



Global HR Pulse Survey

Managing the Great Resignation and What's Next

January 21, 2022

Proprietary and Confidential



Global HR Pulse Survey Dynamic Results

Managing the Great Resignation and What's Next

Select Market Filters

Choose a country:
All

or

Choose a region:
Asia Pacific

Choose an industry:
All

Choose a sub-industry:
All

Note: Market filters selected on this page will apply to all subsequent pages. You can return to this page at any time to select new market filters.

Study Contents (click to navigate)

■ Key Highlights

■ Study Overview

■ Participant Demographics

■ Managing Accelerated Workforce Changes Amidst the Great Resignation

■ Enhancing Evolving Talent Acquisition Strategies in a Competitive Market

■ Developing and Enhancing Strategies to Retain Key Talent

■ Looking Ahead to Key HR Priorities in 2022

■ Additional Information

Key Highlights



Executive Summary



87% **Talent Shortage**
of HR leaders are kept up at night by talent shortages

81% **Skills Lost**
of organizations indicate that they are losing key skills, including digital, technology, leadership, management, and skills to remain agile and adaptable

83% **Turnover**
of organizations indicate that increasing turnover is a top concern

57% **Making Hiring Better**
of organizations are investing in ways to improve the hiring process, inclusive of tools, technology and best practices

80% **Drivers of Turnover**
of organizations indicate that employees leave their jobs due to better pay elsewhere

64% **Hiring Experienced Talent**
of organizations indicate that experienced professional jobs are the hardest to fill

56% **Employees With Skills Have Choices**
of organizations are having challenges filling roles requiring skills in high demand like product development and technology

59% **Importance of Acting Now**
of HR leaders indicate that current rates of turnover will prevail for the next year and beyond

Study Overview



Study Overview



As the humanitarian and economic impact of the COVID-19 pandemic continues to unfold, we once again turned to leaders in the global HR community to understand how companies are adjusting their workforce strategies in response to the current environment.

The design of this study reflects a broad partnership between clients—many of whom submitted questions to us in advance of this project—and numerous teams at Aon, including our firm's assessment, benefits, employee communications, health, human capital strategy, retirement and rewards practices, among others.

We thank our clients, colleagues, and all study participants for their contributions to this project at a time when we all face personal and professional challenges few could have foreseen a short time ago.

On an overall basis, the global study conducted from December 1, 2021 to January 14, 2022, garnered submission from a total of 812 participants. Depending on the filters selected, your dynamic report will have fewer participants.

Survey Opened
December 1, 2021

Survey Closed
January 14, 2022

Results Shared
January 21, 2022

When interpreting study results, we ask all readers to consider the following:

The COVID-19 pandemic continues to evolve on a daily basis, with varying levels of impact by geography and industry. Our pulse survey reflects a point-in-time snapshot of practices reported between December 1 and December 13. We remind readers that experiences may vary widely within any given country or from one organization to another. For these reasons, we plan to pulse the market on an ongoing basis to monitor changing practices

Participant Demographics



Participant Demographics



Industry Distribution:

All study participants were asked to self-select their primary industry from the following options. Additional information on sub-industries was collected and can be used to create more targeted reports upon request. (346 respondents)

Technology (including Telecommunications)	156
Financial Services (including Asset Management, Banks, FinTech, Insurance and Wealth Management)	65
Manufacturing (including Distribution and Consumer Goods)	39
Life Sciences (including Biotechnology, Medical Devices and Pharmaceuticals)	25
Professional Services	16
Energy (including Mining, Oil & Gas, Renewables and Utilities)	14
Community Services & Government (including Public Sector and Education)	8
Retail & E-Commerce (including Hospitality, Restaurants and Wholesale)	6
Healthcare (including Hospitals)	4
Transportation & Mobility	4
Building Construction & Real Estate	2
Other Industries	7

