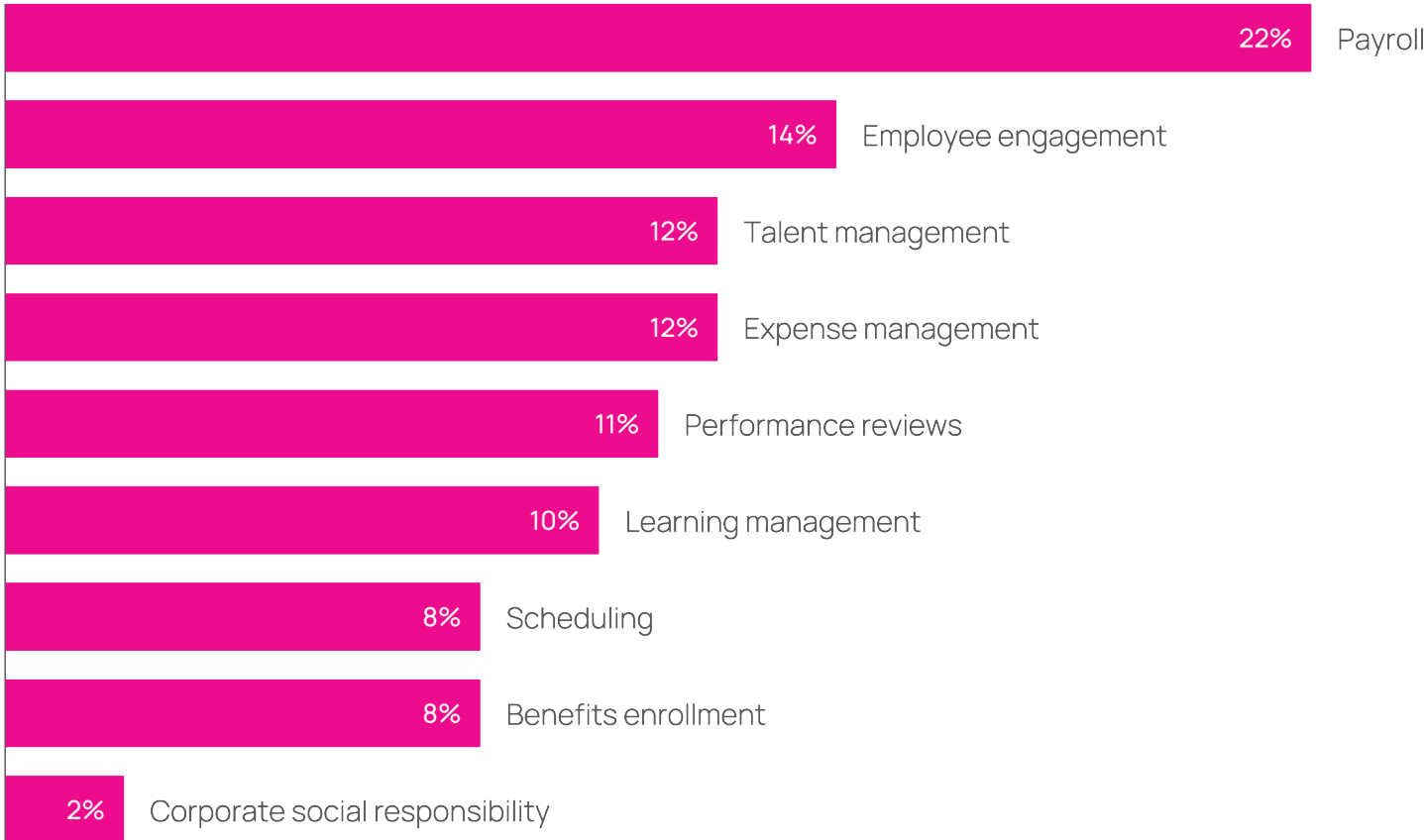
When asked what the top threat to positive culture is, employees confirm the potential burnout has in hindering good EX. Overworked and stressed employees, along with poor leadership dominate the top responses.

What is the top threat to positive company culture?



Employee experience encompasses every aspect of the employee lifecycle—from talent management and learning management to benefits enrollment and scheduling. And employers must address each one. So, where are the gaps? **We asked what employees what HR activity needed the most improvement at their company; payroll was the top response.** This punctuates the importance of focusing on basic HR processes to ensure a favorable EX – at the foundation. Employee engagement and expense management round out the top three HR activities that employees think need the most improvement where they work.

