

HR Professionals Stress Index™

A Global Study About Stress and Anxiety in HR

HR Professional's Stress Index™

About Access Perks®

Access Perks is a value-added lifestyle benefit program that helps thousands of HR professionals, benefits specialists, and employers boost employee retention and engagement.

As America's largest, private discount network, Access Perks delivers deep discounts – an average of 31% off – on everyday purchases like at popular sit-down restaurants, department stores, and online retailers. Not to mention member's-only discounts on things like groceries, gas, pizza, oil changes, apparel, automobiles, professional services, cell phones, travel, hotels, theme parks, etc.

With over 1 million contracted locations, employees who use this program regularly have saved upwards of \$1,000 or more per year, wherever they live, work, or travel.

AccessPerks.com

HR Professional's Stress Index™

Presenters



Andrew Graft

Vice President of Corporate Marketing at Access Development / Access Perks



Lisa Oyler, SPHR, CHT, CTA

Director of Human Resources at Access Development



Gary Toyn

Sr. Researcher at Access Development, Author, Business writer

Agenda

- Survey purpose and methodology
- Demographics
- Executive Summary
- Data Overview
- Additional Insights
- Q & A

HR Professional's Stress Index™

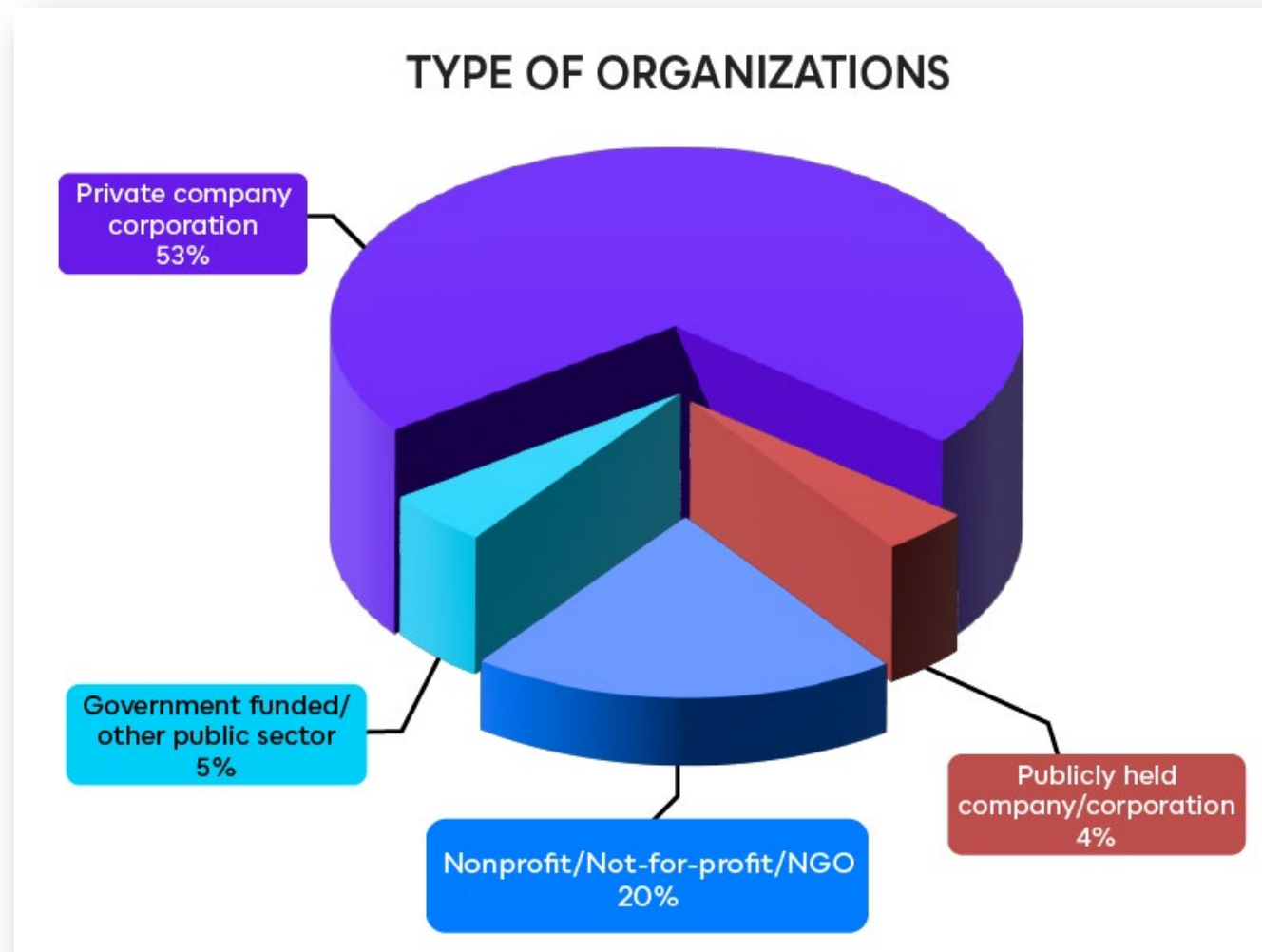
What is the HR Professional's Stress Index?



