Bonusly Research

2019 Employee Engagement & Modern Workplace Report

Bonusly

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Executive Summary

Improving employee engagement is top-of-mind for most modern leadership and people teams. It's a topic that dominates conferences, inspires workplace tools, and captivates investors. This year, we've assembled the Employee Engagement & Workplace Report to uncover related trends and insights from different angles.

While many organizations measure employee engagement, there's still plenty of room for improvement. Less than a third of all employees are Highly Engaged, and unfortunately, more than one in seven are *Actively Disengaged*. Furthermore, we discovered critical differences in engagement based on demographic information, including income, age, and gender.

We also investigated the relationship between employee engagement and six key categories: employee recognition, wellness, company culture & role, responsibilities & team, job satisfaction, and purpose. Through the lenses of more than 80 questions, we found the following factors to have the greatest correlation with high levels of engagement in the workplace:

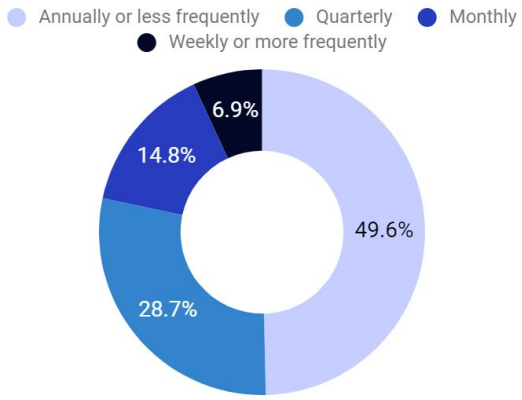
- Recognizing employees for going above and beyond at work
- Providing satisfying professional development opportunities
- Taking and giving feedback seriously
- Helping employees envision a future for themselves at their current organization
- Onboarding properly
- Enabling financial security for employees
- Encouraging volunteer opportunities at work
- Reducing workplace anxiety

General Employee Engagement

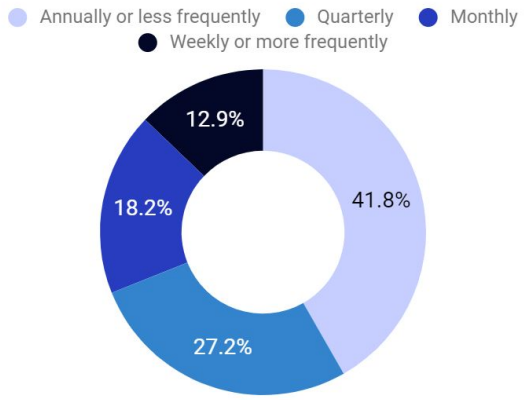
Employee engagement is defined as the emotional commitment an employee has to their work, their team's goals, and their company's mission. It's one of the most important differentiators for modern organizations and a prominent focus for leadership and HR teams.

With recent research showing that highly-engaged teams perform much better than their counterparts, discussion around the topic has grown immensely over the past decade. Many organizations measure engagement and gather feedback from their teams only once a year, but just over half do so more frequently.

How often does your organization measure employee engagement?

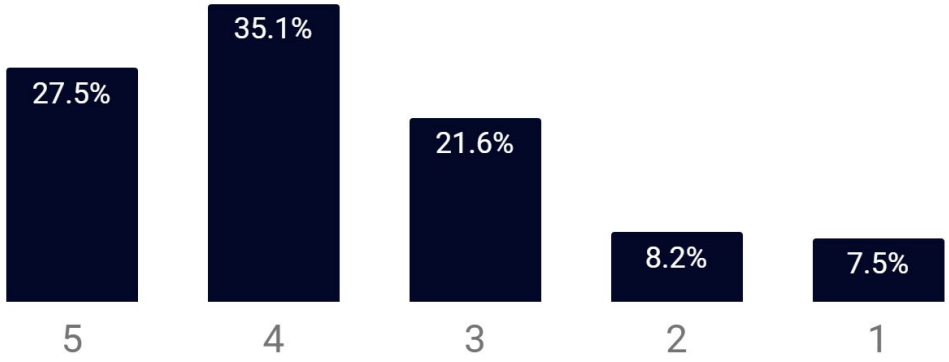


How often does your organization solicit feedback from employees?



Similarly, interest in Employee Net Promoter Score (eNPS), the likelihood of an employee recommending their place of work to a friend or colleague, is often used to measure workplace satisfaction.