Which HR activity needs the most improvement at the company where you work?



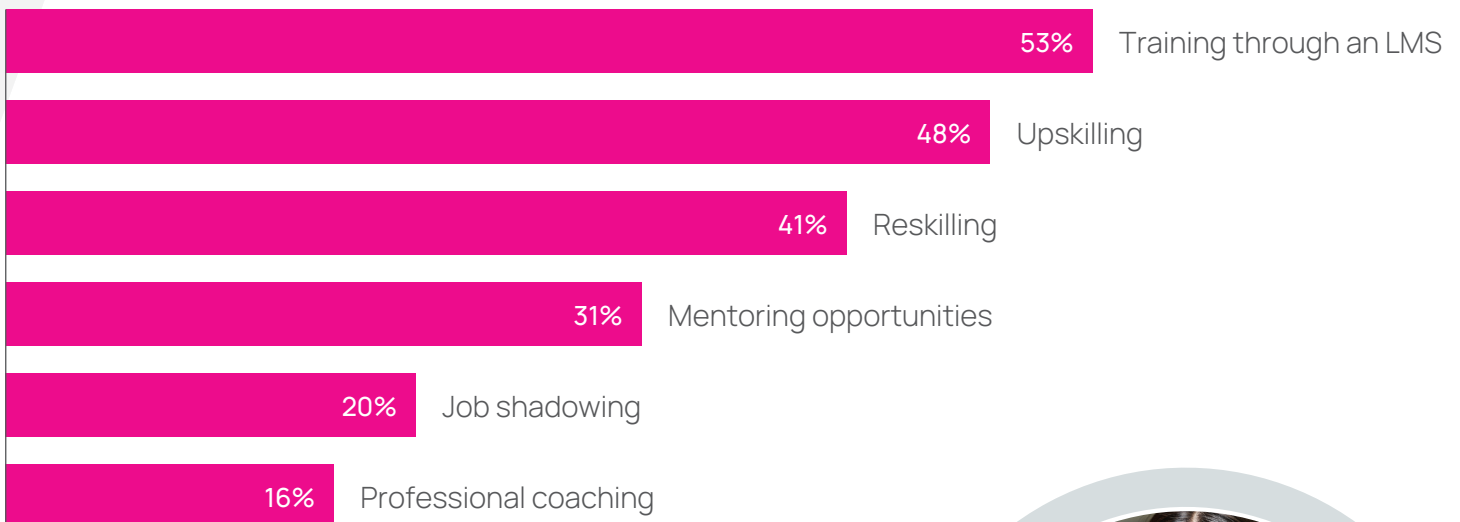
Enhancing Professional Development

Exploring employees' expectations further, we asked how they would like their employers to engage them in 2024. **More than half of employees want their employer to provide more opportunities to develop their skills.**

Providing professional development opportunities is one way employers show employees they are valued. Are these efforts working? We asked employees to rate their employer's commitment to furthering their careers. There is room for improvement in this area—52 percent say “poor” or “average” with only 14 percent rating it as outstanding.

We asked what tools and resources employees have available to them to support their career growth. Training through a learning management system (LMS) was the top response with 53 percent of employees saying they have access to one.

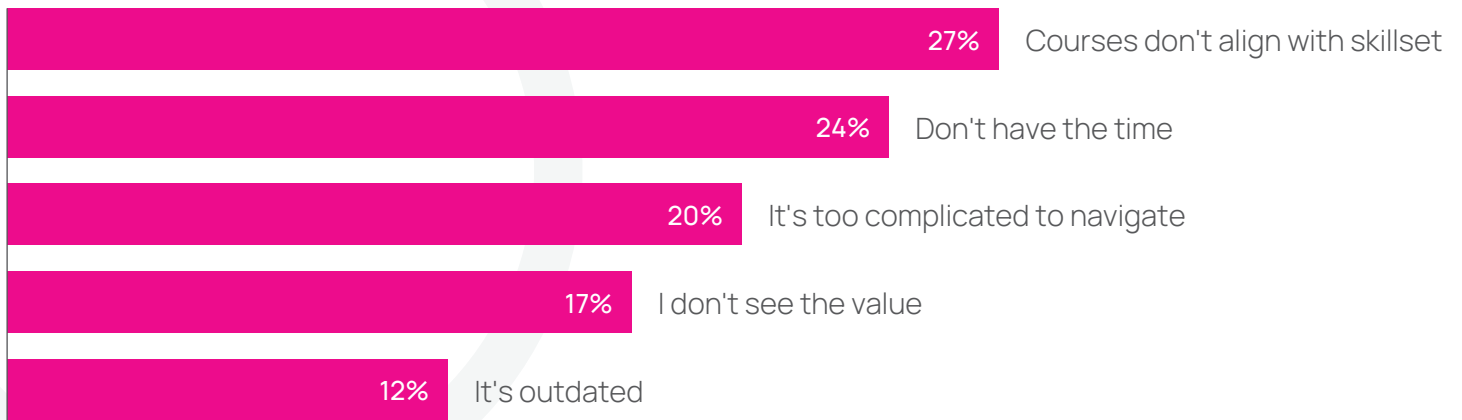
Does your employer provide the following to support your career growth?