- A global study measuring the types of tasks, responsibilities and issues that cause stress and anxiety among human resource professionals.
- A benchmarking study intended to be conducted annually to identify trends over time.
- Study consisted of online surveys and telephone interviews, conducted January 10-February 15, 2022
- Total of 2,273 responses from all 50 states and 5 continents
- 98% are from the United States
- Margin of error plus or minus 2.05%
- Results shared openly with HR professionals under a Creative Commons license that permits remixing, repurposing and building upon this work.
- Sponsored by Access Perks®, a division of Access Development®

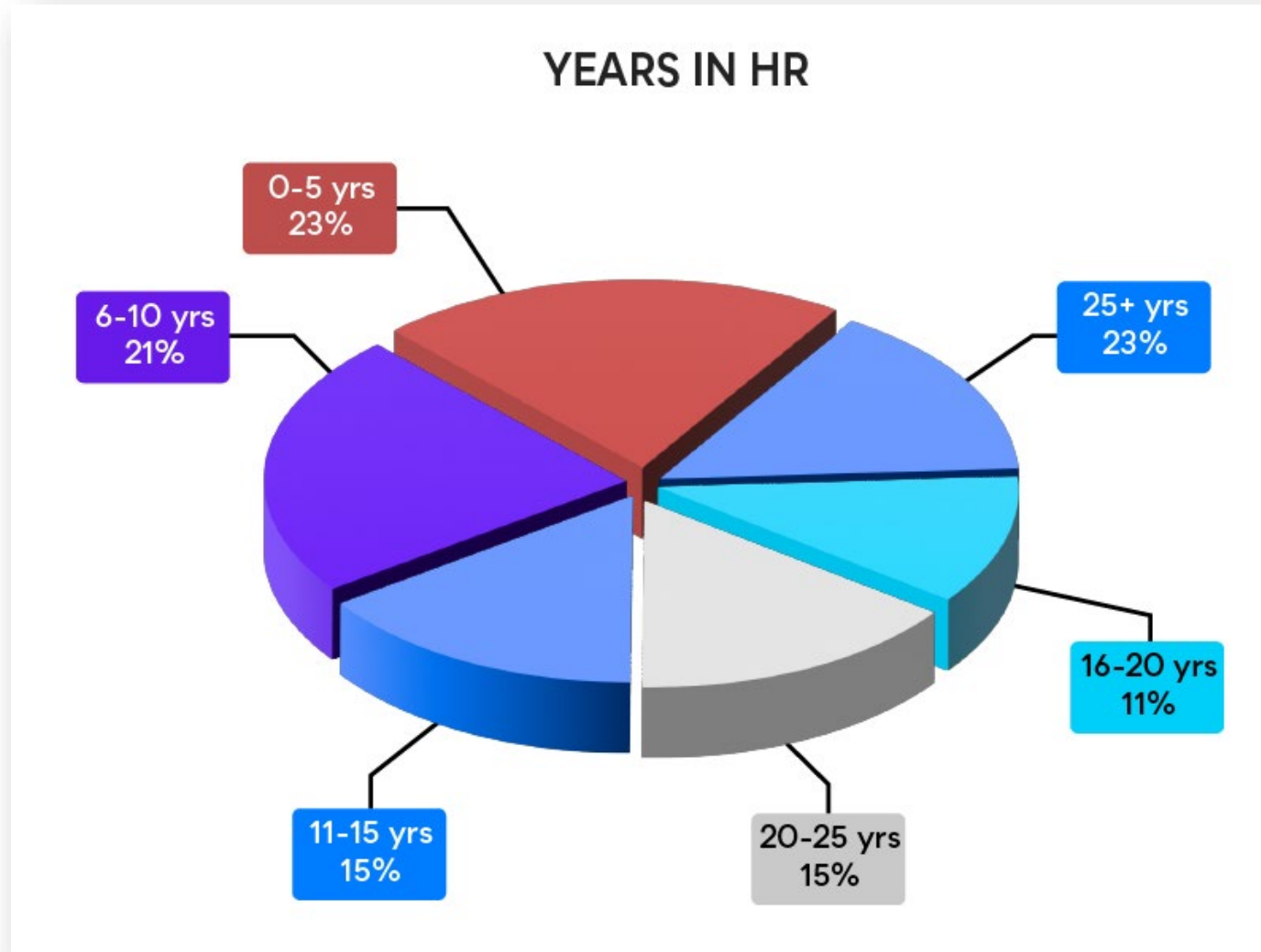
HR Professional's Stress Index™

Respondent Demographics



HR Professional's Stress Index™

Respondent Demographics



HR Professionals Stress Index™

Executive Summary

Key questions we asked

- Rate the degree of job-related stress you feel about common HR tasks.
- Indicate your level of concern about common stressors among HR professionals.
- Rank your satisfaction with your company's investment in employee pay, benefits & culture.
- Indicate your agreement/disagreement with common work situations that cause stress.

HR Professional's Stress Index™

Most Frequently Cited Stressors/Concerns

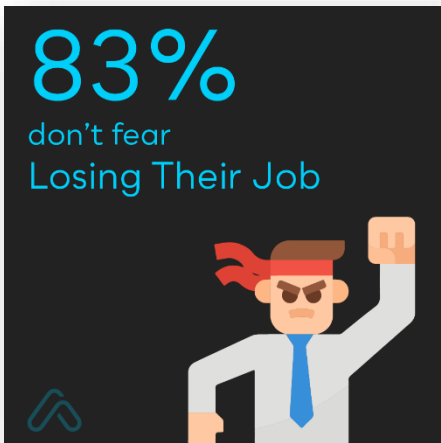


- 87% “challenges related to recruiting/hiring” (not surprising!)
- 74% “dealing with executive demands”
- 71% “dealing with government employment regulations”
- 58% “not having enough staff to complete necessary tasks”
- 56% “not being able to keep up on your existing workload”

HR Professional's Stress Index™

Work Environment – The Good

- 92% “have a good relationship with their employees”
- 83% “Don’t fear losing their job”
- 79% “have a good relationship with the senior executives”
- 74% “trust their immediate supervisor”
- 70% “are satisfied with their job in HR”
- 65% “trust their CEO”
- 57% “Usually look forward to coming to work”



