



# What's Really Stressing Out HR Professionals?

HR Professionals Stress Index<sup>^</sup>  
A Global Study About Stress and Anxiety in HR

Courtesy of



access  
perks

A Division of



Making the Workplace a *Better Place*

## Presenters



**Andrew Graft**

VP Corporate Marketing, 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

➤ Demographics

---

➤ Executive Summary

---

➤ Data Overview

YoY comparison

Company size breakdown

---

➤ Q & A

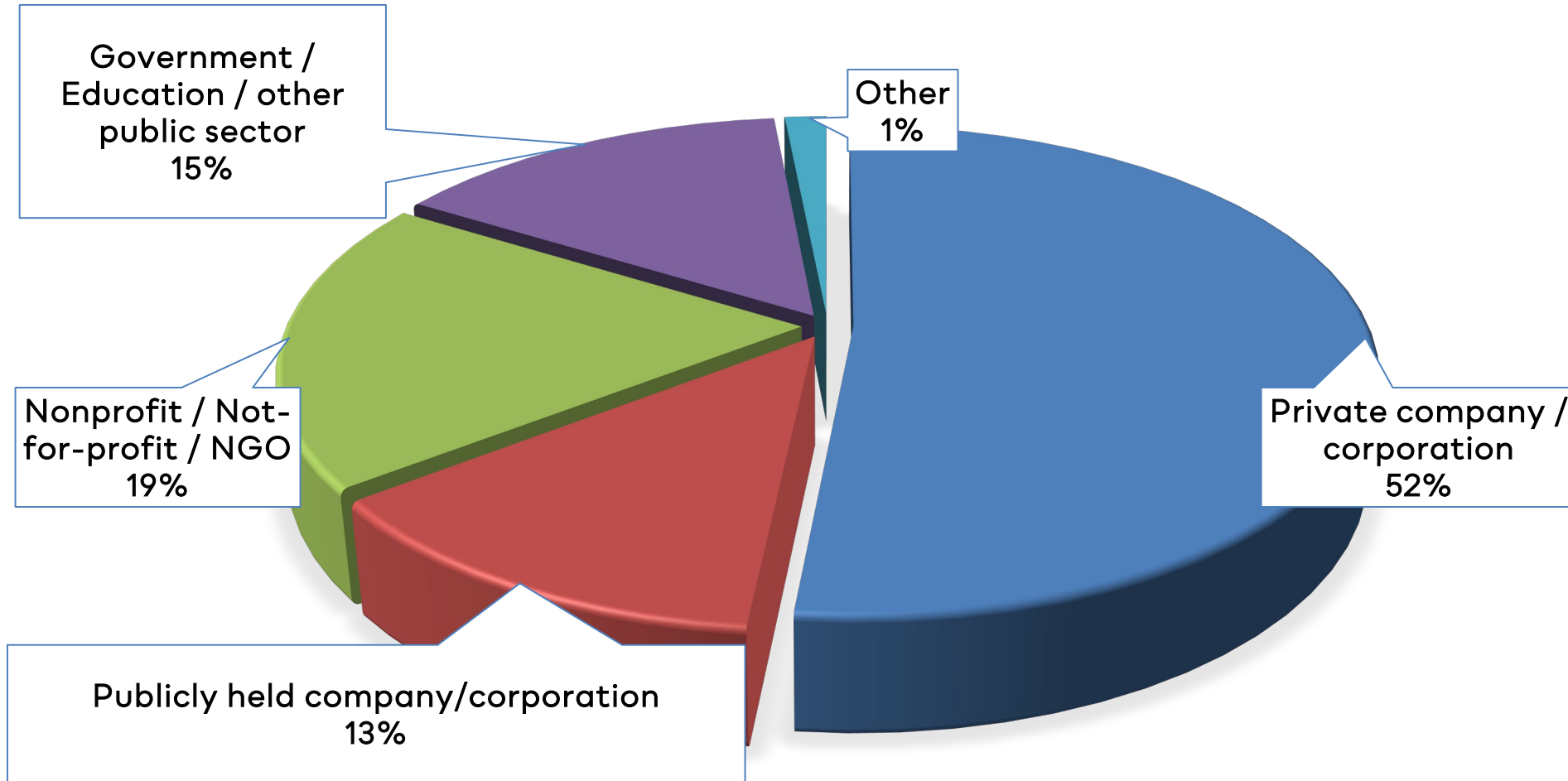
---



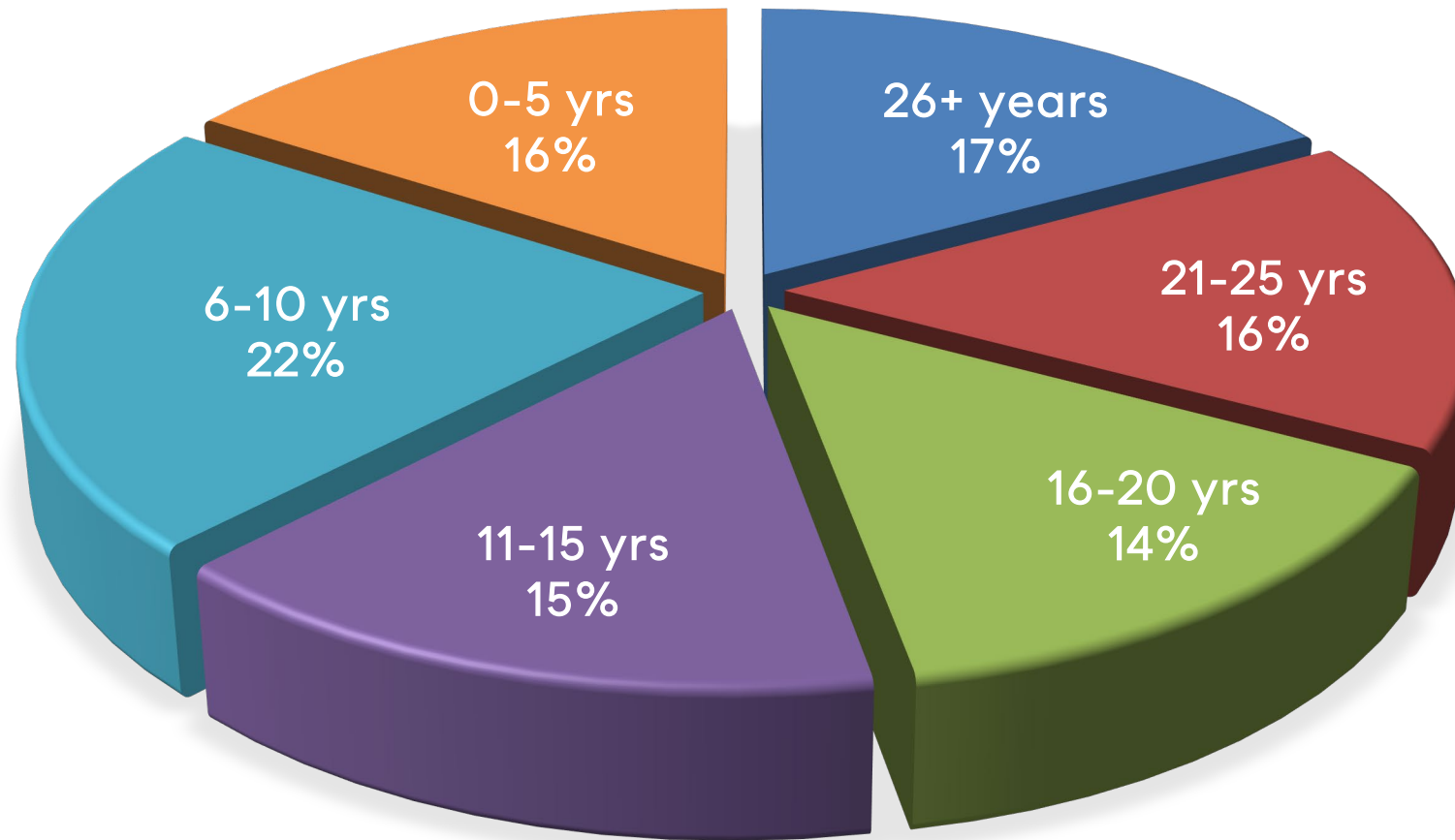
## What is the HR Professional's Stress Index?

