



What Makes An Employee Choose One Job Over Another?

Report on 2018 Survey Results

ABL Employment conducted a survey to understand the deciding factors that determine whether an employee would accept or stay at a position. With tightening employee markets across all areas, it is imperative that companies understand how their positions stack up against other opportunities available in the market, and what they can do to make their jobs more attractive to today's employees.



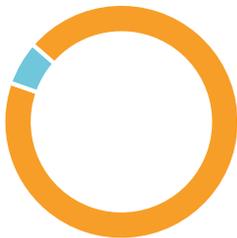
How Does Your Position Stack Up Against Other Opportunities In The Market Today?

THE TOP 5 THINGS THAT ATTRACT & RETAIN EMPLOYEES:

- 94% said "Friendly & Supportive Supervisors"
- 93% said "Positive Work Environment"
- 90% said "Steady/Predictable Hours"
- 89% said "Competitive Pay Rate"
- 88% said "Training & Skill Enhancement Opportunities"

The two most important factors that determine whether an employee accepts or stays at a job are:

94% Said
"Friendly & Supportive
Supervisors"



93% Said
"A Positive Work
Environment"



THE TOP 5 THINGS THAT TURN OFF EMPLOYEES:

- 54% said "Working Overnight"
- 49% said "Lifting over 50lbs"
- 48% said "Not Public Transit accessible"
- 43% said "Repetitive Lifting"
- 40% said "No Chance For Overtime"

Employees tell us that the following factors are "Very Important" in determining whether they accept or stay at a job:

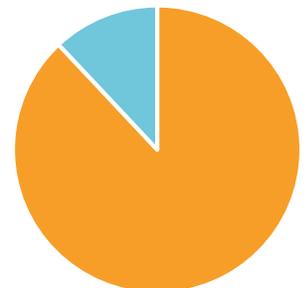
90% Said Steady Or Predictable Hours



89% Said Competitive Pay



88% said Training Development Opportunities

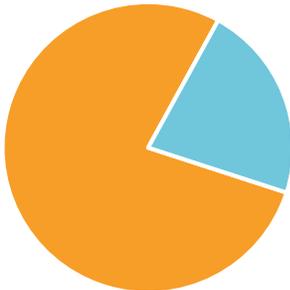


Some Solutions Cost Little Or Nothing At All – And Make A HUGE Impact

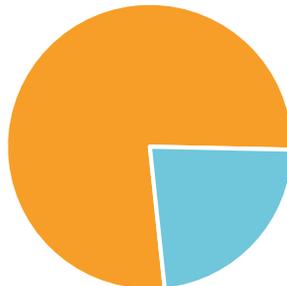
THE TOP 5 THINGS YOU CAN CHANGE NOW FOR FREE:

1. Put the right people in charge of new hires
2. Make sure existing staff have buy-in
3. Offer opportunities to learn new skills
4. Commit to the whole week
5. Clean and organize your workplace

78% would prioritize a week-long job over a day-to-day position



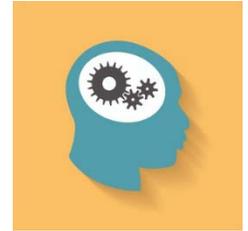
77% would choose a clean & tidy workplace over one that was not



1. Put the right people in charge of new hires:

“Friendly & supportive supervisors” was the number 1 thing employees said they wanted in a job: put your most positive and helpful people in charge of new hires so their learning experience is the best it can be and implement a lunch-buddy system to help new hires feel part of the work culture faster.

- #### 2. Make sure existing staff have buy-in
- for the benefits of bringing in new hires: their support for and attitude towards new hires is crucial: make sure they know how this will benefit *them*. Incorporate an element of FUN: employee of the week preferred parking, lucky draws, weekly challenges, Hawaiian shirt day: small things can boost morale easily!



People stay longer at jobs where they can learn new skills



People prioritize temporary jobs that offer at least 1 week as a minimum duration



People prefer to work in places that are organized and clean

- 3. Offer opportunities to learn new skills** or to participate in training for different areas/departments: people stay engaged & feel valued, while you gain bench-strength and a more flexible workforce!
- 4. Commit for the whole week:** 78% of temporary or seasonal employees said they would take a job that would run for at least a week, over one that was uncertain or day-to-day.
- 5. Clean & organize your workplace:** 77% of employees said this was important to their decision to accept a position: people want to feel proud of where they work: dirty and untidy spaces increase stress and errors and decrease morale and commitment.

The two most important factors that turn off great employees:



Uncaring or unsupportive supervisors or management

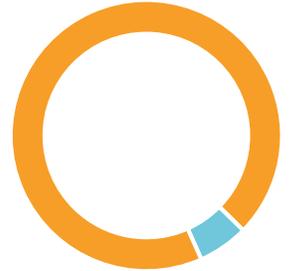


Hostile or apathetic teams or colleagues

In Summary...

In full honesty, it's not completely "free" to implement these strategies: it's going to take time and some good old-fashioned elbow-grease to turn over a new leaf and get your workplace cleaned and organized. And no-one ever said it would be easy to get long-time team members to change the way they think about and behave towards new hires (whether temporary or full time). But with patience, persistence and ongoing follow-up, you can turn these things around in your workplace. You'll be giving your company the best chance of attracting and retaining the kind of staff you need to grow and succeed.