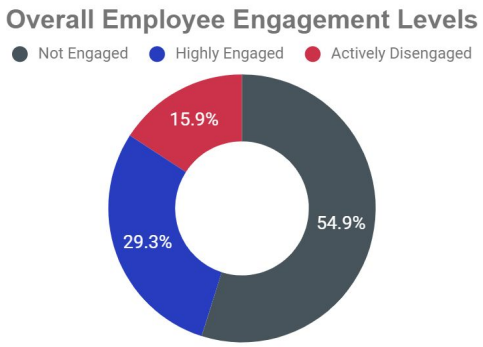
How likely is it that you would recommend your organization as a place to work? (5 = Very Likely, 1 = Very Unlikely)

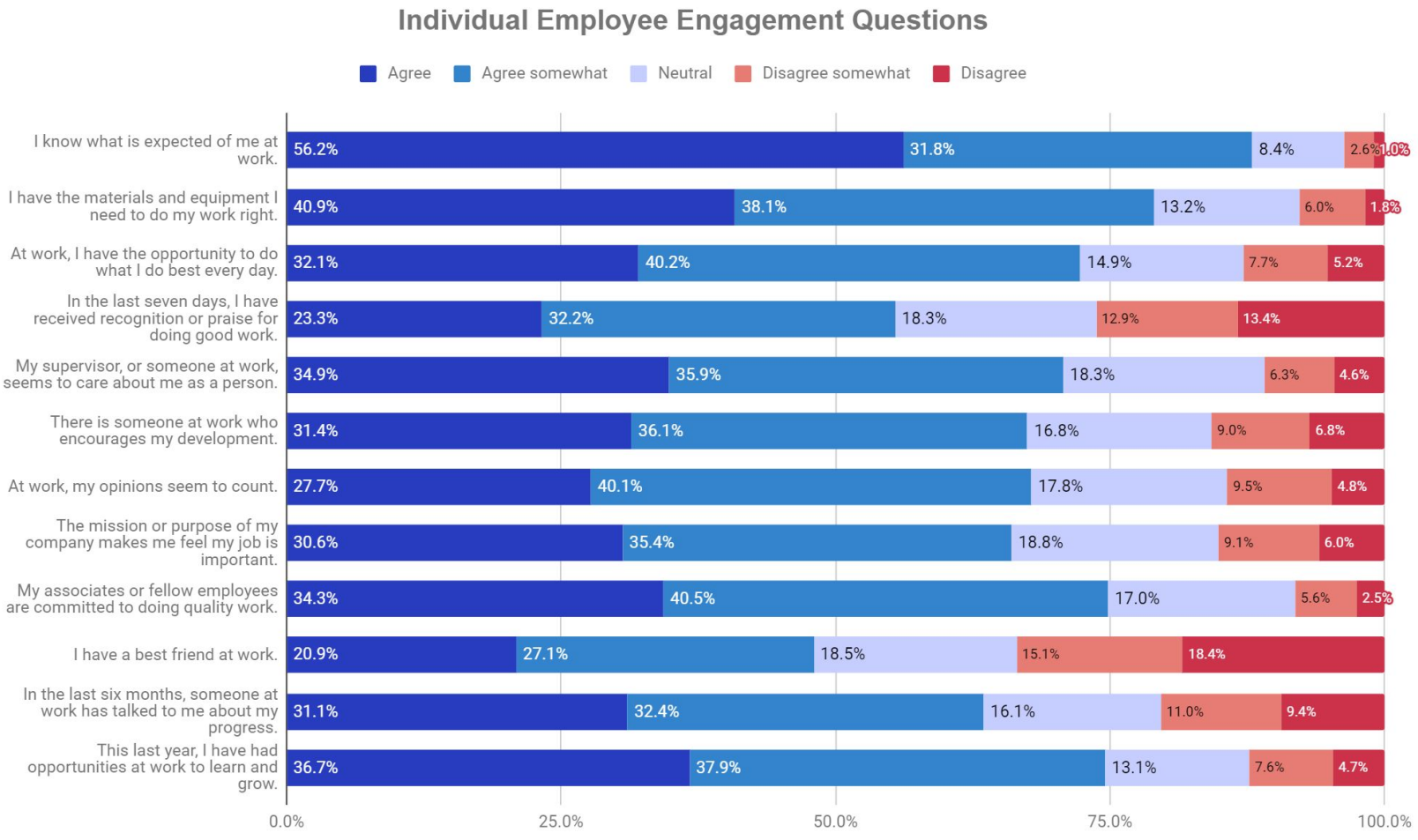


Engagement Levels in the Workplace

Organizations use a variety of methods to measure employee engagement, and the most common method is a periodic employee engagement survey. Since there are many aspects that make up employee engagement, it's necessary to ask multiple questions to get at the heart of the matter and understand overall levels of engagement.