Interesting to note, of those who have access to an LMS, only 58 percent say they use it regularly. Investing in an LMS that's intuitive and relevant to an organization and allowing employees time to complete the courses is important. The top reasons employees say they don't leverage their LMS is that the courses don't align with their skillset, and that they don't have the time.



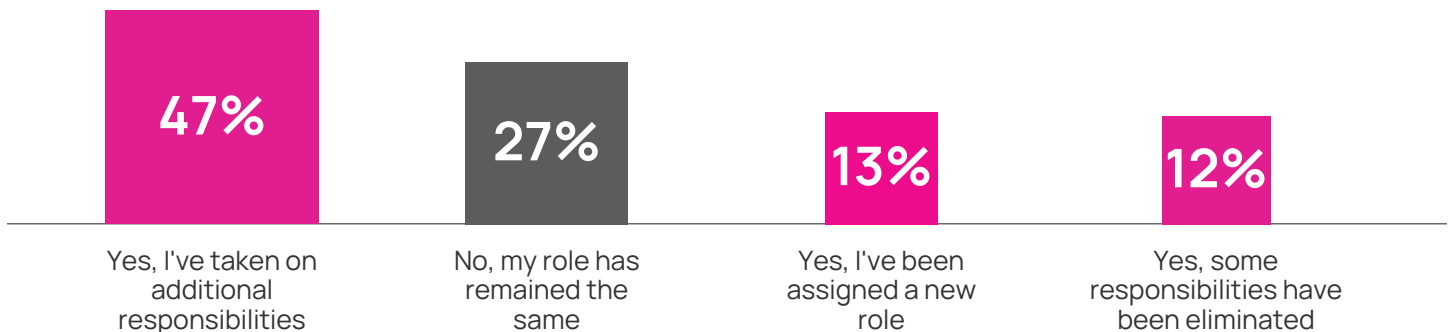
What is the main reason you don't use your organization's LMS regularly?



In addition to training through an LMS, employers are supporting their employees' career growth through expansion of their current skillset (upskilling) and acquisition of a new skills (reskilling). These solutions are rising in popularity as a way to address the skills gap affecting most industries.

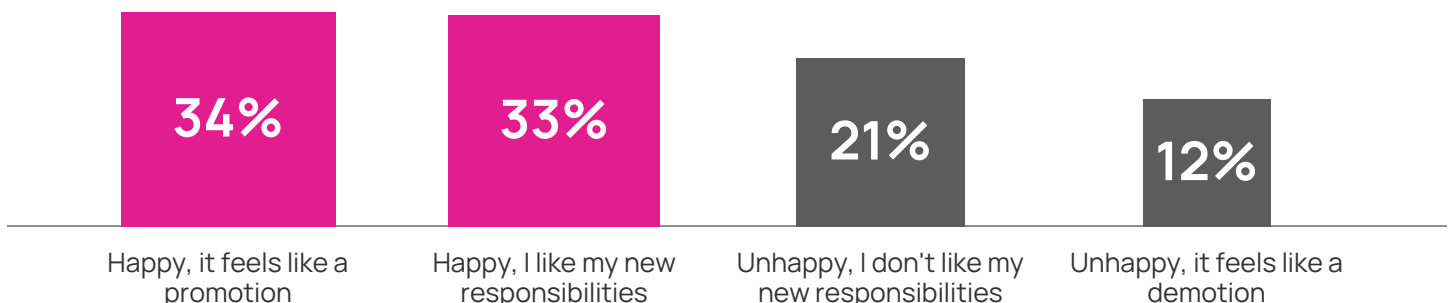
With new skillsets come new responsibilities. Seventy-three percent of employees say their role has changed at their current employer, with 46 percent taking on additional responsibilities.

Has your role changed since you've been with your current employer?