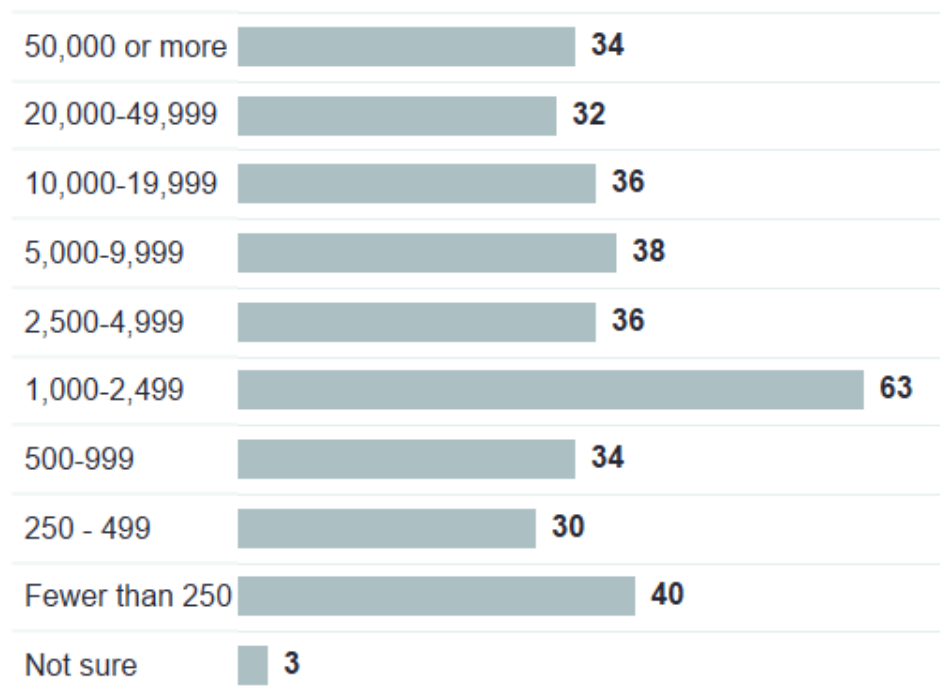
Participant Demographics



Company Headcount:

All study participants were asked to provide their global headcount according to the categories below.

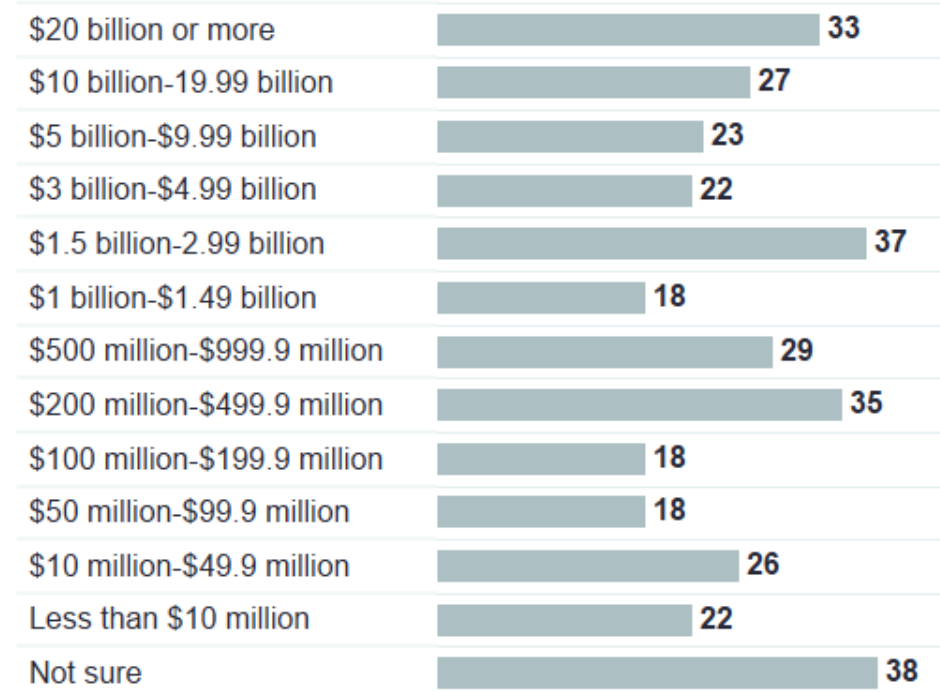
(346 respondents)



Company Revenues:

All study participants were asked to provide their organization's global annual revenue according to the categories below.

(346 respondents)



1

Managing Accelerated Workforce Changes Amidst the Great Resignation



Managing Accelerated Workforce Changes



| Question:

Aon's COVID-19 Response Framework is divided into the three stages listed below. While we recognize the impact of the pandemic varies by location, and that some parts of your organization may be dealing with different challenges at different times, in your opinion, which of the following stages best reflects your overall organization at this time? (Select a best-fit response) (325 respondents)

Stage 1 - React & Respond (e.g., focusing on crisis management and business continuity)

4%

Stage 2 - Recover (e.g., focusing on returning to the workplace, updating business goals and adjusting operating plans)

62%

Stage 3 - Reshape (e.g., restructuring, creating or pivoting to new product and service offerings, and deploying new talent strategies)

34%

Managing Accelerated Workforce Changes



Question:

How would you describe the business impact of the Great Resignation at your organization? (335 respondents)