HR Professional's Stress Index™

Work Environment – The Not-So-Good

42%

have considered using the
EAP/ Mental
Health Benefit



31%

have witnessed an executive
say or do something
Deceiving or Unethical



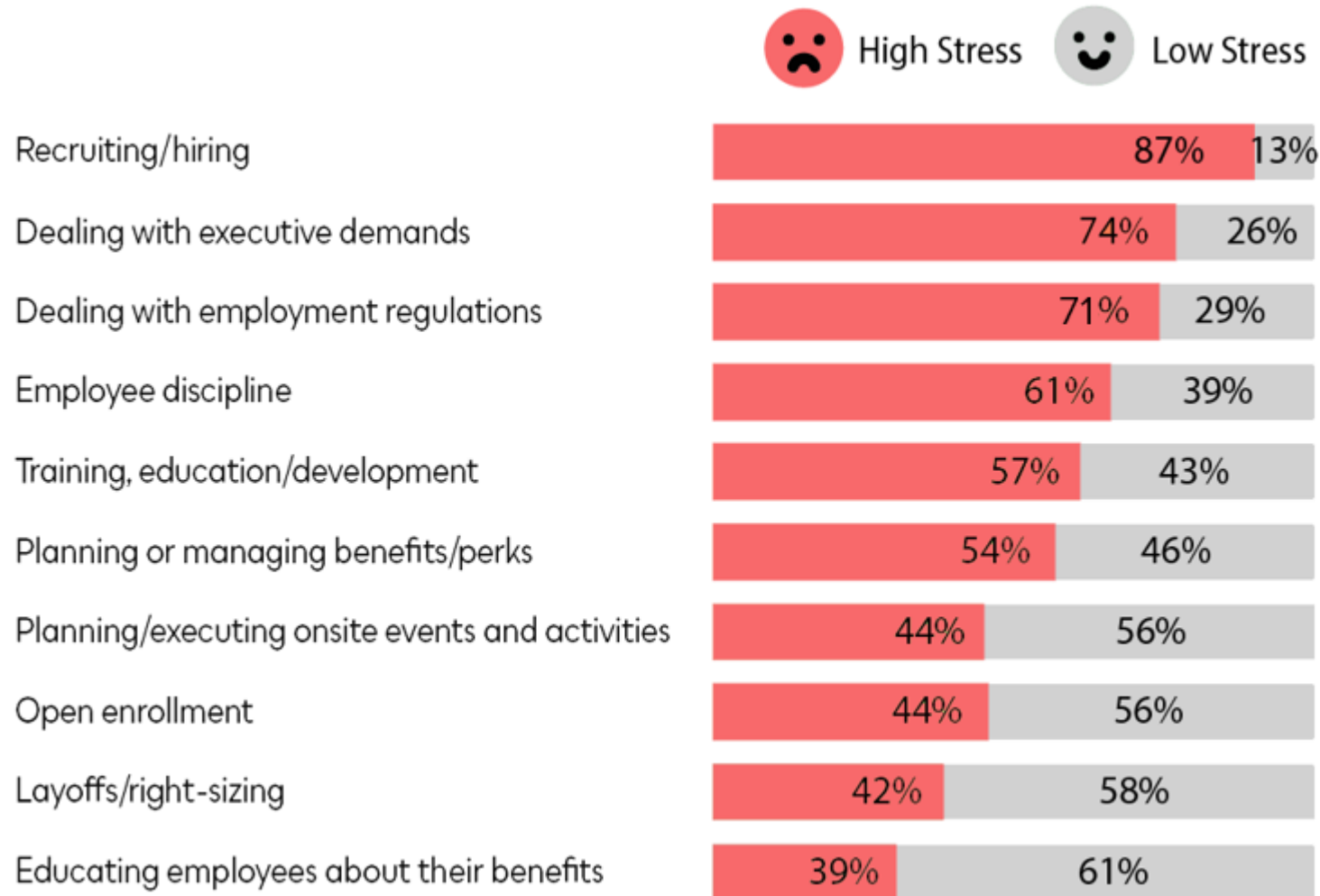
- 57% Usually don't go home on time (more later)
- 51% Believe their company is not dedicated to work/life balance
- 42% have considered using the company's EAP (more later)
- 36% Often consider getting a new job outside of HR
- 31% have witnessed a Sr. Executive say or do something deceiving or unethical.
- 21% claim their company cultivates a false narrative
- 19% report they work in a toxic environment
- 19% have too many emotionally charged confrontations compared to most HR professionals