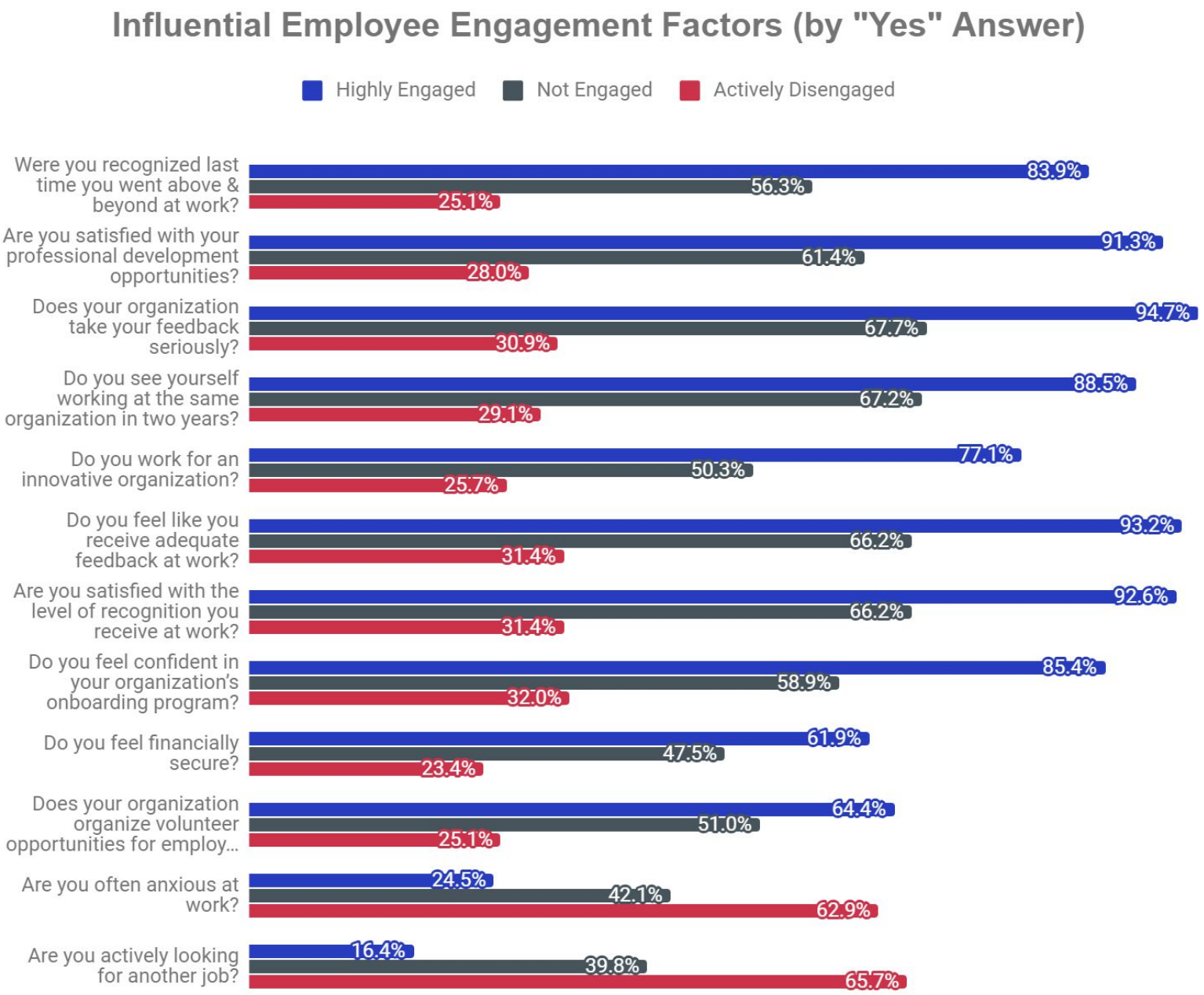
For this study, we used a variety of employee engagement questions to assess the level of engagement among respondents. We found that some questions produced a wider range of answers than others, especially around the topics of peer relationships and recognition.





