We surveyed employee relations professionals from 207 enterprise organizations, representing approximately 5.5 million employees globally and 3 million employees in the United States. The numbers in this report represent data from the 2019 calendar year.

Here are 5 key findings from this year’s study:

1. **Company leadership is increasingly reliant on employee relations leaders, data and insight for strategic guidance.**

   Nearly one-in-five (17%) are not using employee relations metrics for anything.

   Fewer than one-in-three (30%) are using data to create predictive models of employee behavior.

2. **Employee relations technology platforms increase confidence and efficiency.**

   55% of those who use an employee relations tech platform, and...

   Only 27% of those who do not use an employee relations tech platform.

3. **Employee relations technology platforms increase confidence and efficiency.**

   59% of organizations now use required investigation processes, 62% of organizations now use a centralized model to manage ER, and...

   As ER teams operationalize best practices, industry standards are solidifying.

4. **Transparency is on the rise as ER leaders openly share metrics with employees.**

   17% of managers are sharing metrics more broadly with other areas.

5. **Compliance, Diversity and Inclusion**

   52% of companies are now sharing aggregated, anonymous investigation data with employees. Of companies published harassment metrics in 2018, 10% are now conducting investigation trainings at least annually.