

2023 National Business Trends

Number of Respondents = 1167

Report Cut: National

29. Is your organization continuing or planning to implement any of the following measures?	2022		2023	
	# of Responses	% of Responses	# of Responses	% of Responses
Shift a larger share of healthcare costs to employees	74	6.34%	128	10.97%
Shift a larger share of healthcare costs to the employer	154	13.20%	153	13.11%
Increase of paid-time-off benefits (vacation, sick, PTO, holidays)	166	14.22%	217	18.59%
Invest in new technology	442	37.87%	524	44.90%
Invest in equipment	442	37.87%	500	42.84%
Outsource specific operations or positions (i.e. IT operations, or HR Director position)	83	7.11%	96	8.23%
Increase insurance/retirement benefits	87	7.46%	124	10.63%
Increase or add use of bonuses/profit sharing	147	12.60%	171	14.65%
Increase training budget	158	13.54%	279	23.91%
Increase total rewards communication/education	121	10.37%	210	17.99%
Investing in data security to protect clients' data and integrity	211	18.08%	198	16.97%
Increase recruiting emphasis	408	34.96%	417	35.73%
Pay above market rates	177	15.17%	185	15.85%
Enhance the benefits package	195	16.71%	264	22.62%
Use data analytics to improve business strategy	147	12.60%	202	17.31%
Implement formal employee engagement programs	183	15.68%	271	23.22%
Increase in flexible work arrangements	230	19.71%	213	18.25%
Offer 100% remote work for positions we have not in the past	96	8.23%	74	6.34%
Offer hybrid work for positions we have not in the past	256	21.94%	218	18.68%

30. Given the national concern of COVID-19 and employee safety, how is your organization minimizing risk and ensuring compliance with federal, state, and local laws?	2022		2023	
	# of Responses	% of Responses	# of Responses	% of Responses
Continuing work from home arrangements for non-essential staff	225	19.28%	182	15.60%
Continuing work from home arrangements for all or most of staff	149	12.77%	133	11.40%
Staggering shifts and/or employee work schedules to limit employee contact	90	7.71%	55	4.71%
Restricting all but essential employees into the workplace	147	12.60%	75	6.43%
Restricting all non-employees from the workplace	58	4.97%	23	1.97%
Requiring employees to wear face masks at all times	98	8.40%	38	3.26%
Requiring employees to wear face masks when in common areas/when unable to maintain six feet distance	127	10.88%	57	4.88%
Encouraging employees to wear face masks (not required)	259	22.19%	202	17.31%
Providing face masks for employees in the workplace	554	47.47%	459	39.33%
Encouraging employees to get vaccinated (not required)	495	42.42%	376	32.22%
Requiring employees to get vaccinated	127	10.88%	88	7.54%
None of the above	271	23.22%	286	24.51%
Other	31	2.66%	28	2.40%