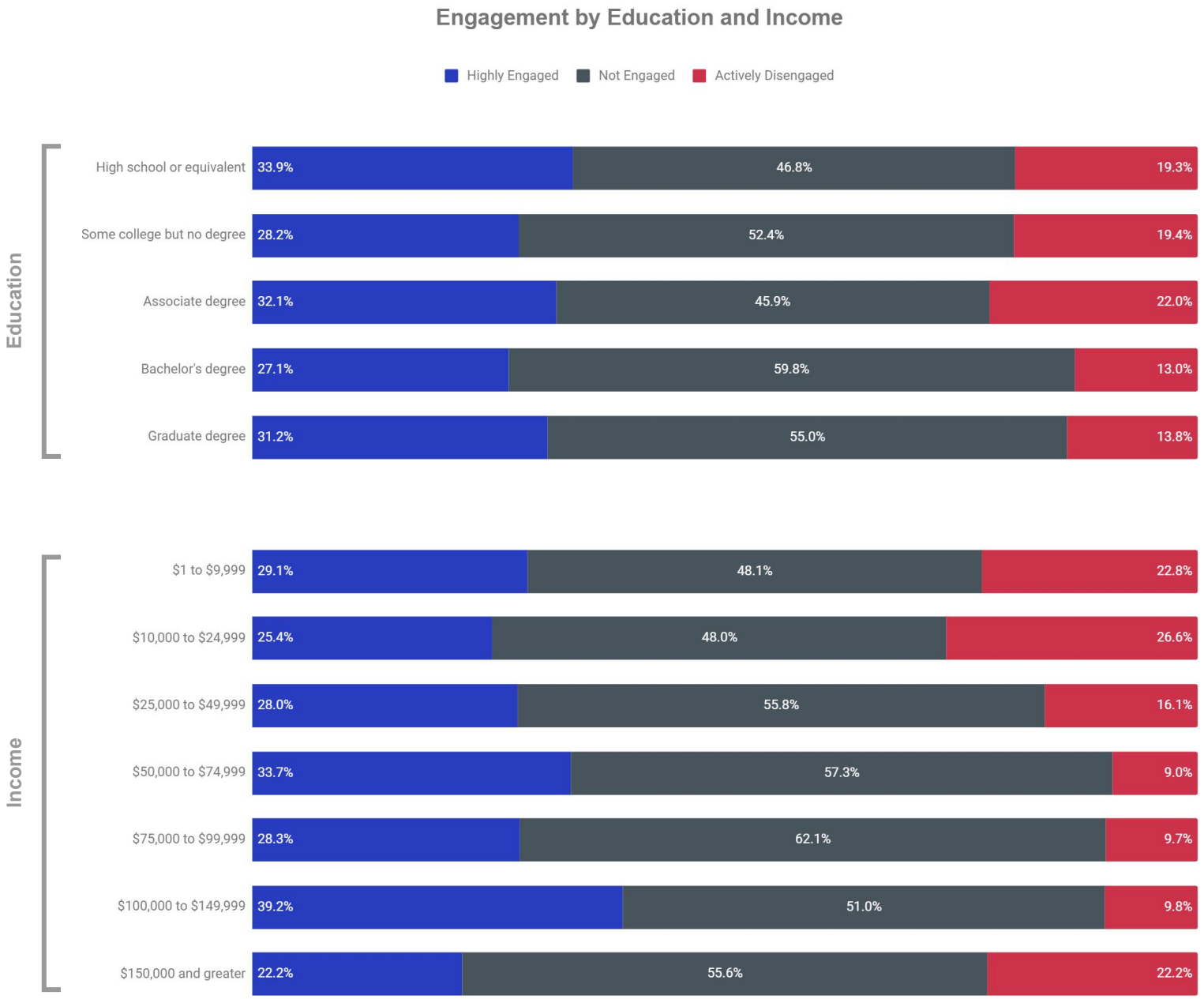
Influential Engagement Factors

Many individual factors contribute to employee engagement. To better understand them, we researched six primary categories and compared answers across different levels of engagement. Among the most important factors that correlate highly with employee engagement are employee recognition, professional development, employee feedback, innovation, onboarding, and workplace anxiety. Below are the top 12 factors by difference between highly engaged and actively disengaged respondents. For a wider range of measured factors, refer to Appendix A.