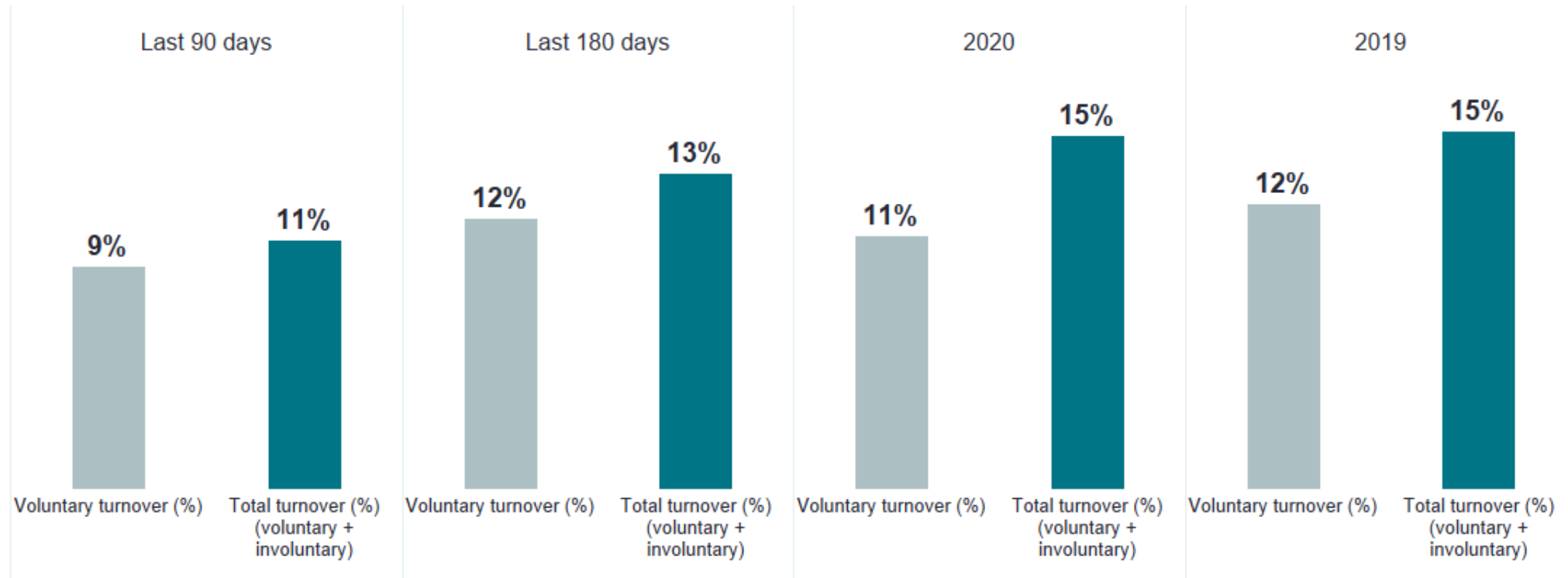


Managing Accelerated Workforce Changes



| Question:

Please describe the turnover at your company for the following time periods: (277 respondents)
(Values represent average percentages input by respondents)

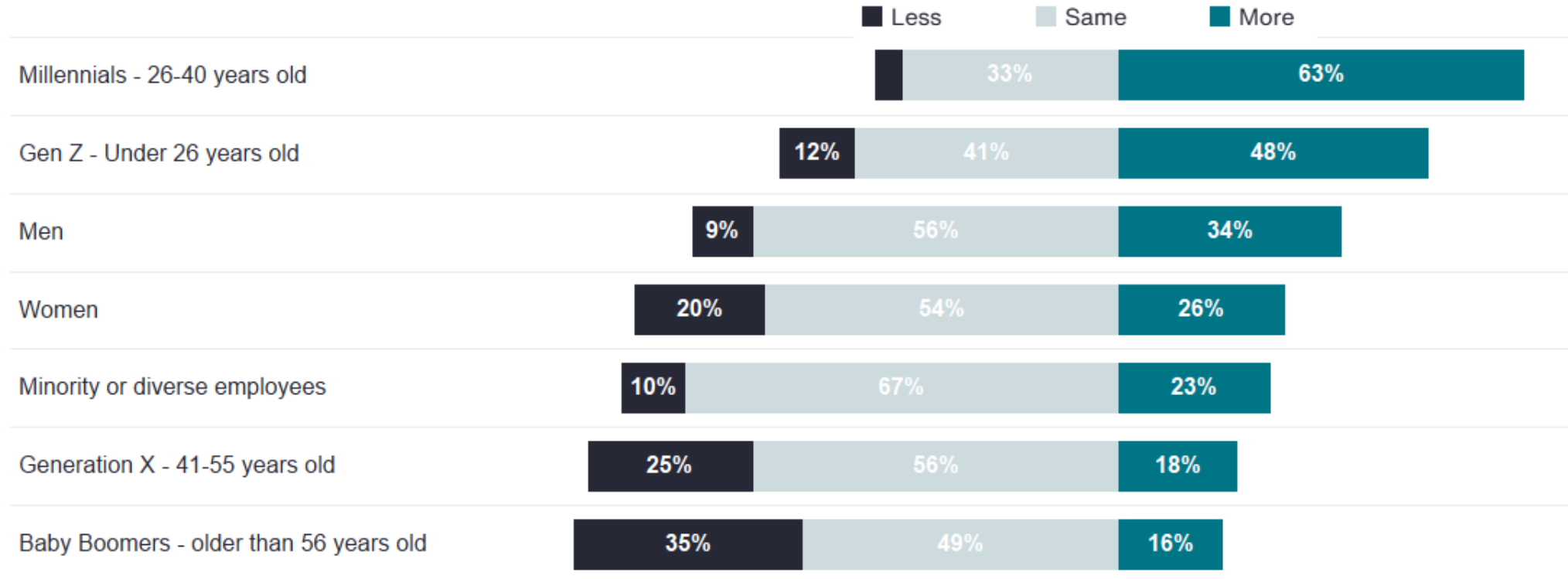


Managing Accelerated Workforce Changes



Question:

With the overall average as a baseline, how does turnover compare for the following demographics? (284 respondents)

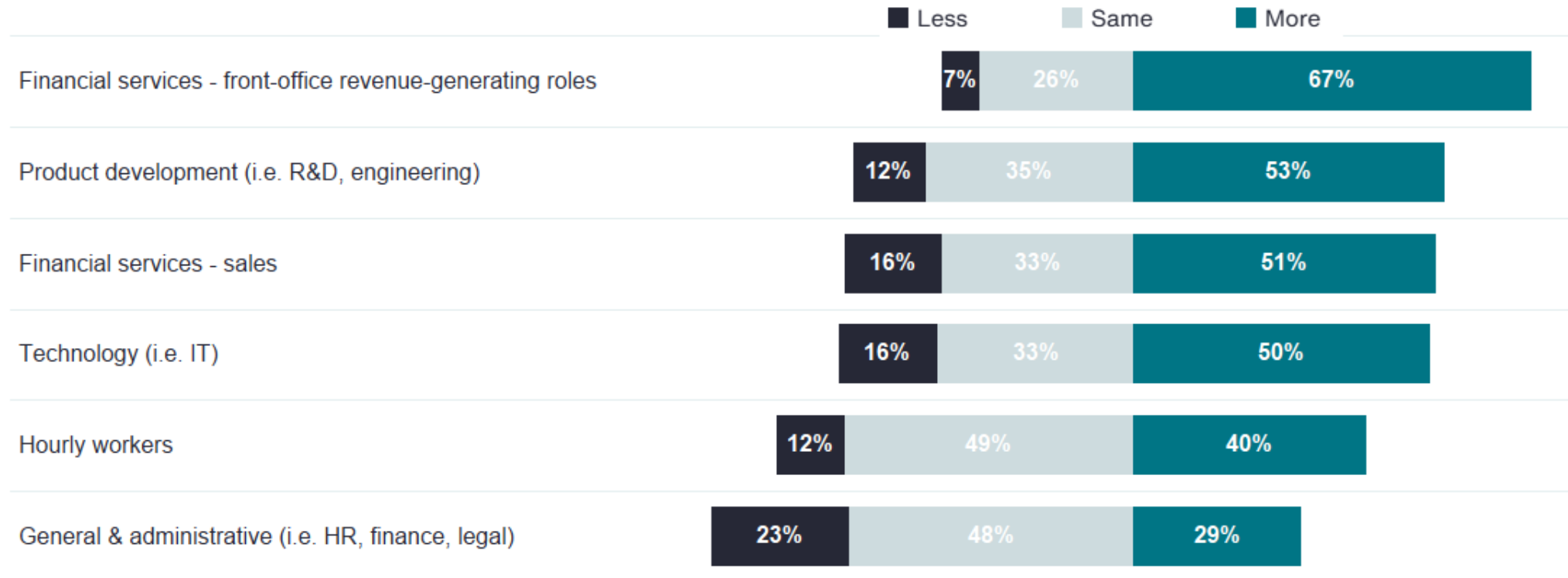


Managing Accelerated Workforce Changes



Question:

With the overall average as a baseline, how does turnover compare for the following groups? (301 respondents)