HR Professionals Stress Index™

The Data

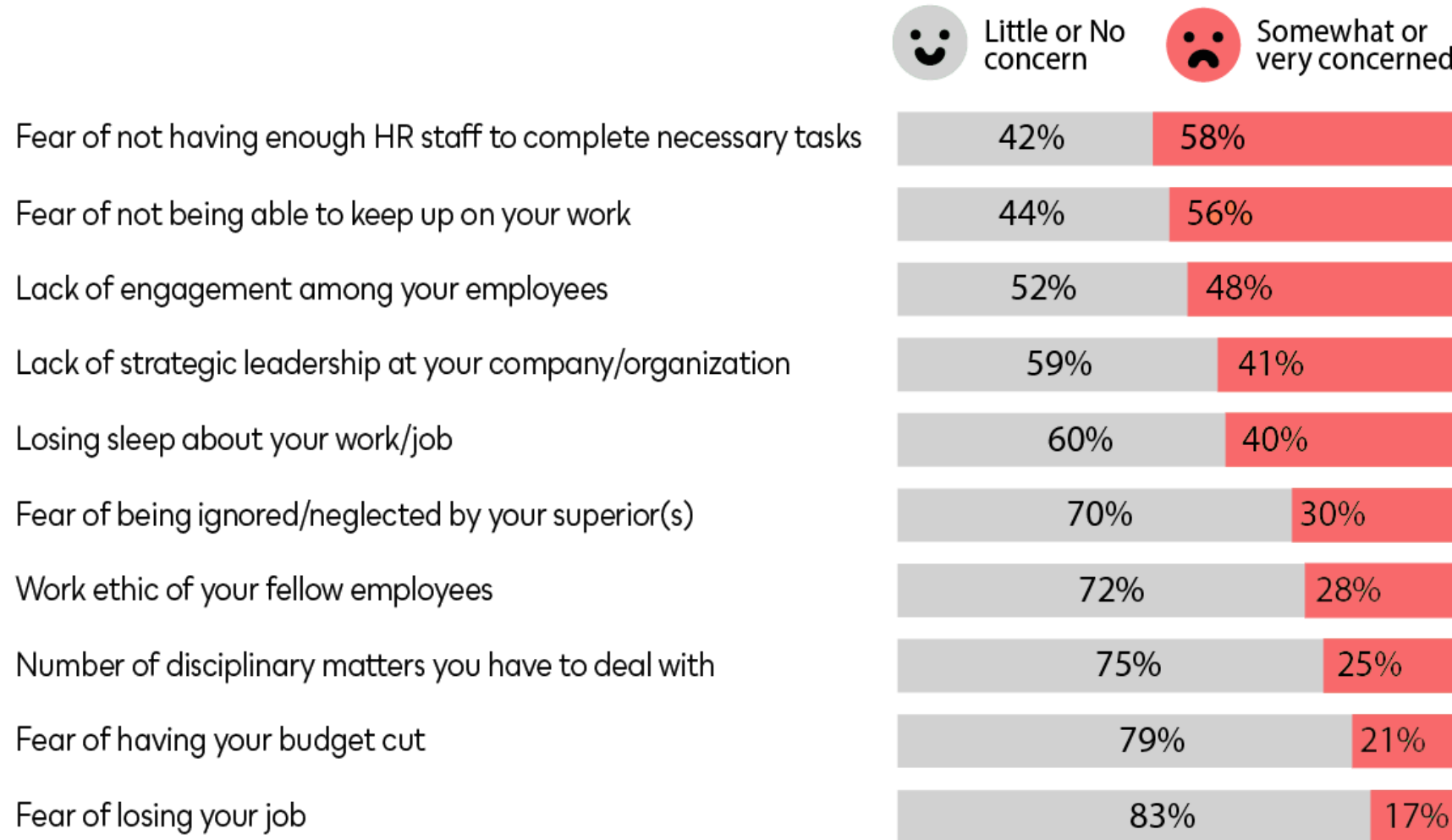
HR Professional's Stress Index™

HR Tasks: Please rate the degree to which you feel job-related stress about the following:



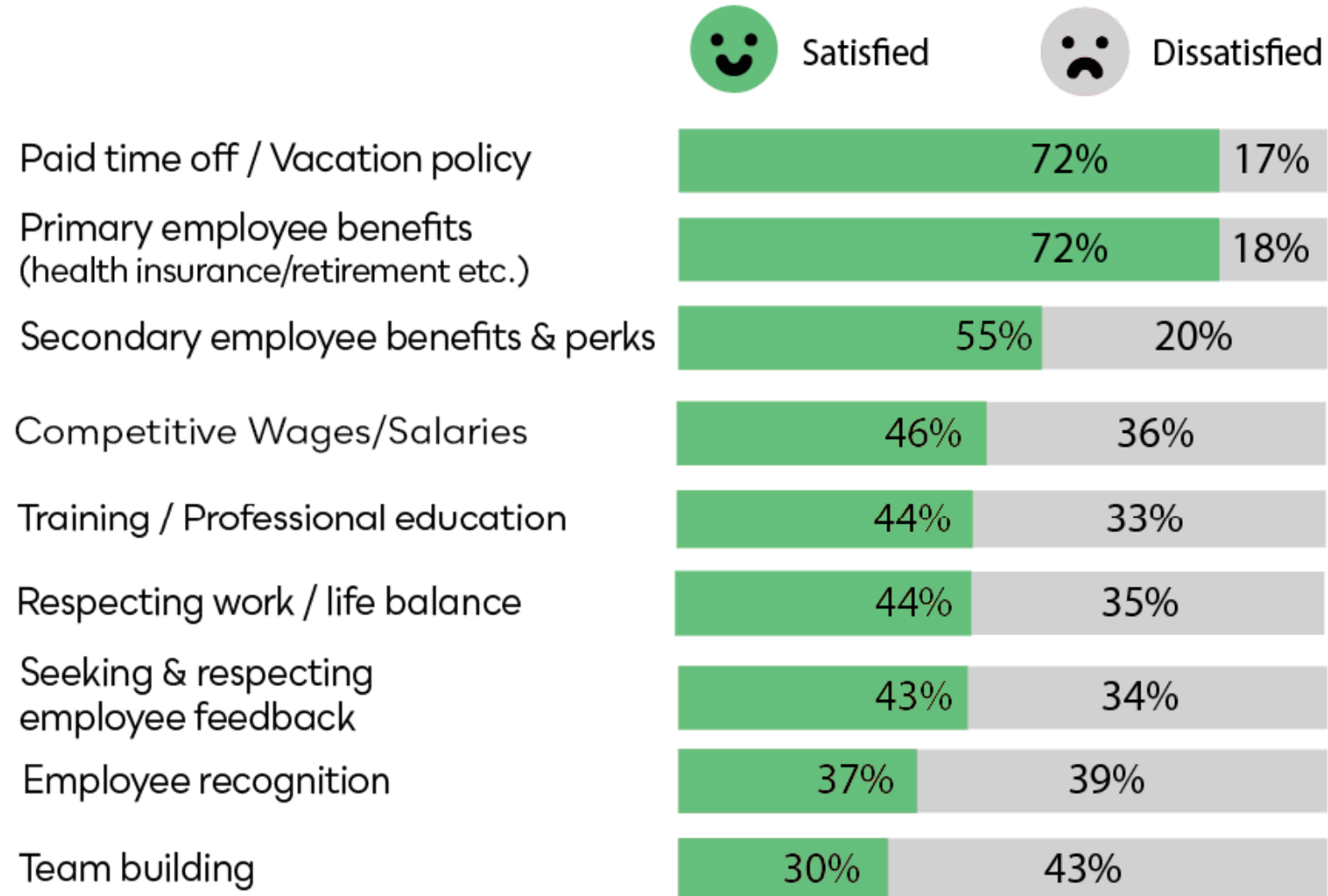
HR Professional's Stress Index™

Indicate your level of concern about common stressors among HR professionals