Engagement by Demographics

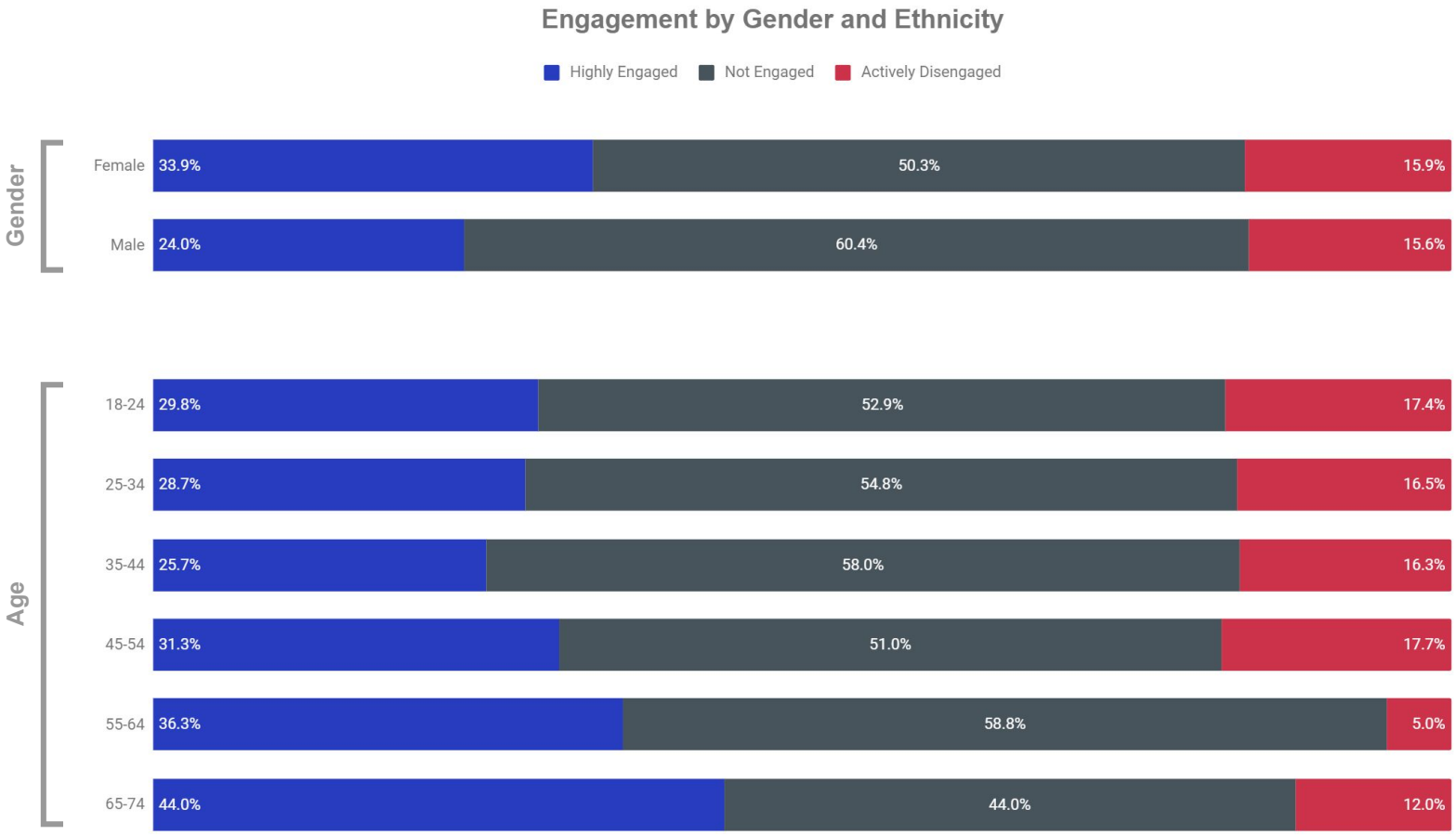
Looking at factors like education and income, we can identify trends across groups. When it comes to education, those with a Bachelor's degree or higher tend to have a higher degree of Not Engaged employees, while those with less education are more likely to be either Highly Engaged or Actively Disengaged. While the highest engagement comes from the $100k to $149k bracket, the biggest engagement difference between income brackets is the dramatic decrease in Actively Disengaged employees after earning more than $50k, at least until earning $150k or more.



Engagement by Demographics

Our study also considered gender and age as engagement factors. According to survey results, women were more likely to be Highly Engaged at work compared to men. However, women and men were equally likely to be Actively Disengaged.

When comparing engagement by age, Active Disengagement stayed steady between the ages of 18 and 54. However, Active Disengagement decreased heavily after age 55. Similarly, workers tend to be *more* engaged after age 55 compared to younger ages.