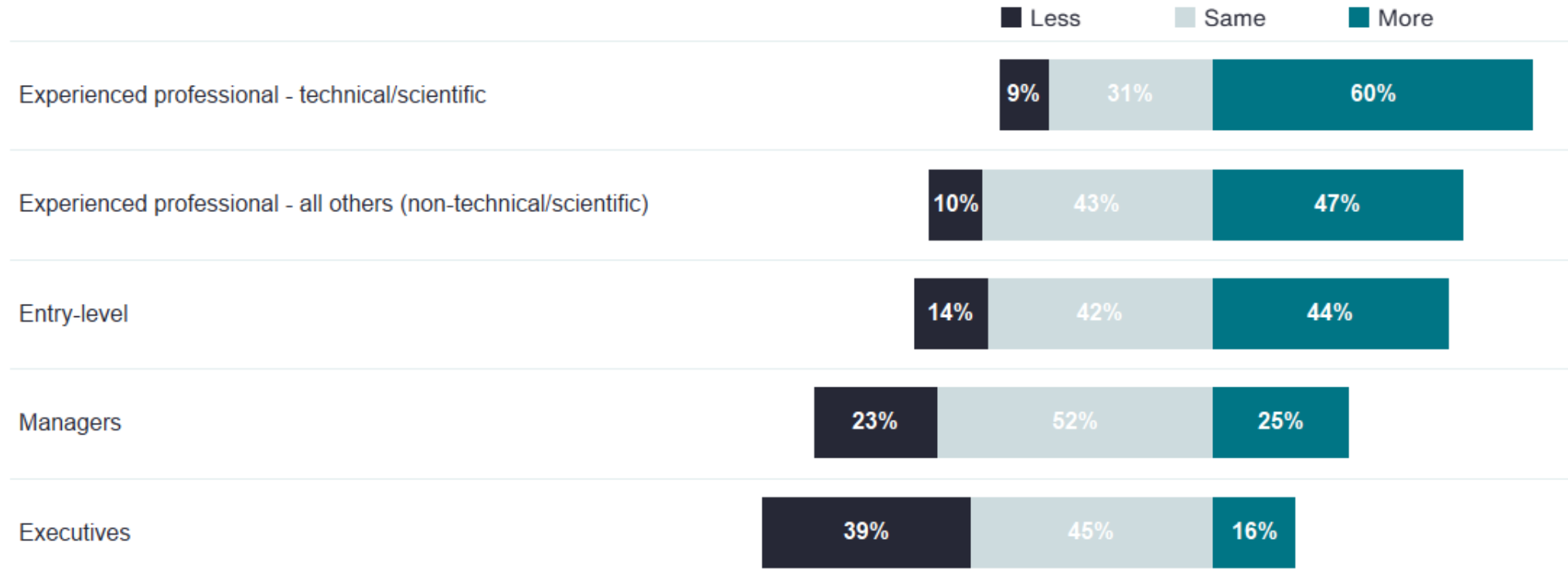


Managing Accelerated Workforce Changes



Question:

With the overall average as a baseline, how does turnover compare for the following levels of workers? (305 respondents)

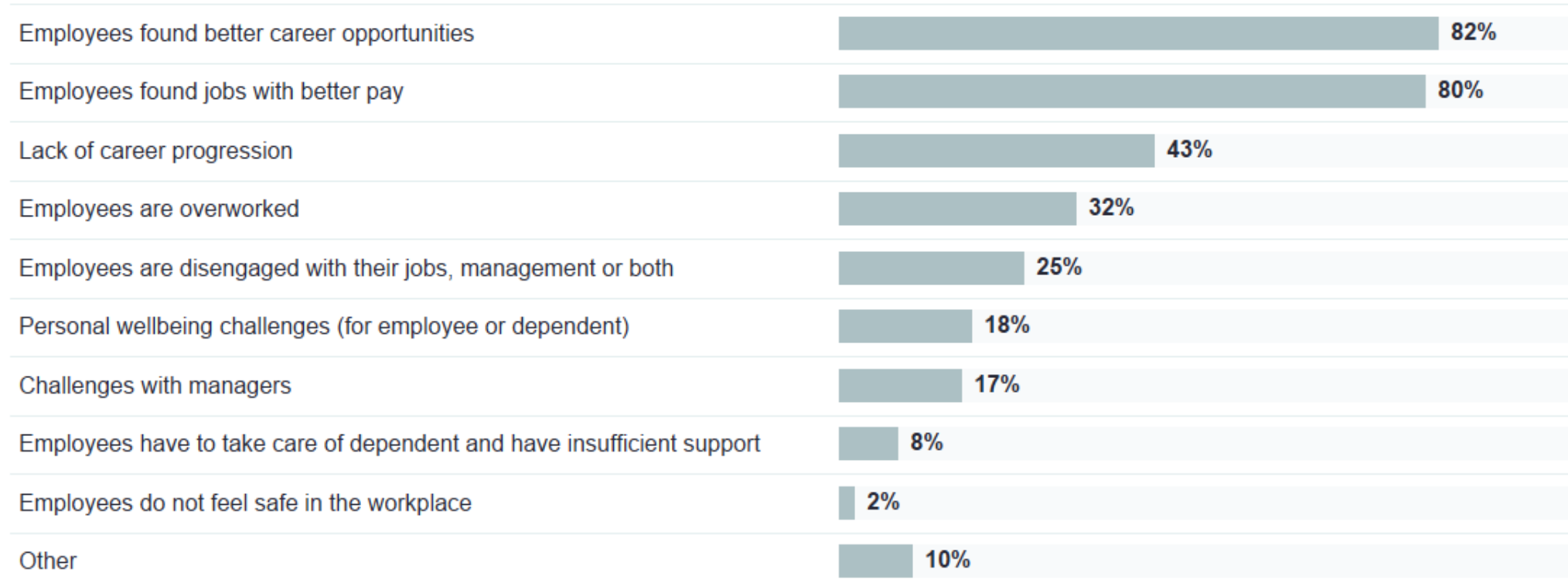


Managing Accelerated Workforce Changes



Question:

If your organization has experienced an increase in turnover, what are the primary causes? (Select all that apply)
(309 respondents)