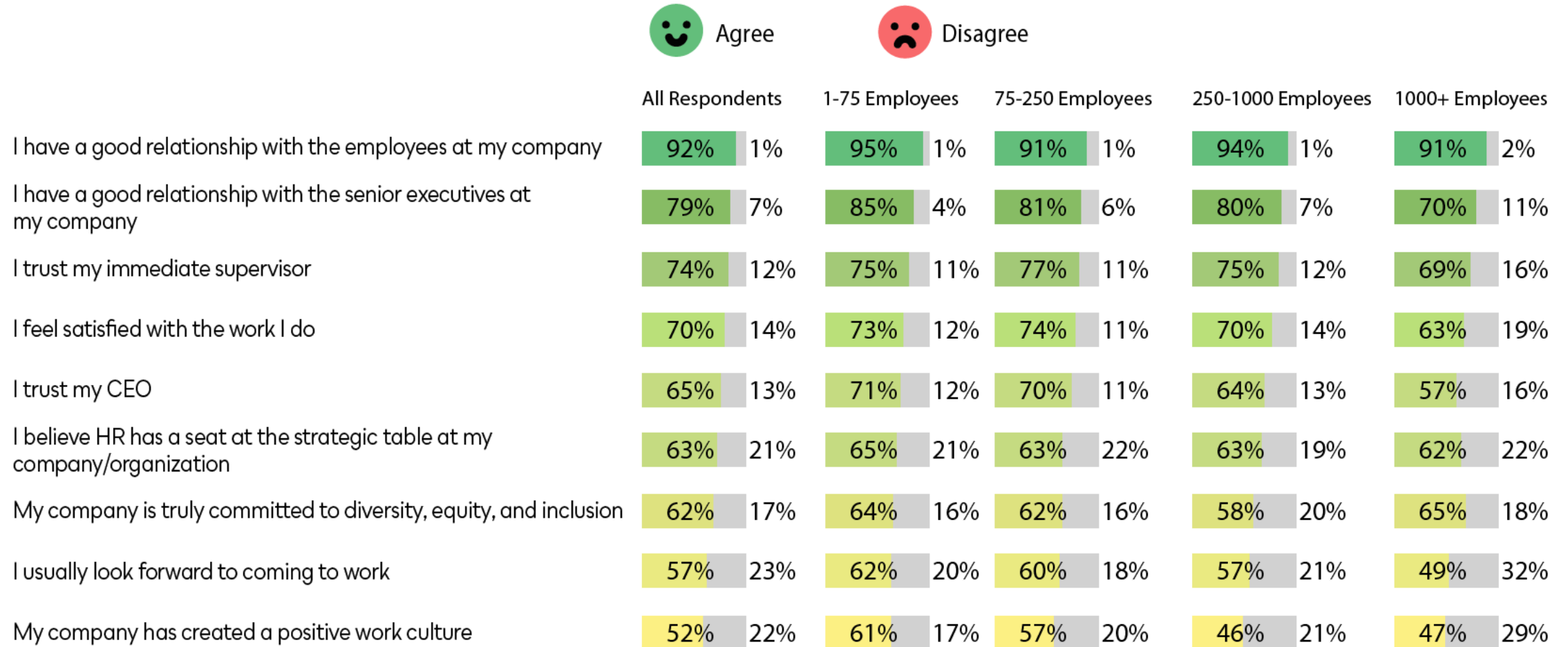
HR Professional's Stress Index™

Rank your satisfaction with your company's investment in employee pay, benefits & culture.