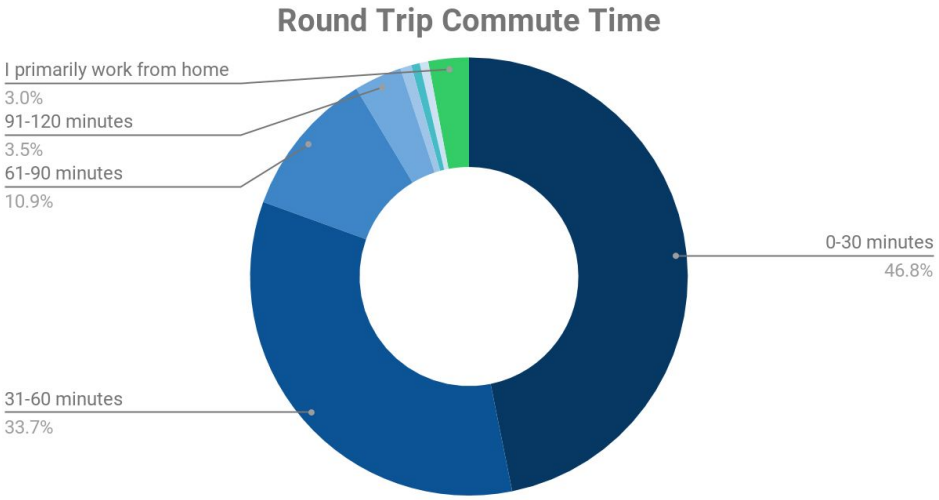
Other Employee Engagement Factors

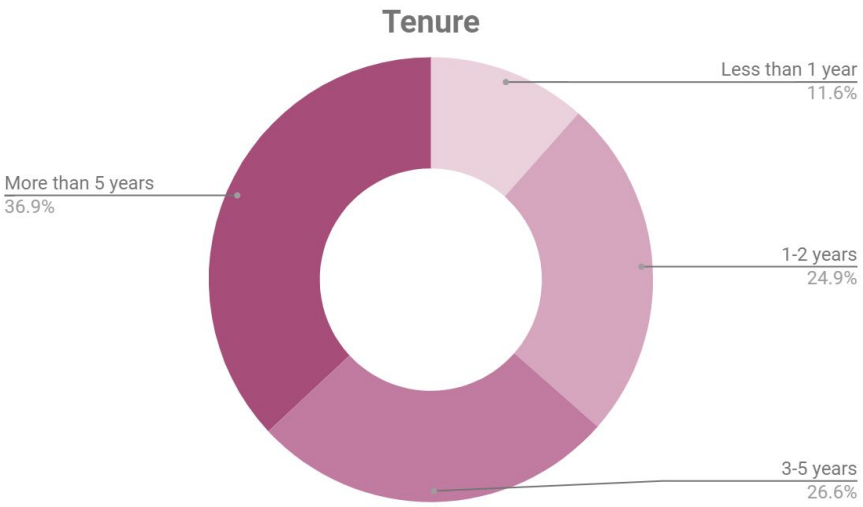
We also asked study respondents to about factors like commute time, tenure, employment status, and demographics to determine what effect they might have on employee engagement.

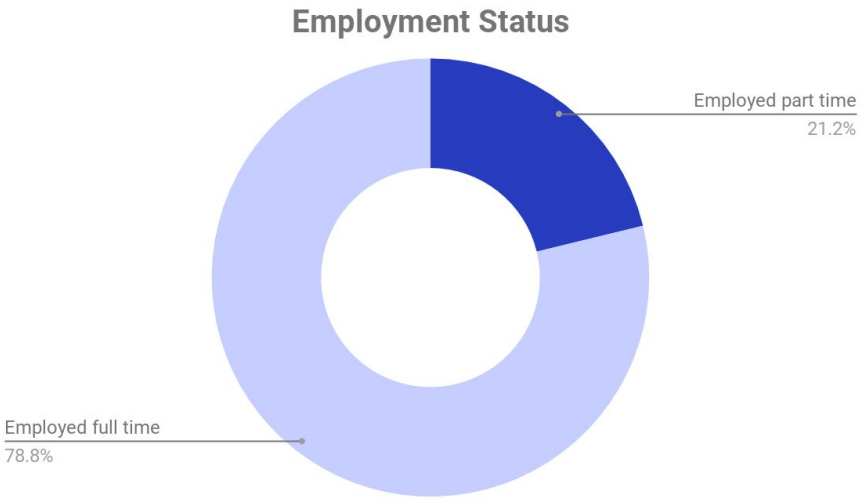
In addition, we looked at top level responses and found that half of round trip commutes were 30 minutes or less, including those working from home. Additionally, one third of respondents indicated that their round trip commutes were between 30 minutes and one hours.

Most respondents (63.5%) had been at their current organization for three years or more, with only 11.6% having started less than a year ago.

While all respondents were employed, we found that roughly one fifth (21.2%) were employed part time, and the remaining respondents were employed full time.