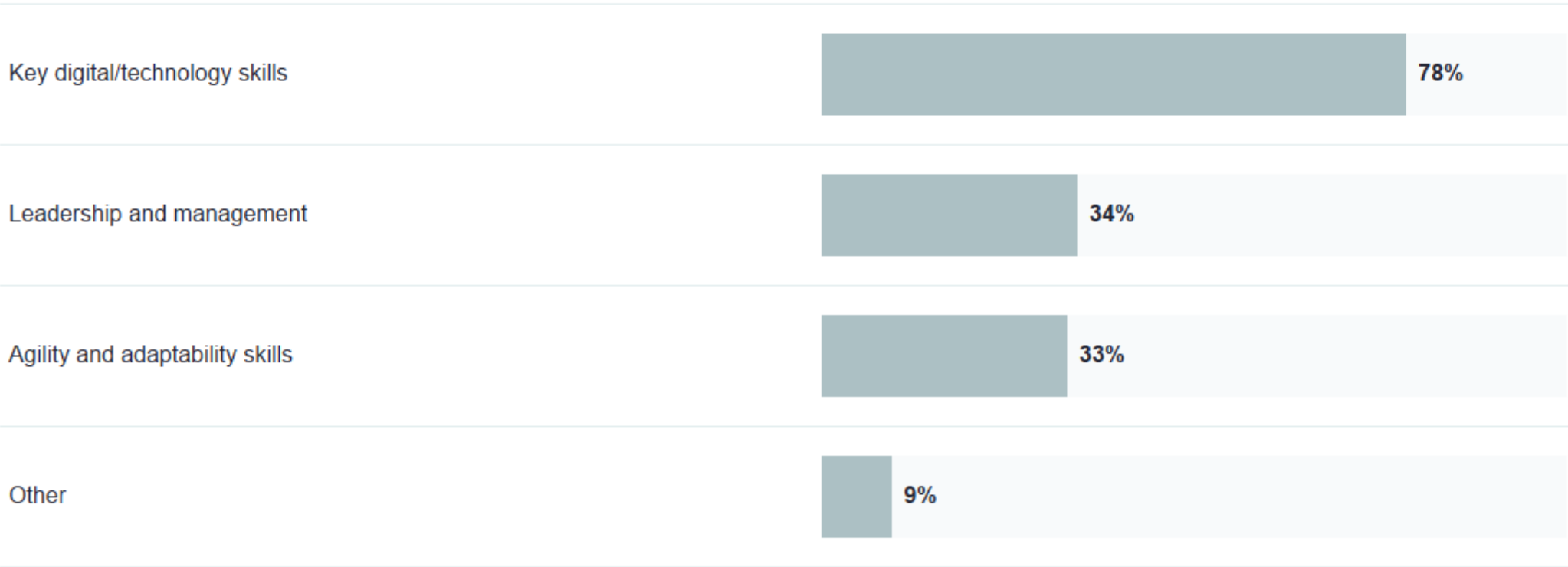


Managing Accelerated Workforce Changes



| Question:

Which critical skillsets is your company in danger of losing as a result of turnover? (Select all that apply) (286 respondents)