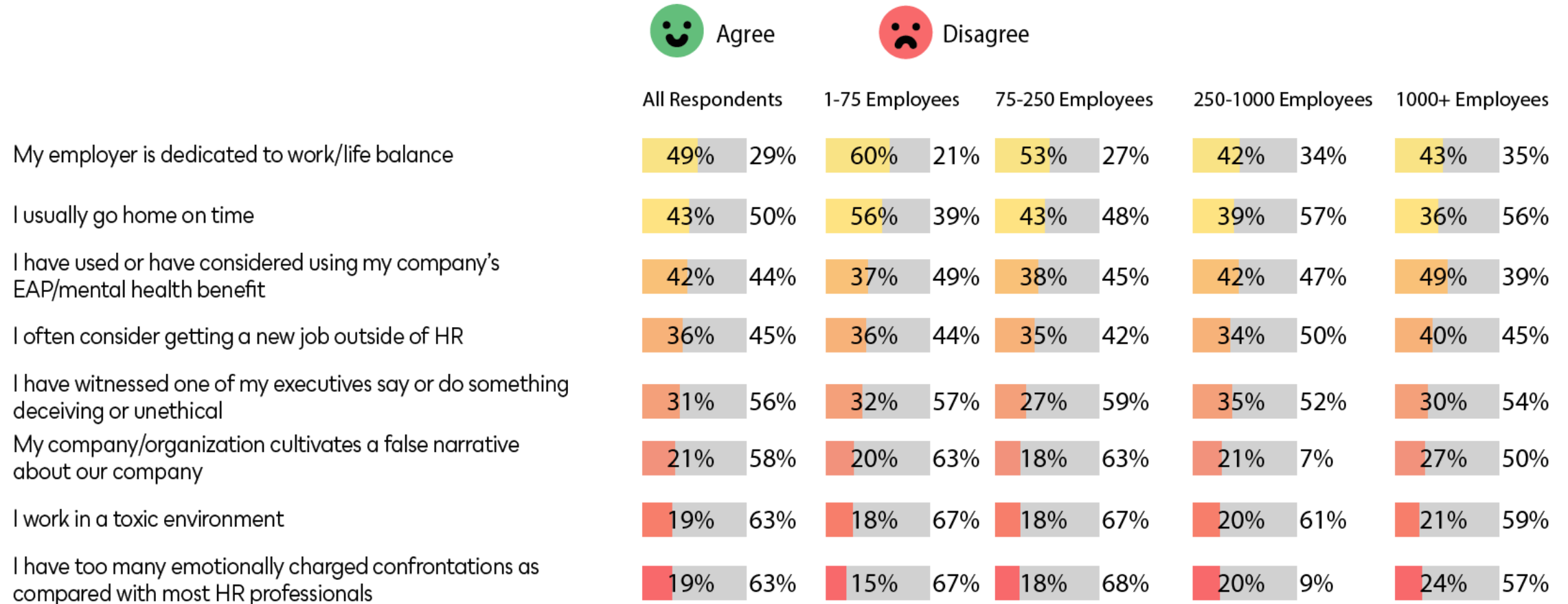
HR Professional's Stress Index™

Indicate your agreement with these common value statements & work situations



HR Professional's Stress Index™

Indicate your agreement with these common value statements & work situations



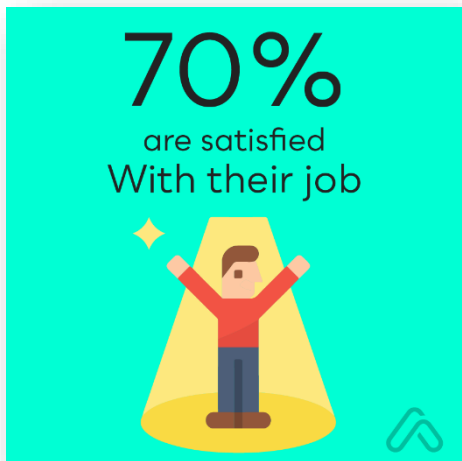
HR Professionals Stress Index™

Additional Insights

access
perks

HR Professional's Stress Index™

Job Satisfaction



- 70% of HR workers are satisfied with their job
- This compares to 45% of all workers that are satisfied with their job ([Harris](#))
- HR joins other professions like the clergy, medical professionals, firefighters and teachers that consistently rate high job satisfaction. What do they have in common?
 - Relatively low stress,
 - Regular hours
 - Adequate pay.
 - Fulfilling day-to-day tasks
 - Varied and usually low-intensity tasks
 - Responsibilities match abilities and preferences.
- 86% of HR workers satisfied with their job ([SHRM](#) 2014)
- What has caused the big decline in job satisfaction?
- What impact has COVID made on HR job satisfaction?