- Second annual global study measuring the issues that cause stress and anxiety among human resource professionals.
- A benchmarking study conducted annually to identify trends over time.
- Online surveys and telephone interviews conducted January 2 – February 15, 2023
- Total of **2,732 responses** from all 50 states and 6 continents
- Margin of error **plus or minus 1.87%**

## Participating Organizations

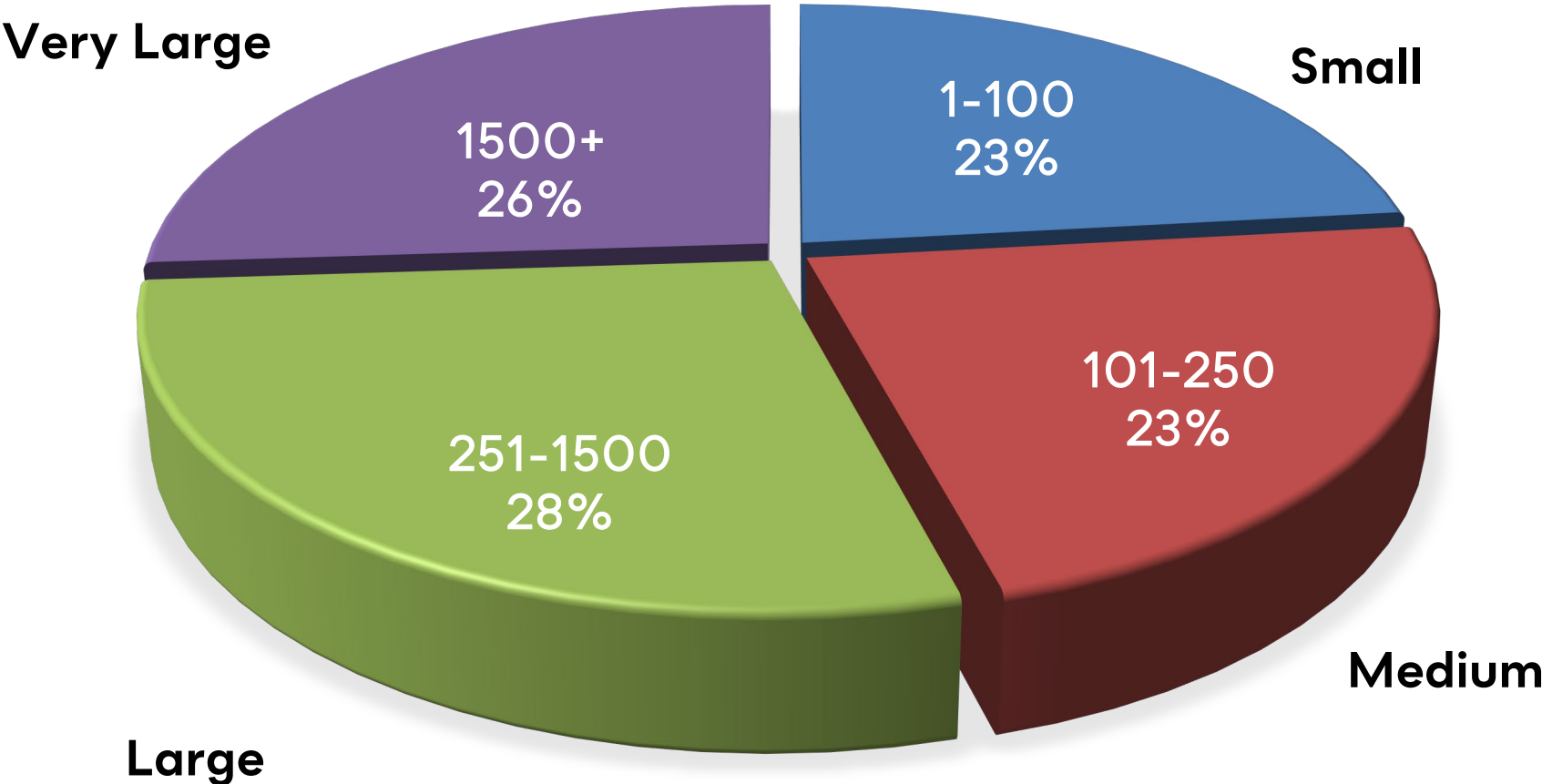


## Respondent's Years In Human Resources

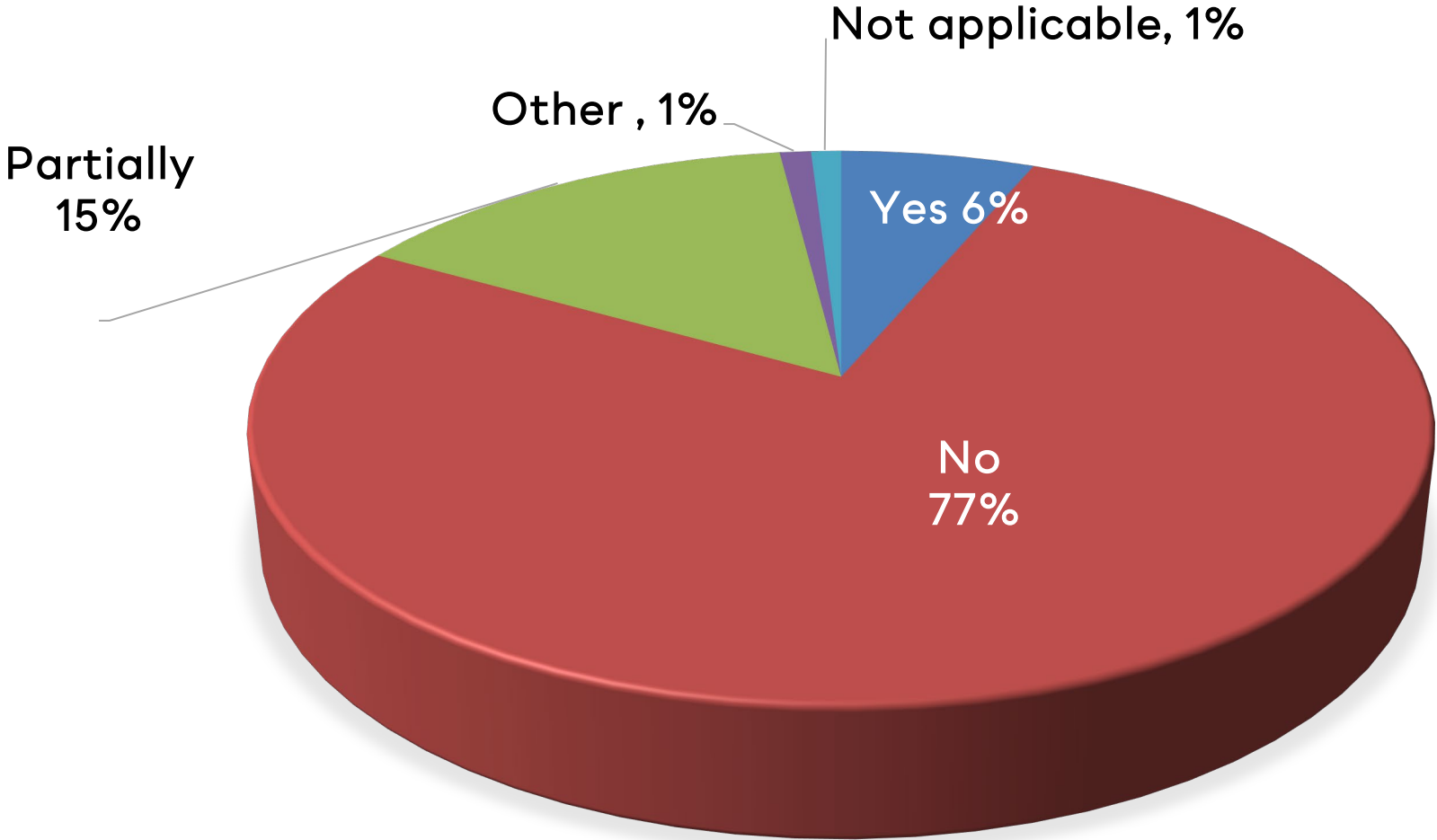




Respondent's Employer Size

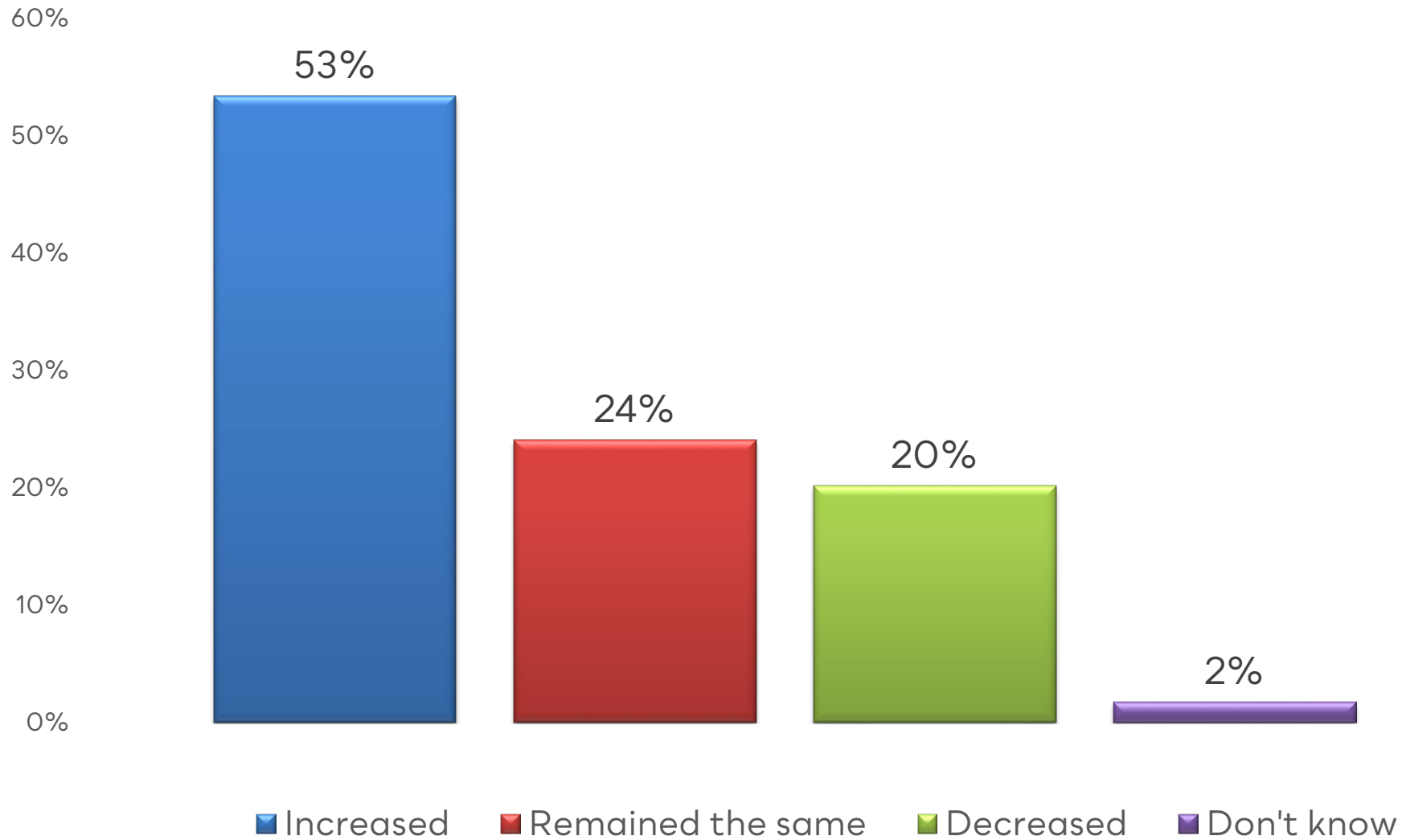


Is Your Workforce Unionized?