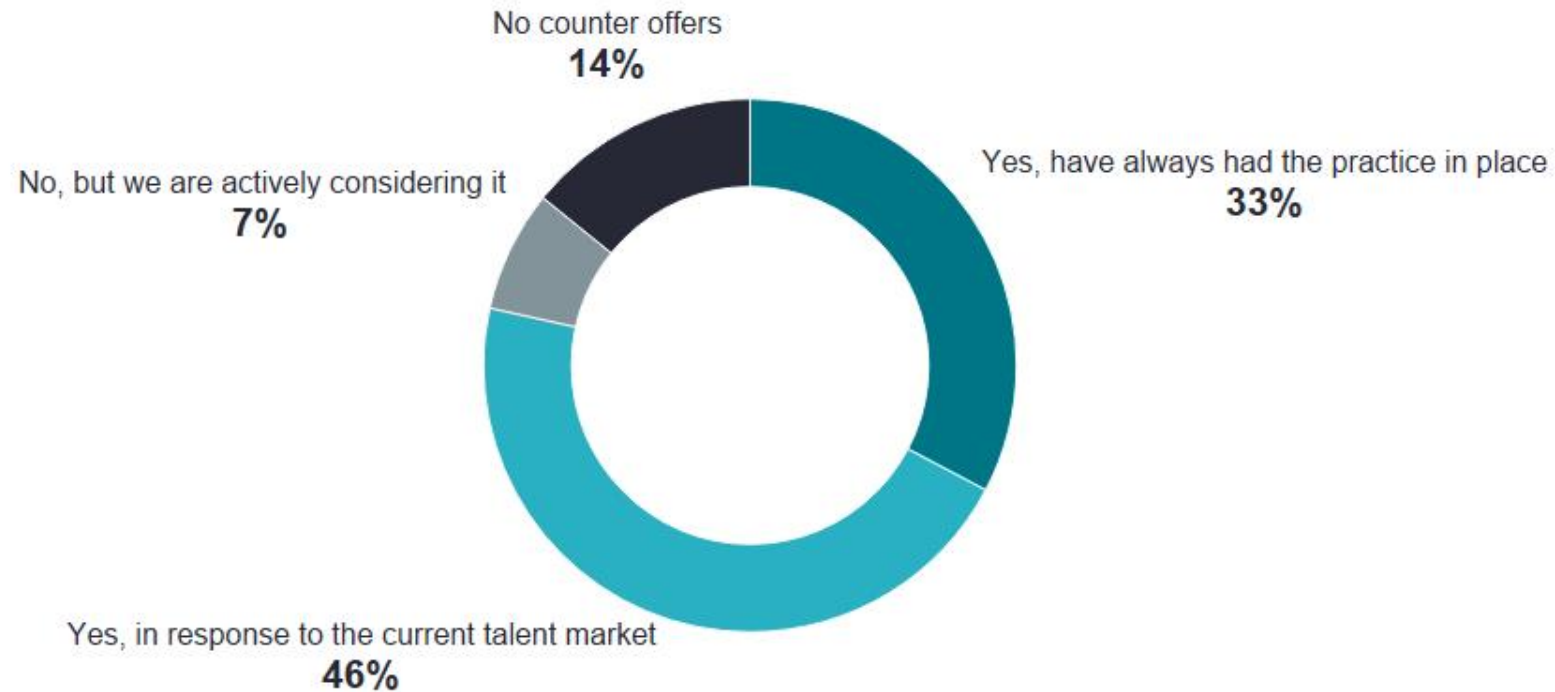


Managing Accelerated Workforce Changes



| Question:

What is your organization's approach to counter offers? (339 respondents)

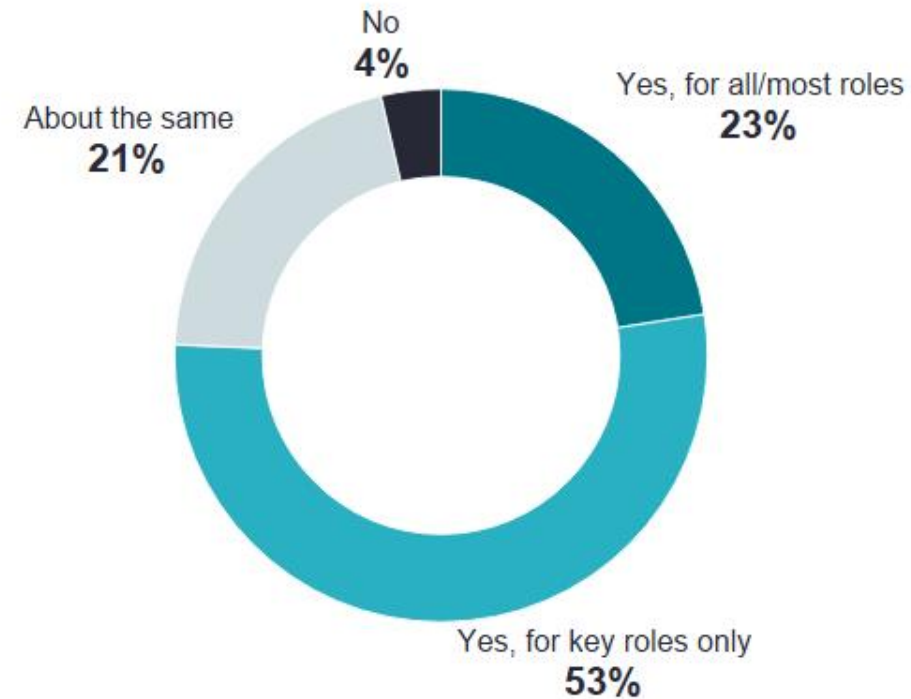


Managing Accelerated Workforce Changes



| Question:

Are counter offers becoming more frequent at your company? (111 respondents)