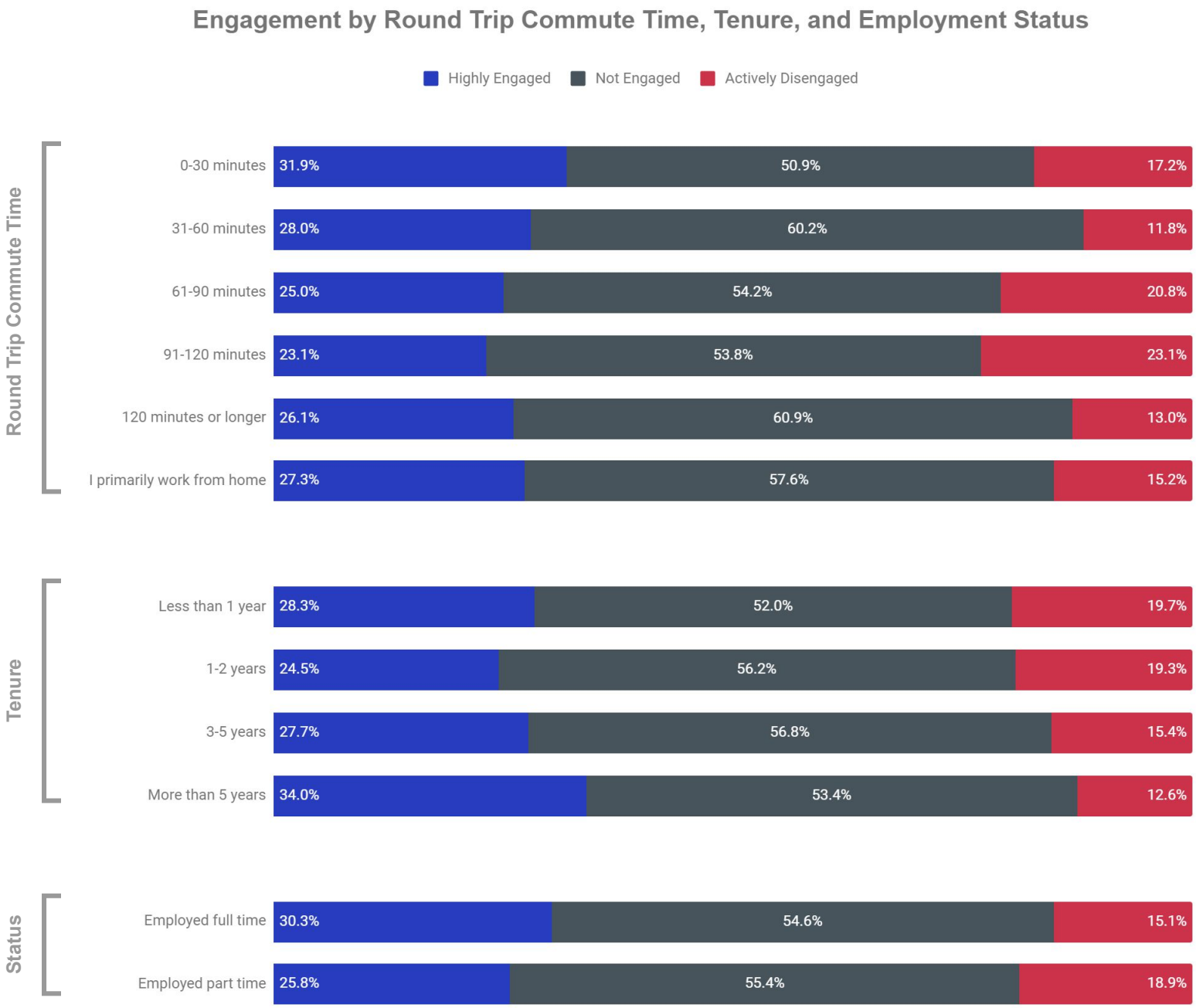






Other Employee Engagement Factors

Employees with round trip commutes of 30 minutes or less were most likely be Highly Engaged, though respondents with commutes between 31 and 60 minutes were the least likely group to be Actively Disengaged. Those who stayed with a company for three years or longer tended to be *less disengaged,* especially after 5 years. We also found that full time employees were more engaged than part time employees, on the whole.



About This Report / Bonusly

This study is based on a survey of US and Canadian-based respondents (n=1,105). All respondents were employed at the time of the survey's administration, either part time or full time. Respondents ranged from age 18 to 75.

The survey data was collected in July of 2019 and consisted of 89 individual questions focused on professional experience, employee experience, and demographics.

Bonusly is a fun, personal recognition and rewards program that enriches company culture and improves employee engagement.

With Bonusly, everyone in your organization can publicly recognize everyone else by giving small bonuses that add up to meaningful rewards.