HR Professional's Stress Index™

COVID Impact on HR – Survey Comments:



- *“The pandemic is taking a toll on everyone's morale”*
- *“COVID has changed everything in the HR world, not for the better.”*
- *“COVID-19 is a huge stressor, currently my most significant one. I've had to practically become a medical professional to help our employees navigate this pandemic.”*
- *“I think my company wants to respect the work/life balance, but COVID has been crazy for HR and that has impacted the balance in a big way.”*
- *“With the pandemic and current talent market, my job feels endless. And the success goal line moves every day. My contributions are never enough.”*

HR Professional's Stress Index™



The Effect of COVID

- How has COVID impacted job satisfaction?
- Working in HR changed almost overnight. Now HR Professionals have...
 - More stress,
 - Irregular hours
 - Inflation lessens take-home pay.
 - Tiresome day-to-day tasks
 - More high-intensity tasks
 - New responsibilities (like learning epidemiology) don't match abilities and preferences.

HR Professional's Stress Index™

Mental Health and HR



- Upwards of 30% of all employees need mental health assistance at any given time. ([SHRM](#))
- 42% of HR professionals have used or have considered using their company's EAP/mental health benefit. ("usage" and "considering" usage not broken out separately)
- Nationally EAP utilization hovers around 4.5% ([EAPASSN](#))
- 91% of companies offer an EAP to their employees, up from 79% in 2015. ([SHRM](#)),

HR Professional's Stress Index™



What's At Risk When HR Professionals Don't Go Home on Time?

HR professionals who don't “usually go home on time” are:

- 173% more likely to be dissatisfied with their company's dedication to work/life balance
- 116% more likely to have a bad relationship with the company's senior executives.
- 114% more likely to say their company has a negative work culture.
- 99% more likely to dread coming to work.
- 81% more likely to have “too many emotionally charged confrontations at work.”
- 70% more likely to feel dissatisfied with the work they do.
- 54% more likely to report they work in a toxic environment.
- 45% more likely to report their company cultivates a false narrative.
- 42% more likely to consider pursuing a job outside of HR.

HR Professional's Stress Index™

Does the size of your company impact your stress?

Working for a large company can offer benefits that a smaller company can't afford to offer. But do larger companies always have an advantage?

We compared responses from HR professionals working at small companies (with 75 employees or less,) versus larger companies (with 250 employees or more.) Among the many types of stress indicators within our survey, we discovered that HR professionals working at small companies:

- **Are 50%** more likely to go home on time.
- **Are 41%** more likely to report their employer is committed to a work/life balance.
- **Have 35%** fewer emotionally charged confrontations at works
- **Are 30%** more likely to report their company has created a positive work culture.
- **Have 34%** fewer disciplinary matters to deal with.
- **Are 26%** more likely to have lower stress when dealing with executive demands
- **Are 17%** more likely to look forward to coming to work.
- **Are 14%** more likely to report they are satisfied with the work they do.



HR Professional's Stress Index™

Conversely, HR professionals working for larger employers:

- Are 82% more likely to report they don't have enough HR staff
- Are 44% more likely to report it's hard to keep up with their existing workload.
- Are 34% more likely to have “too many emotional confrontations” at work.
- Are 23% more likely to believe their company doesn't offer competitive wages.
- Are 19% more likely to report their company “cultivates a false narrative.”
- Are 14% more likely to report they work in a toxic environment.

Although we can find a statistical correlation between specific stress indicators at larger employers, it's important to remember **correlation does not imply causation**.

Simply working at a larger company isn't necessarily the cause of increased stress. However, this study has identified a statistical correlation between working at a larger company and a higher likelihood that you'll encounter circumstances that may contribute to your stress. As always, your results may vary.



Q & A



Blog.AccessPerks.com/HR-Stress-Index



Creative Commons Attribution-ShareAlike (CC BY-SA) - LINK ([CC BY-SA](https://creativecommons.org/licenses/by-sa/4.0/))

This license permits remixing, repurposing and building upon this work providing “Access Perks®, HR Stress Index” is clearly and obviously credited. Any new creation that references, or is derived, in whole or in part, from this work, must also be licensed using the identical terms. All other permissions requests must contact:

Access Perks
1012 W. Beardsley Place
Salt Lake City, UT 84109
888-438-2318