93.5% would leave if they felt unsupported by supervisors/trainers, or unwelcomed by the team as a whole:



Employees tell us that the following factors are "Big Turn-Offs" when they're starting a new position:

"When I arrive for my first shift and no-one is there to meet me and walk me through the plan for my first day: it's like they don't know or don't care that I'm there. I'd rather go someplace that I'm wanted."

~ George

"When the person or team training me is rushing or gets irritated when I don't reach my quotas right away: I want to do a great job but learning anything new under those conditions is a recipe for disappointment for both sides. I'm not going to stay if I'm constantly belittled"

~ Sam

Some Solutions Cost More To Implement: Which Ones Are Worth It?

THE TOP 5 GAME-CHANGERS THAT ARE WORTH THE COST

1. Offer steady or predictable hours
2. Pay a competitive wage
3. Hire on preferred people as soon as possible
4. Find ways to minimize the more physical job aspects
5. Mitigate the difficulties around working a night shift



1. 90% prioritize jobs with "Steady/Predictable Hours":

Even if you can't offer full time hours – offering a consistent schedule allows employees to plan for supplemental work elsewhere, take classes to learn new skills, or pursue other personal goals, like play competitive sports, care for a dependent, pursue hobbies. Today's Millennial workforce places high value on flexible, personalized work schedules.

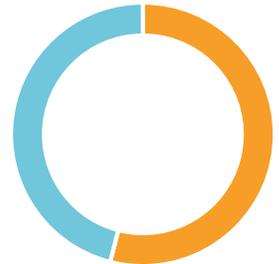
2. 89% prioritize jobs with "Competitive Pay Rate":

Know what your competitors are offering – are your wages and compensation packages competitive? Do whatever you can to bring your position in line: don't be the first offer someone dismisses strictly because of wage differences. Make sure to mention other benefits that can be included under "compensation package", like performance bonuses, mileage reimbursement, extra days off with pay, etc.

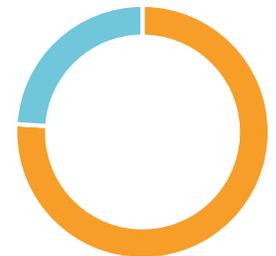
3. 88% prioritize jobs with "Opportunity To Be Hired":

It can be very demoralizing to your seasonal or temporary workforce to watch someone else be hired off the street when they have been "proving themselves" for weeks or months as a temporary employee. Consider using the temporary to hire period through a staffing agency as a replacement for your "probation period": this protects you from the cost of hiring and onboarding someone who doesn't

54% Said "Working Nights" was a deal-breaker



76% would prioritize jobs with "Convenient Shift Times"



52% Said "Transit Accessible" schedules were important to them



work out after a few days and shows your temporary workforce that the right people for the job have a chance to be hired on at your company.

4. An average of 57% said they would decline a very physical job:

Repetitive lifting (57%), lifting over 50lbs (51%), and high quotas (64%) were all factors that contributed to an employee declining a position. If your job requires any of these elements, consider doing a gradual ramp up in these requirements, giving new staff the chance to adapt, learn, and gain muscle-strength/flexibility in order to be successful and SAFE. Rushing someone to meet their quotas while they're assimilating to a new job only invites frustration, embarrassment and work injuries.

5. 54% of people said that working nights was a deal-breaker for them:

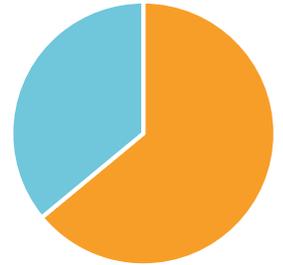
"Convenient shift times" (76%) and "transit accessible" schedules (52%) would also be important factors to weigh when considering a job. If you have a continental or rotating shift schedule, consider allowing employees to switch shifts amongst themselves- the work still gets done, and the employees' needs are met! If a large portion of your employees rely on public transport, consider planning your shift times to coincide with the city transit schedule: this one factor often can offset the need for a huge wage increase, simply by making it easier for people to take transit instead of needing to pay for a car, insurance, parking etc. Plus - it is more environmentally responsible!



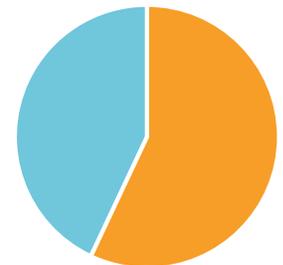
In Summary...

For you to meet your production numbers or KPI's, you need a team that is coming to work in the best frame of mind possible: if they're getting a competitive wage, aren't affected by constant schedule changes, are given the help they need to safely and effectively deal with heavy or repetitive duties, can afford to travel to the workplace, and have opportunity to advance in skills or position, then you've given them (and your company) the best chance of getting the job done effectively and on time.

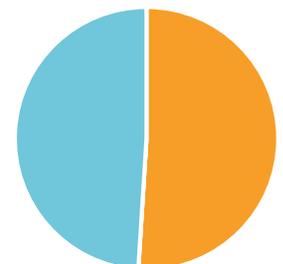
64% said they'd avoid jobs with "high quota" requirements



57% said they'd decline a "repetitive lifting" job



51% said they'd prioritize a job that required LESS than 50 lbs lifting



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