Learn more about employee recognition and rewards at bonus.ly

Appendix A

Category	Question	Respondents answering "Yes" by Engagement Level			% Δ Highly Engaged vs. Actively Disengaged
		Highly Engaged	Not Engaged	Actively Disengaged	
Employee Recognition	Does your organization have an employee recognition program?	71.8%	54.8%	34.9%	106.1%
Employee Recognition	Does your organization have an employee recognition program based on peer recognition?	61.6%	45.2%	31.4%	96.0%
Employee Recognition	Were you recognized the last time you went above and beyond at work?	83.9%	56.3%	25.1%	233.7%
Employee Recognition	Are you satisfied with the level of recognition you receive at work?	92.6%	66.2%	31.4%	194.5%
Wellness	Does your organization have an employee wellness program?	59.1%	51.3%	33.1%	78.4%
Wellness	Are you satisfied with your organization's health benefits?	75.5%	62.4%	37.7%	100.3%
Wellness	Are you satisfied with your organization's financial benefits?	73.4%	56.6%	32.6%	125.3%
Wellness	Does your organization allow dogs in the office?	18.6%	22.1%	21.7%	-14.5%
Wellness	Does your organization offer a flexible working schedule?	69.7%	61.4%	54.9%	27.0%
Wellness	Do you feel overwhelmed with your workload?	26.6%	38.0%	48.6%	-45.2%
Wellness	Do you feel financially secure?	61.9%	47.5%	23.4%	164.3%
Wellness	Do you feel physically fit?	74.0%	60.4%	52.6%	40.7%
Wellness	Do you exercise regularly?	73.4%	62.2%	59.4%	23.5%
Wellness	Do you eat healthy food at work?	76.2%	66.7%	48.6%	56.8%
Wellness	Do you feel well rested most mornings?	70.0%	54.6%	41.7%	67.7%
Wellness	Are you often anxious at work?	24.5%	42.1%	62.9%	-61.1%
Wellness	Does your job allow you to spend enough time with family, friends, and non-work activities?	91.0%	79.0%	63.4%	43.5%
Wellness	Does your allow you to have work-life balance?	93.5%	80.5%	65.1%	43.5%
Company Culture & Role	Does your organization organize volunteer opportunities for employees?	64.4%	51.0%	25.1%	156.1%
Company Culture & Role	Do you work 50% or more of your time remotely?	27.6%	28.5%	20.0%	37.8%
Company Culture & Role	Is your workplace welcoming to new hires?	92.9%	84.2%	67.4%	37.7%
Company Culture & Role	Do you feel confident in your organization's onboarding program?	85.4%	58.9%	32.0%	167.0%
Company Culture & Role	Do you often spend time with coworkers outside of work?	52.6%	37.8%	23.4%	124.6%
Company Culture & Role	Do you work for an innovative organization?	77.1%	50.3%	25.7%	199.8%
Company Culture & Role	Do you work for a transparent organization?	75.9%	54.8%	30.3%	150.5%
Company Culture & Role	Does your workspace allows your to work productively?	97.2%	86.0%	60.6%	60.5%
Company Culture & Role	Do you have an open office floorplan?	59.8%	51.3%	44.6%	34.1%
Company Culture & Role	Do your organization offer professional development opportunities and training?	85.4%	66.2%	35.4%	141.2%
Company Culture & Role	Are you satisfied with the professional development opportunities and training offered to you?	91.3%	61.4%	28.0%	226.2%
Company Culture & Role	Does your organization take your feedback seriously?	94.7%	67.7%	30.9%	207.0%
Company Culture & Role	Do you feel like you receive adequate feedback for your role and contributions?	93.2%	66.2%	31.4%	196.5%
Responsibilities & Team	Are you satisfied with the level of autonomy you have at your job?	96.3%	82.3%	49.7%	93.7%
Responsibilities & Team	Do you like working with your direct team?	97.5%	86.6%	51.4%	89.6%
Responsibilities & Team	Do you regularly work with coworkers who have a different manager than yourself?	61.0%	54.5%	38.3%	59.3%
Responsibilities & Team	Do you work on a team with diverse backgrounds?	84.5%	71.1%	52.0%	62.5%
Responsibilities & Team	Do you feel like you work on a fun team?	95.0%	71.9%	40.6%	134.3%
Responsibilities & Team	Are you comfortable sharing risky or out-of-the-box business ideas with your team?	83.3%	66.0%	44.0%	89.3%
Responsibilities & Team	Do you like working for your direct manager?	95.7%	80.2%	41.1%	132.5%
Responsibilities & Team	Does your direct manager care about you as a person?	97.8%	76.1%	41.7%	134.5%
Job Satisfaction	Do you feel challenged at work?	87.0%	67.0%	36.0%	141.7%
Job Satisfaction	Do you feel satisfied with your financial compensation?	72.4%	51.8%	30.9%	134.8%
Job Satisfaction	Are you actively looking for another job?	16.4%	39.8%	65.7%	-75.0%
Job Satisfaction	Do you see yourself continuing to work at the same organization in two years?	88.5%	67.2%	29.1%	203.8%
Purpose	Do you understand your company's mission and impact?	98.1%	88.8%	72.0%	36.3%
Purpose	Do your personal values align with your organization's values?	95.4%	79.5%	38.9%	145.4%
Purpose	Do you feel like your job contributes to your organization's mission?	96.6%	86.3%	61.1%	58.0%
Purpose	Do you feel like your job contributes to your organization's customers/end users?	98.1%	85.8%	62.9%	56.1%
Purpose	Do you feel like your job contributes to society?	92.0%	73.8%	44.6%	106.3%
Purpose	Do you feel like your job role is well-defined?	95.4%	80.0%	57.1%	66.9%
Purpose	Do you understand your goals and what's expected of you professionally?	98.5%	89.8%	76.0%	29.5%