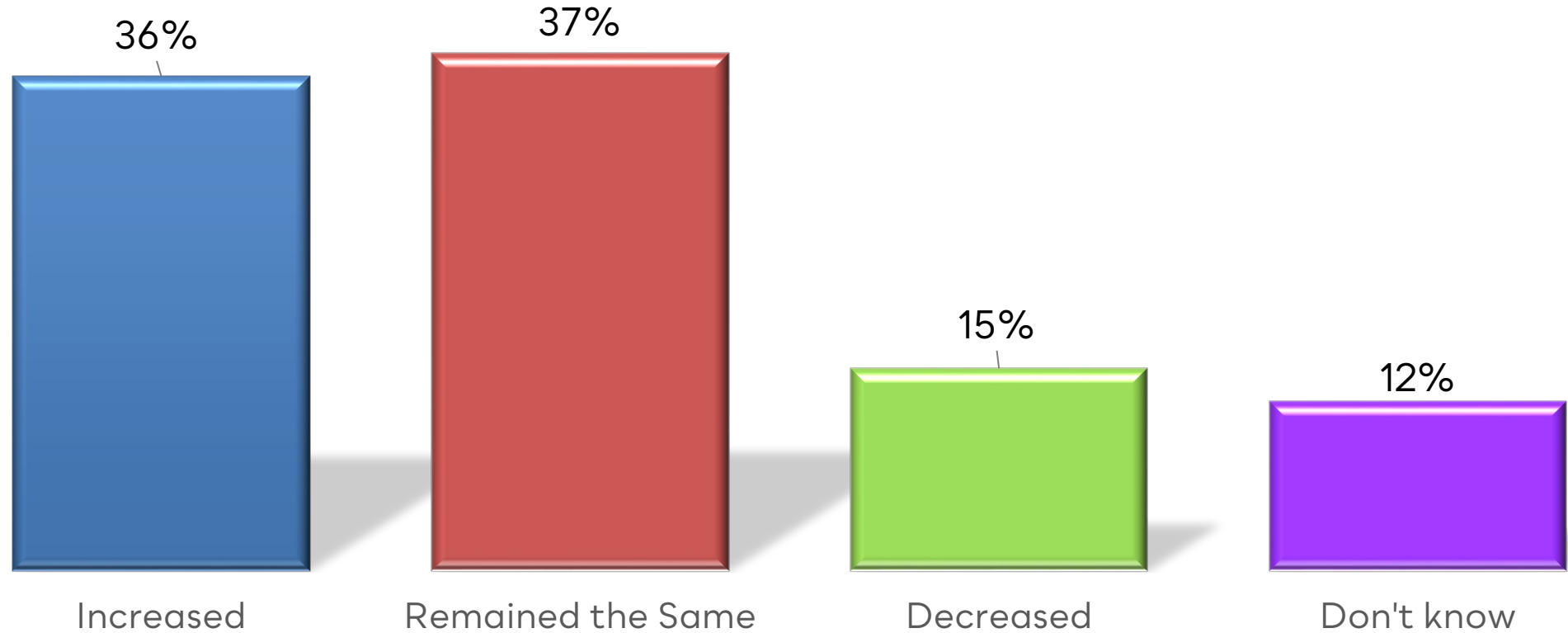




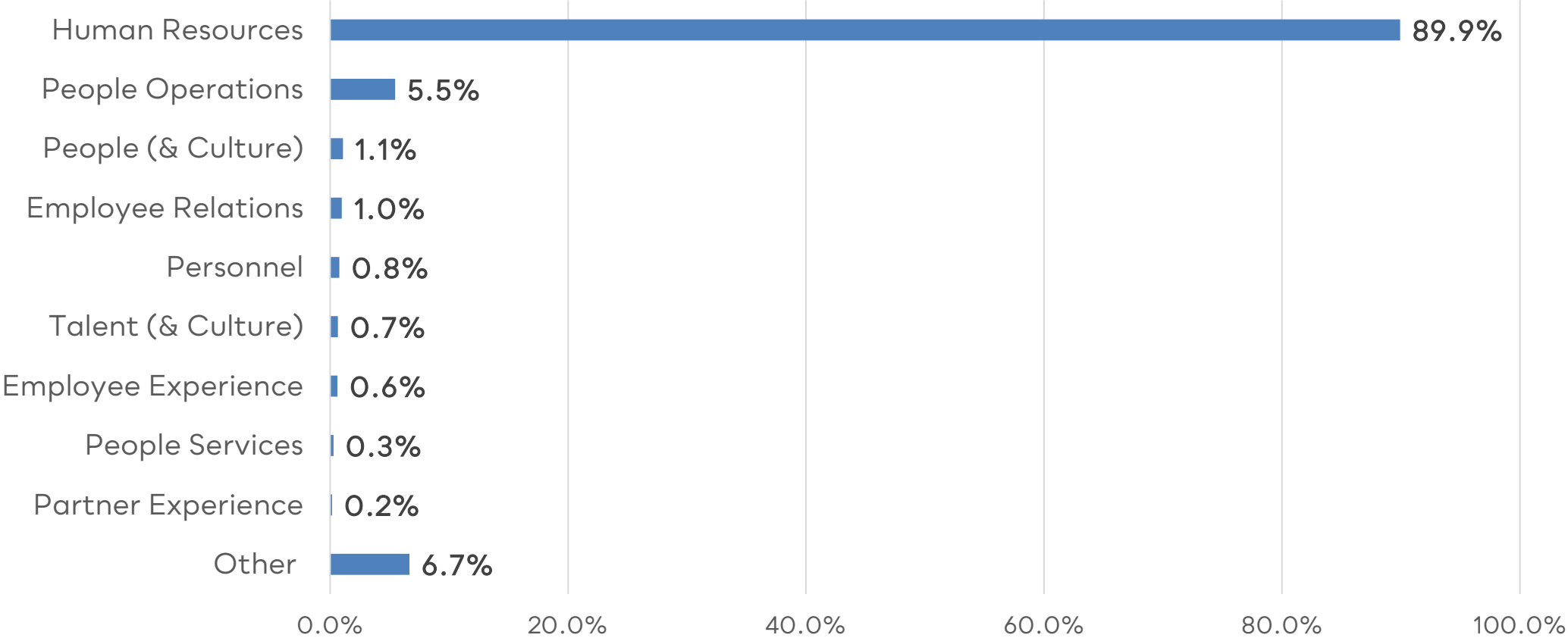
## Workforce Growth/Reduction over Past 2 Years



Within The Past Two Years, Has Your HR Budget Increased, Decreased Or Remained The Same?