Fortunately, the majority (67 percent) feel good about the change in role—the reason why is split between liking the new responsibilities and feeling like it's a promotion.

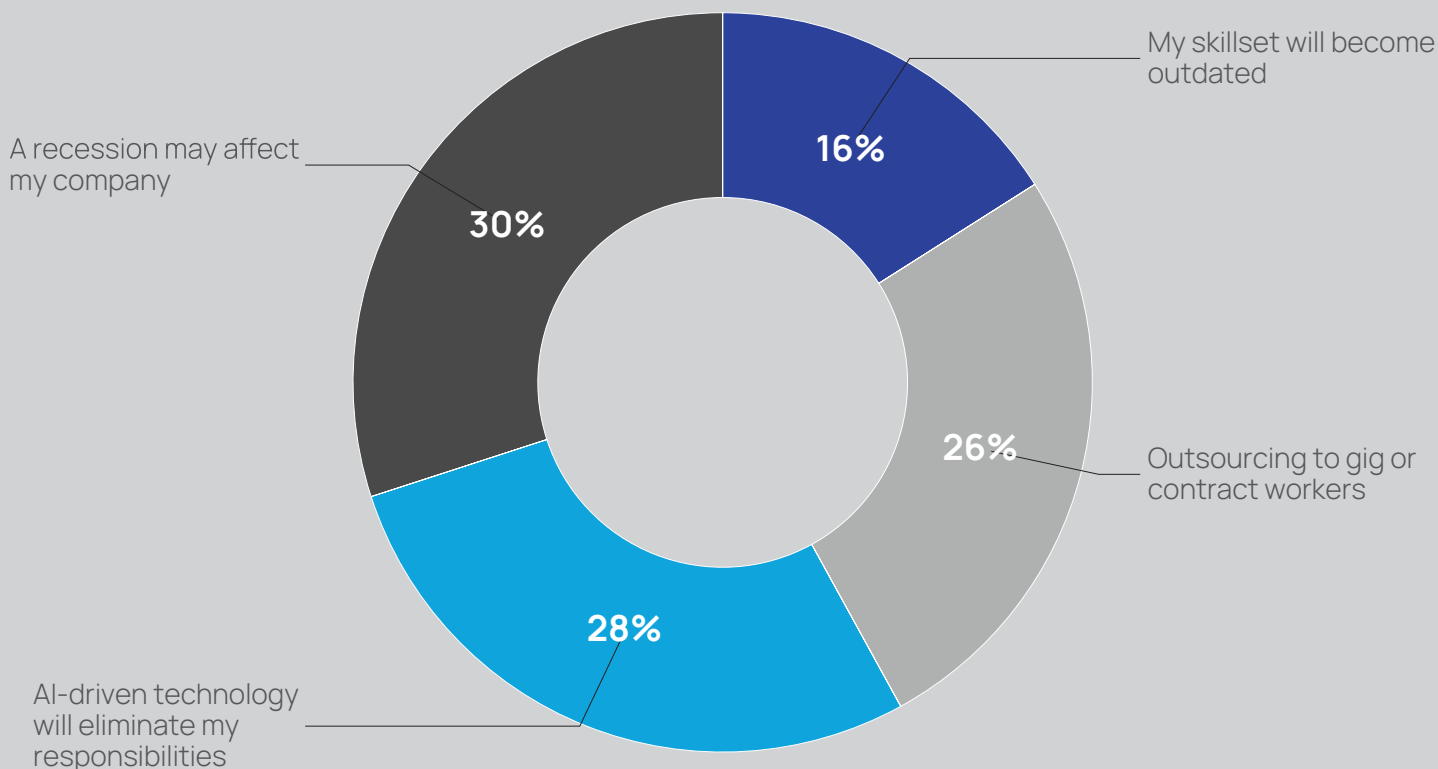
How do you feel about the change in your role?



Expressing Recognition and Value

During a time of economic uncertainty, it comes as no surprise that employees say a potential recession is the biggest threat to job security. Artificial intelligence (AI) dominating headlines with images of robots performing complex tasks is likely the reason why “AI-driven technology will eliminate my responsibilities” is the second top perceived threat.