## How Does Your Company Refer To Your Department/Division?



# HR Professional's Stress Index

---

## Executive Summary



## Key questions we asked

- Rate the degree of job-related stress you feel about these 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.



## Most Common Stressors/Concerns

- 76% - “challenges related to recruiting/hiring”
- 67% - “Employee discipline”
- 66% - “dealing with executive demands”
- 55% - “Company transition due to expansion / consolidation, etc.”
- 53% - “Enforcing policies I disagree with”
- 51% - “COVID”





## Less Commonly Cited Stressors/Concerns

- 49% - “Employee lack of integrity”
- 48% - “Management lack of integrity”
- 48% - “Layoffs/right-sizing”
- 43% - “Planning or managing benefits/perks”
- 35% - “Issues related to remote work”







## Statements about a Positive Work Culture

- 93% - “I have a good relationship with the employees at my company”
- 81% - “I have a good relationship with the senior executives at my company”
- 77% - “I trust my immediate supervisor”
- 74% - “I feel satisfied with the work I do”
- 63% - “I usually look forward to coming to work”
- 52% - “I usually go home on time”





## Statements about a Negative Work Culture



- 30% - “I have witnessed one of my executives say or do something deceiving or unethical”
- 30% - “I often consider getting a new job outside of HR”
- 18% - “My company/organization cultivates a false narrative about our company”
- 16% - “I work in a toxic environment”
- 15% - “I have too many emotionally charged confrontations as compared with most HR professionals”



# HR Professional's Stress Index

---

The Data

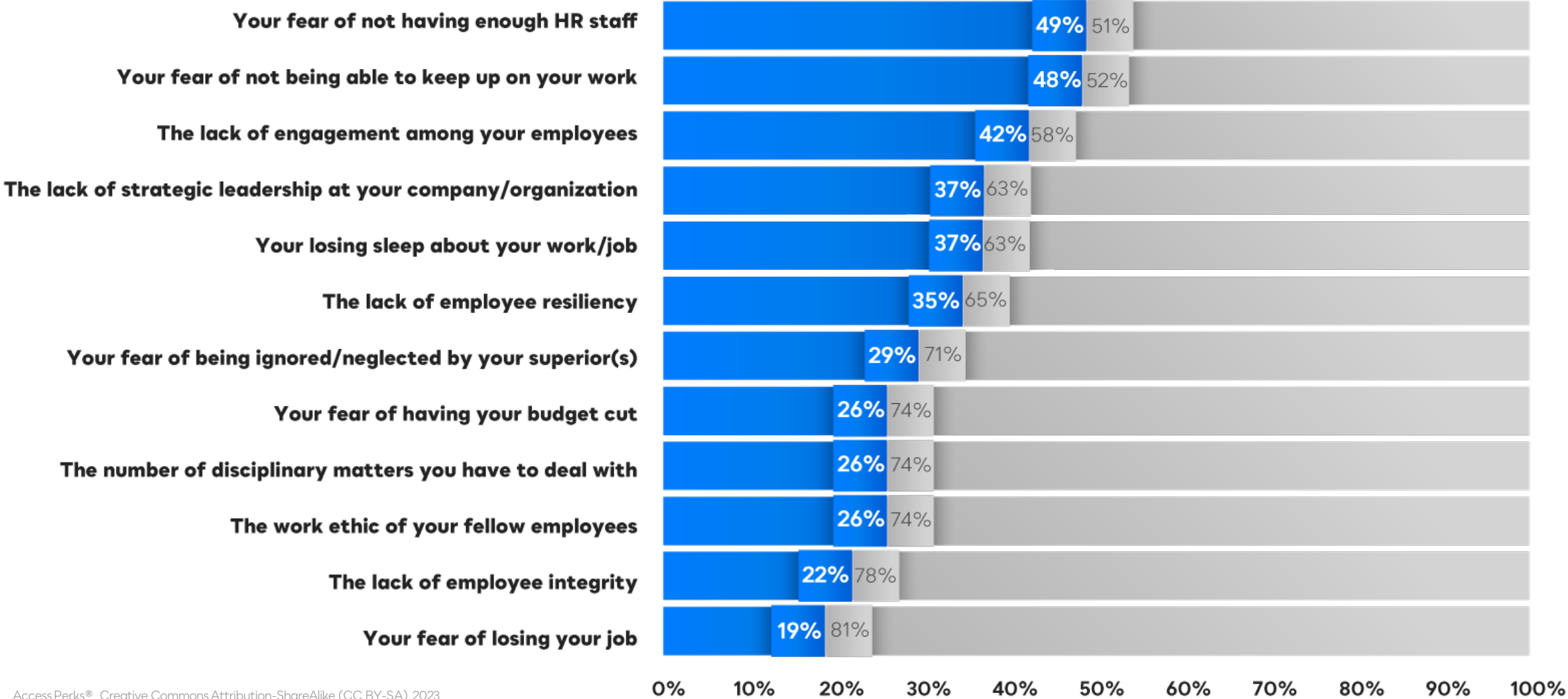
# Indicate your level of concern about common stressors



SOMEWHAT OR VERY CONCERNED



LITTLE OR NO CONCERN





## Fears & Stressors: Year over Year Change

- Your fear of not having enough HR staff to complete necessary tasks – DOWN 15%
- Your fear of not being able to keep up on your work – DOWN 14%
- The lack of engagement among your employees – DOWN 13%
- The lack of strategic leadership at your company/organization – DOWN 11%
- Your fear of having your budget cut – UP 21%
- Your fear of losing your job – UP 12%

Respondents who are "somewhat" to "very concerned" about the following stressors:

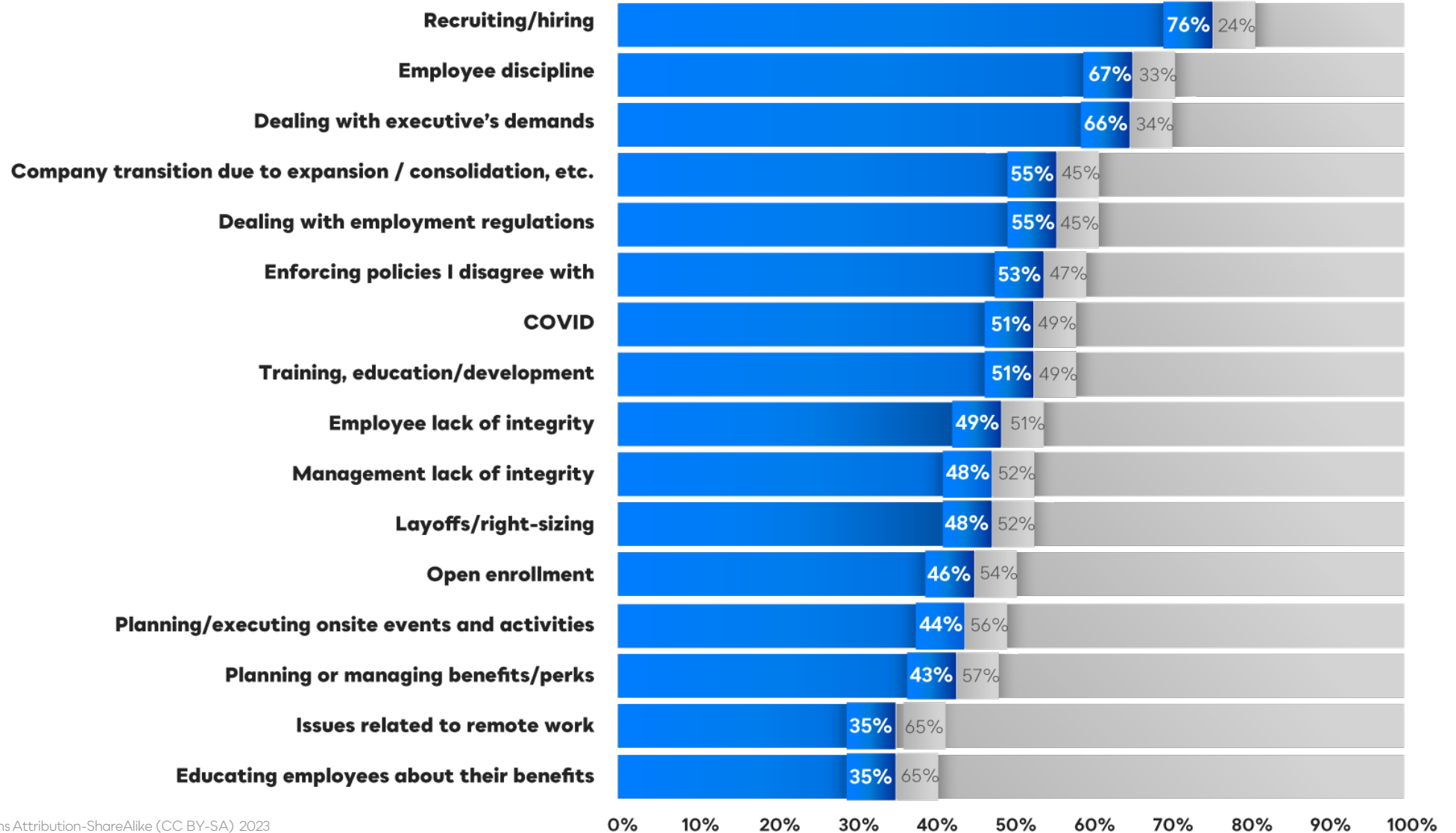
NUMBER OF EMPLOYEES

1-100 | 101-250 | 251-1500 | 1501+

	All	Small	Medium	Large	Very Large
Your fear of not having enough HR staff	49%	36%	47%	51%	60%
Your fear of not being able to keep up on your work	48%	42%	49%	51%	51%
The lack of engagement among your employees	42%	38%	42%	45%	43%
The lack of strategic leadership at your company/organization	37%	39%	34%	38%	37%
Your losing sleep about your work/job	37%	33%	36%	39%	40%
The lack of employee resiliency	35%	30%	34%	37%	36%
Your fear of being ignored/neglected by your superior(s)	29%	31%	27%	30%	29%
Your fear of having your budget cut	26%	22%	18%	27%	34%
The number of disciplinary matters you have to deal with	26%	19%	26%	30%	28%
The work ethic of your fellow employees	26%	26%	27%	26%	24%
The lack of employee integrity	22%	20%	21%	23%	24%
Your fear of losing your job	19%	20%	13%	18%	22%

# Tasks/Responsibilities that Cause Stress

😊 SIGNIFICANT OR MODERATE STRESS    😞 LITTLE OR NO STRESS







## Tasks that Cause Stress: Year over Year Change

- Dealing with employment regulations - **DOWN 23%**
- Planning or managing benefits/perks - **DOWN 20%**
- Recruiting/hiring - **DOWN 13%**
- Layoffs/right-sizing - **UP 15%**
- Employee discipline - **UP 10%**



Respondents who feel "moderate" to "significant" stress about the following HR tasks:

NUMBER OF EMPLOYEES

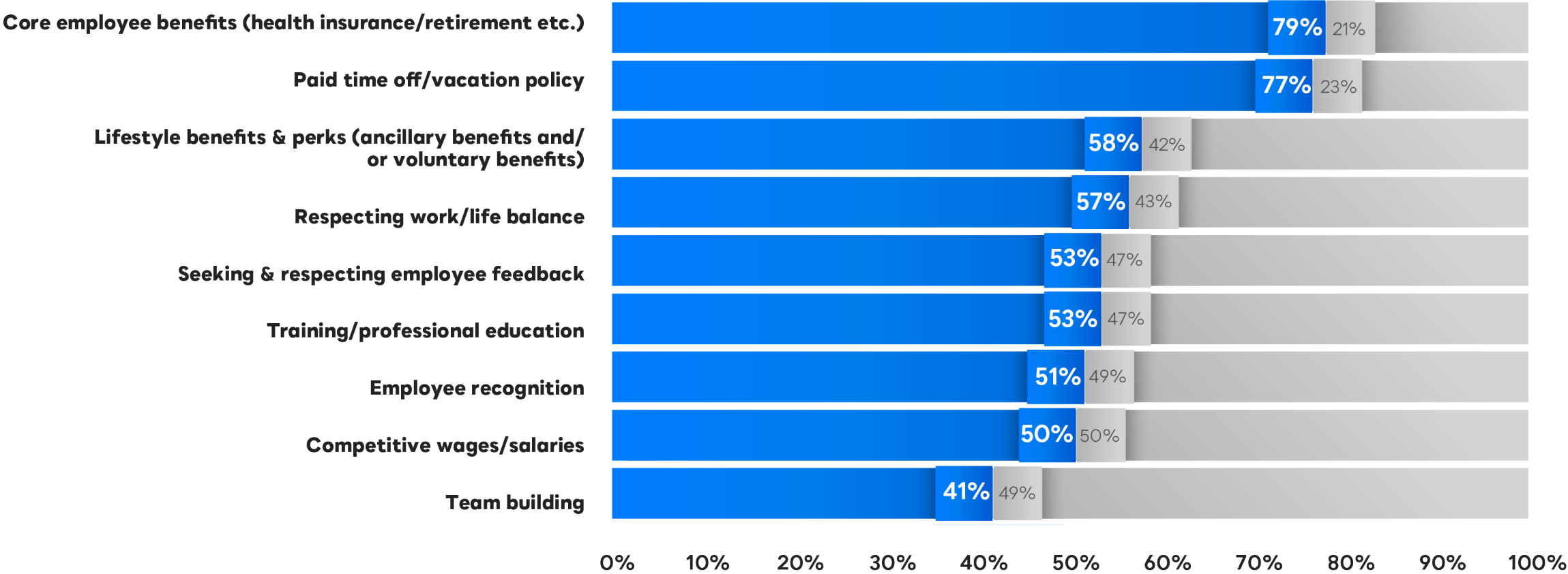
1-100 | 101-250 | 251-1500 | 1501+

	All	Small	Medium	Large	Very Large
Recruiting/hiring	76%	77%	79%	76%	73%
Employee discipline	67%	69%	68%	68%	63%
Dealing with executive's demands	66%	65%	62%	67%	69%
Company transition due to expansion / consolidation, etc.	55%	52%	52%	58%	57%
Dealing with employment regulations	55%	53%	56%	59%	51%
Enforcing policies I disagree with	53%	56%	54%	50%	52%
COVID	51%	51%	53%	49%	50%
Training, education/development	51%	51%	53%	51%	48%
Employee lack of integrity	49%	46%	48%	50%	50%
Management lack of integrity	48%	47%	45%	50%	54%
Layoffs/right-sizing	48%	46%	45%	48%	33%
Open enrollment	46%	49%	52%	50%	50%
Planning/executing onsite events and activities	44%	43%	48%	44%	41%
Planning or managing benefits/perks	43%	48%	48%	42%	34%
Issues related to remote work	35%	31%	32%	37%	40%
Educating employees about their benefits	35%	34%	34%	38%	34%

# Investment in benefits & culture

 SOMEWHAT OR VERY SATISFIED

 DISSATISFIED OR VERY DISSATISFIED





## Satisfaction with Benefits/Culture: Year over Year Change

- Employee recognition – UP 38%
- Team building – UP 36%
- Respecting work/life balance – UP 28%
- Training/professional education – UP 19%
- Core employee benefits (health insurance/retirement etc.) – UP 9%

Percentage of Respondents who are "very satisfied" or "satisfied" with their company's investment in the following:

NUMBER OF EMPLOYEES

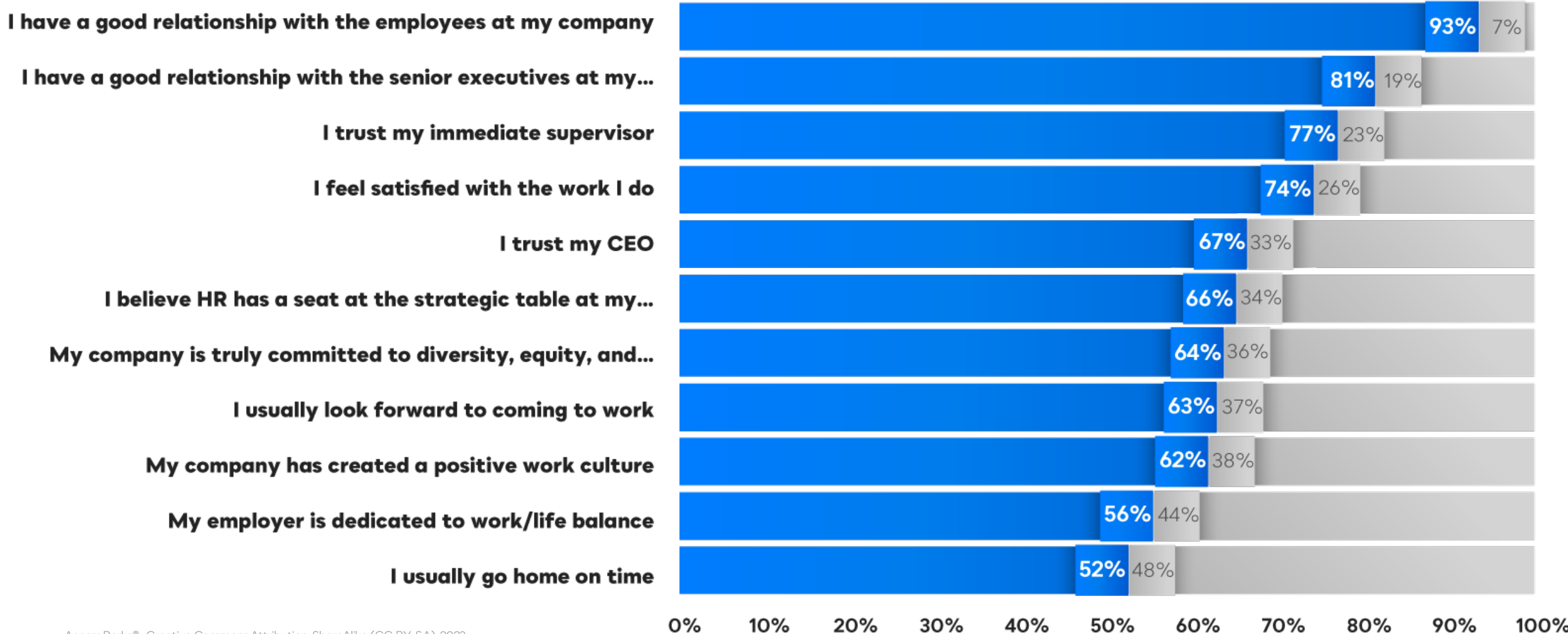
1-100 | 101-250 | 251-1500 | 1501+

	All	Small	Medium	Large	Very Large
Core employee benefits (health insurance/retirement etc.)	79%	75%	83%	82%	76%
Paid time off/vacation policy	77%	74%	78%	79%	78%
Lifestyle benefits & perks (ancillary benefits and/or voluntary benefits)	58%	54%	60%	59%	60%
Respecting work/life balance	57%	62%	62%	53%	51%
Seeking & respecting employee feedback	53%	52%	55%	53%	53%
Training/professional education	53%	49%	55%	53%	54%
Employee recognition	51%	50%	54%	53%	48%
Competitive wages/salaries	50%	53%	51%	48%	47%
Team building	41%	39%	43%	42%	39%