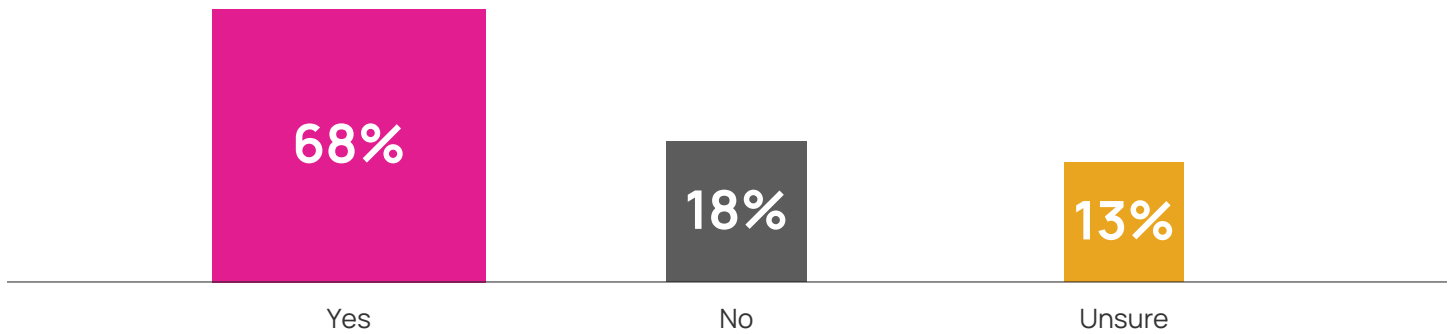
What do you feel is the biggest threat to job security?



Despite these factors, most respondents feel their job is safe from elimination. In fact, **72 percent of employees say they feel secure in their current position.** That number is almost identical to our 2023 report.

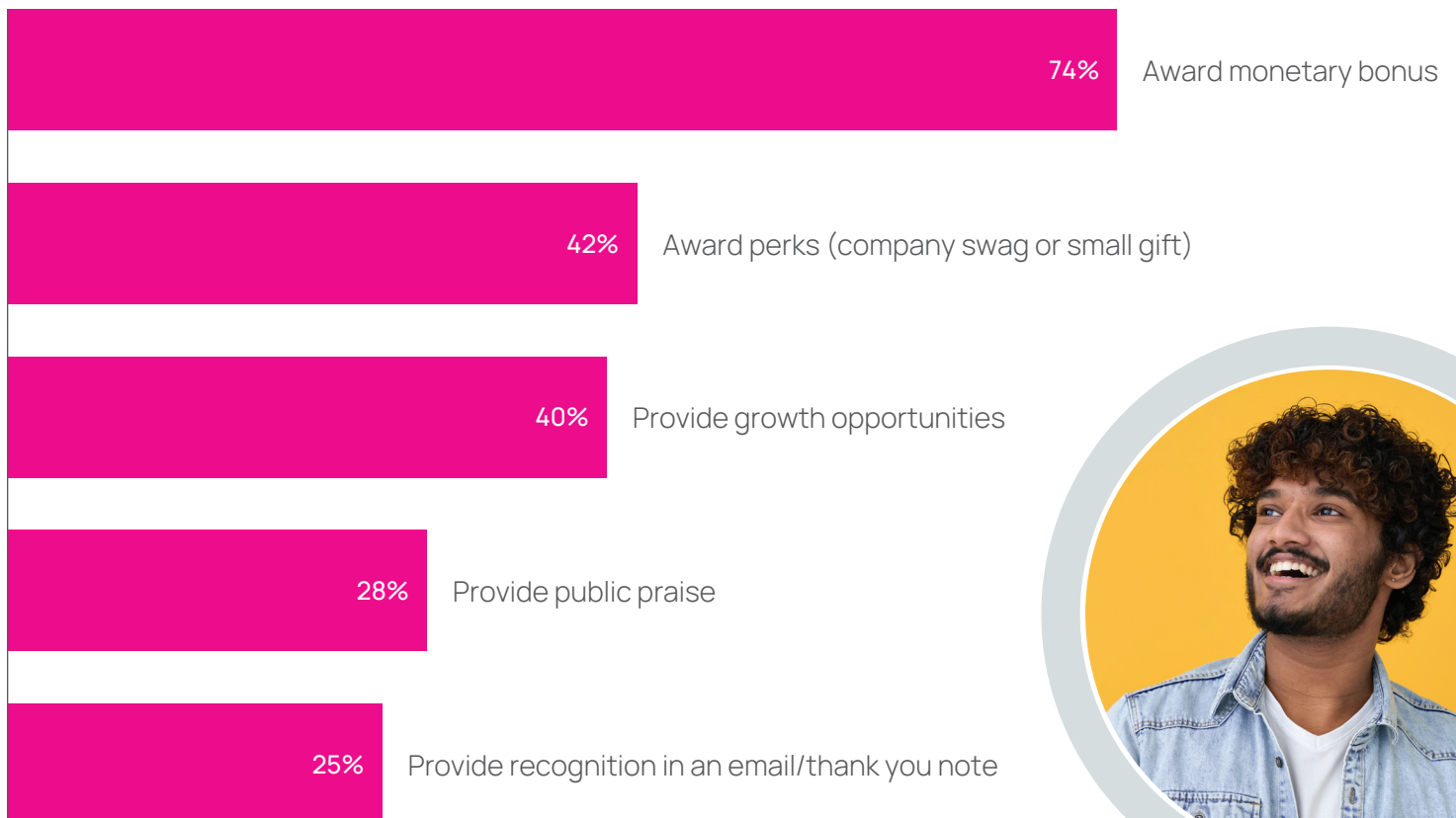
As previously stated, the reason “I don’t feel recognized/valued” ranked number two among employees who are not satisfied with their jobs. Employees who feel like their work matters are happier, more productive and less likely to seek other employment opportunities. According to respondents, 68 percent of employees feel valued at work, another 13 percent are unsure. While it’s the majority, there is room for improvement.

Do you feel valued at work?



What can employers do to boost this number? Money prevails as **74 percent of employees say they would like their employer to demonstrate they are valued by awarding monetary bonuses**—that is 33 percent greater than the number two response—perks like company swag.

How would you like your employers to demonstrate value?



Employees' Must-Have List = Employers' To-Do List

Our survey peels back the layers to uncover what employees are seeking in their careers and from their employer...

- work they find fulfilling
- flexible work environments
- better communication
- competitive, accurate compensation
- opportunities to develop their skills
- to feel secure and valued

These insights illustrate the importance of creating a **next-level EX that addresses what really matters to employees**.

Businesses that will find success in recruiting and retaining the best talent are the ones that are calculated with their efforts, including their investments in technology.

Leveraging human capital management platforms can enable a better EX in many ways...

- **AI-assisted automation** reduces workload so that HR can be more strategic.
- **Comprehensive HR platforms** provide a single source of truth enabling a better understanding of the workforce.
- **Self-service tools** reduce workload for HR and empower employees to take control of their employment.
- **AI-enabled technology** enables a highly personalized experience that today's employees demand.

What's on your to-do list? Let us help you determine your next-best step.



Methodology

isolved's 2024 HR Trends report surveyed 1,100 full-time employees based in the United States. Respondents range across industries and seniority levels. For any questions about the survey or our findings, please contact Susan Prebola at sprebola@isolvedhcm.com.

The survey was conducted online in November 2023, with demographics broken down as follows:*

Seniority

| | |
|------------------------|-----|
| Entry level/associate: | 36% |
| Manager: | 42% |
| Director: | 12% |
| Vice President: | 3% |
| C-Suite: | 6% |

Company Size

| | |
|----------------|-----|
| 1-5: | 7% |
| 6-25: | 9% |
| 26-50: | 10% |
| 51-200: | 19% |
| 201-500: | 17% |
| 501-1500: | 13% |
| 1501 or above: | 25% |

Industry

| | | | |
|-------------------------------------|-----|-----------------------------|-----|
| Agriculture: | 2% | Nonprofit Organization: | 3% |
| Assisted Living: | 1% | Real Estate: | 2% |
| Business and Professional Services: | 8% | Retail: | 6% |
| Construction and Engineering: | 10% | Transportation: | 2% |
| Education: | 12% | Utilities: | 1% |
| Financial: | 7% | Wholesale and Distribution: | 1% |
| Food Services: | 3% | Other: | 10% |
| Travel and Hospitality: | 2% | | |
| Legal: | 1% | | |
| Manufacturing: | 9% | | |
| Medical and Health: | 13% | | |
| Government: | 5% | | |

Note: Numbers in the graphics may not add up to 100 percent due to rounding to whole figures.

About isolved

isolved is the most-trusted HCM technology leader, providing the best combination of software and services to meet the needs of today's People Heroes – HR, payroll, and benefits professionals. From talent acquisition to workforce management to talent management, our solutions are delivered directly or through our HRO partner network to more than 6 million employees and 168,000 employers across all 50 states – who use them every day to increase productivity, accelerate decision-making and ensure performance, while reducing risk. isolved People Cloud™, our intelligently connected platform, automates the entire employee experience by design, so that organizations can engage, empower, and energize their talent while freeing their People Heroes to exceed their goals and grow their careers.



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