# Value Statements Related to Positive Work Culture

 AGREE/STRONGLY AGREE

 DISAGREE/STRONGLY DISAGREE





## Positive Work Culture: Year over Year Change

- I usually go home on time – UP 21%
- My company is dedicated to work/life balance – UP 13%
- My company has created a positive work culture – UP 18%
- I feel satisfied with the work I do – UP 15%





Respondents who "strongly agree" or "agree" to the following statements:

NUMBER OF EMPLOYEES

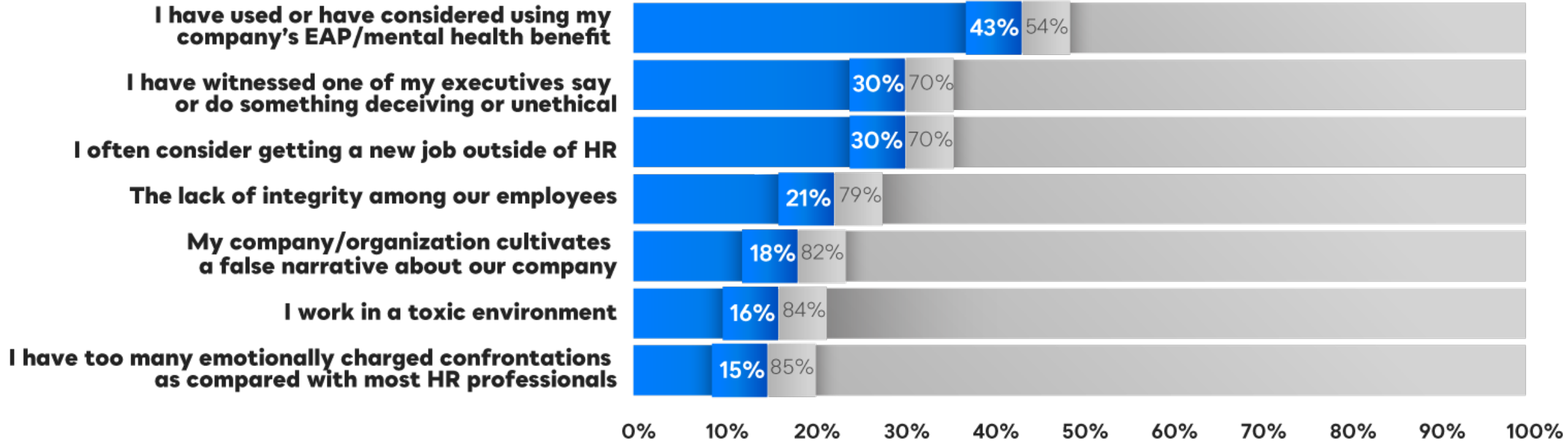
1-100 | 101-250 | 251-1500 | 1501+

	All	Small	Medium	Large	Very Large
I have a good relationship with the employees at my company	93%	91%	94%	94%	94%
I have a good relationship with the senior executives at my company	81%	84%	88%	80%	73%
I trust my immediate supervisor	77%	75%	79%	77%	76%
I feel satisfied with the work I do	74%	73%	76%	76%	72%
I trust my CEO	67%	70%	74%	63%	63%
I believe HR has a seat at the strategic table at my company/organization	66%	61%	68%	66%	69%
My company is truly committed to diversity, equity, and inclusion	64%	63%	64%	61%	66%
I usually look forward to coming to work	63%	65%	69%	60%	60%
My company has created a positive work culture	62%	64%	68%	59%	58%
My employer is dedicated to work/life balance	56%	62%	61%	51%	50%
I usually go home on time	52%	57%	57%	47%	47%

# Value Statements Related to Negative Work Culture

 AGREE OR STRONGLY AGREE

 DISAGREE OR STRONGLY DISAGREE





## Negative Work Culture: Year over Year Change

- I have too many emotionally charged confrontations **DOWN 24%**
- I often consider getting a new job outside of HR **DOWN 19%**
- I work in a toxic environment **DOWN 16%**
- My company/organization cultivates a false narrative **DOWN 17%**

Respondents who "strongly agree" or "agree" to the following stress related statements:

NUMBER OF EMPLOYEES

1-100 | 101-250 | 251-1500 | 1501+

	All	Small	Medium	Large	Very Large
I have used or have considered using my company's EAP/mental health benefit	43%	32%	40%	48%	51%
I have witnessed one of my executives say or do something deceiving or unethical	30%	30%	29%	30%	30%
I often consider getting a new job outside of HR	30%	30%	27%	31%	30%
The lack of integrity among our employees is a significant concern	21%	17%	18%	24%	23%
My company/organization cultivates a false narrative about our company	18%	17%	15%	20%	18%
I work in a toxic environment	16%	17%	13%	17%	18%
I have too many emotionally charged confrontations as compared with most HR professionals	15%	13%	15%	14%	16%



## Final Summary

- Most metrics reveal a YoY reduction in overall stress levels among HR professionals.
- HR professionals generally like their work in HR.
- Many HR pros are still dealing with the aftermath of COVID.
- Economic concerns, and employee discipline are increasingly impacting HR's stress and anxiety.
- A focus on healthy people and culture is a growing accountability for HR professionals.

Subscribe for ongoing analysis and new articles: [blog.AccessPerks.com](https://blog.AccessPerks.com)



## Q & A



## Contact Us



Andrew Graft

Andrew.Graft@accessdevelopment.com



Lisa Oyler, SPHR, CHT, CTA

Lisa.Oyler@accessdevelopment.com



Gary Toyn

Gary.Toyn@accessdevelopment.com



## 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, engagement, and productivity.

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.

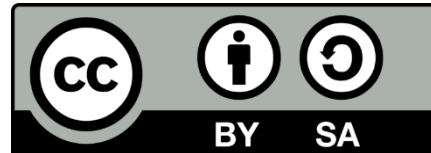
With over 1 million contracted locations, employees who use this program have saved \$1,000 or more per year, wherever they live, work, or travel.

[AccessPerks.com](https://www.AccessPerks.com)





B log . A c c e s s P e r k s . c o m / H R - S t r e s s - I n d e x



Creative Commons Attribution-ShareAlike (CC BY-SA) - LINK ([CC BY-SA](#))

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