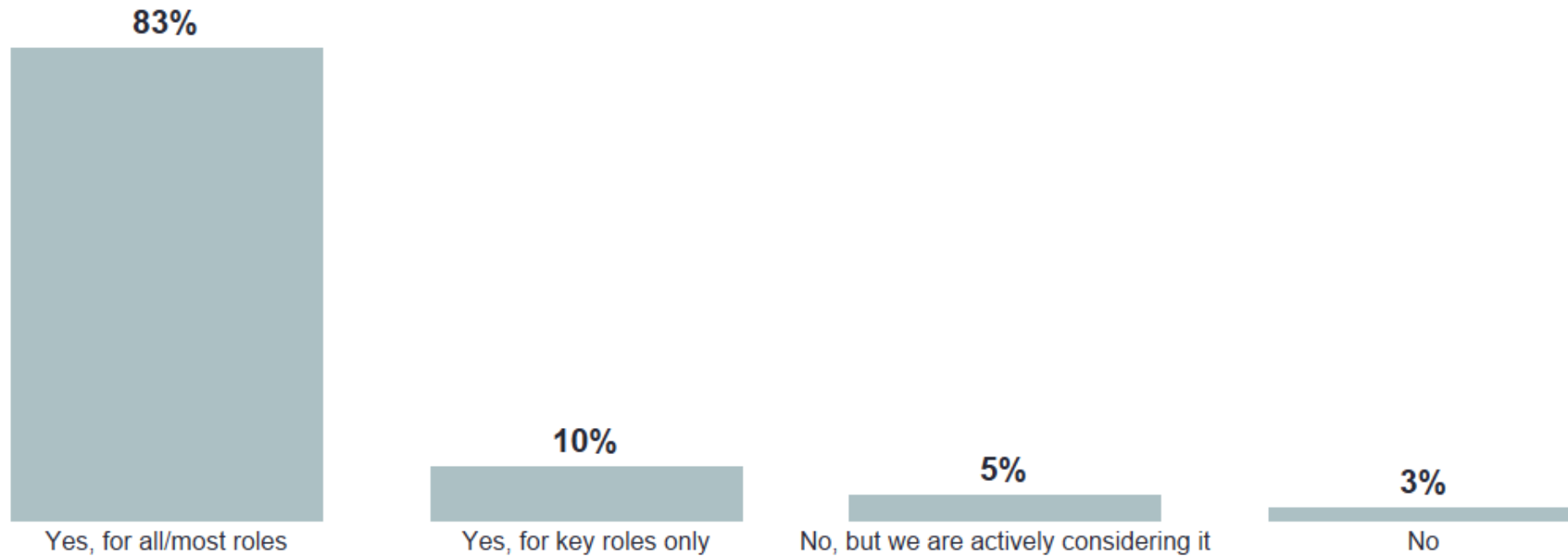


Managing Accelerated Workforce Changes



| Question:

Does your company collect exit interview data? (342 respondents)



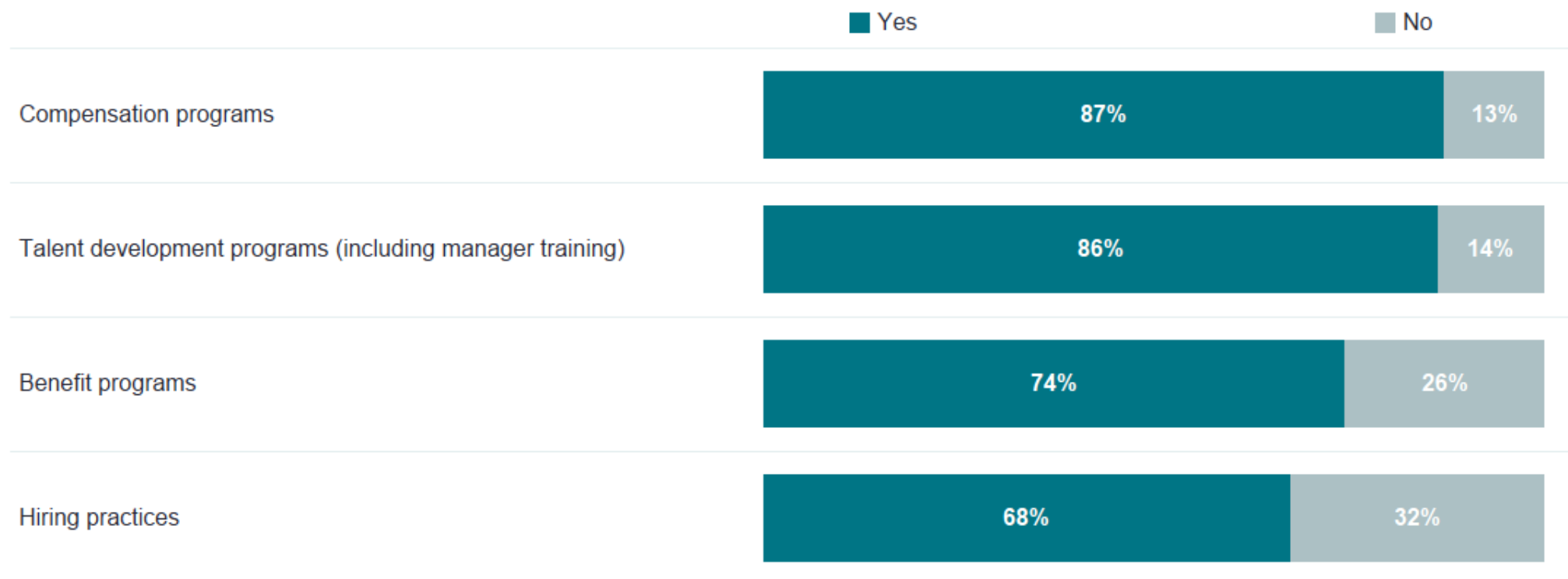
Managing Accelerated Workforce Changes



Question:

Does exit interview data inform any of the following programs and practices? (298 respondents)

Responses based on organizations that conduct Exit Interviews



2

Enhancing Evolving Talent Acquisition Strategies in a Competitive Market

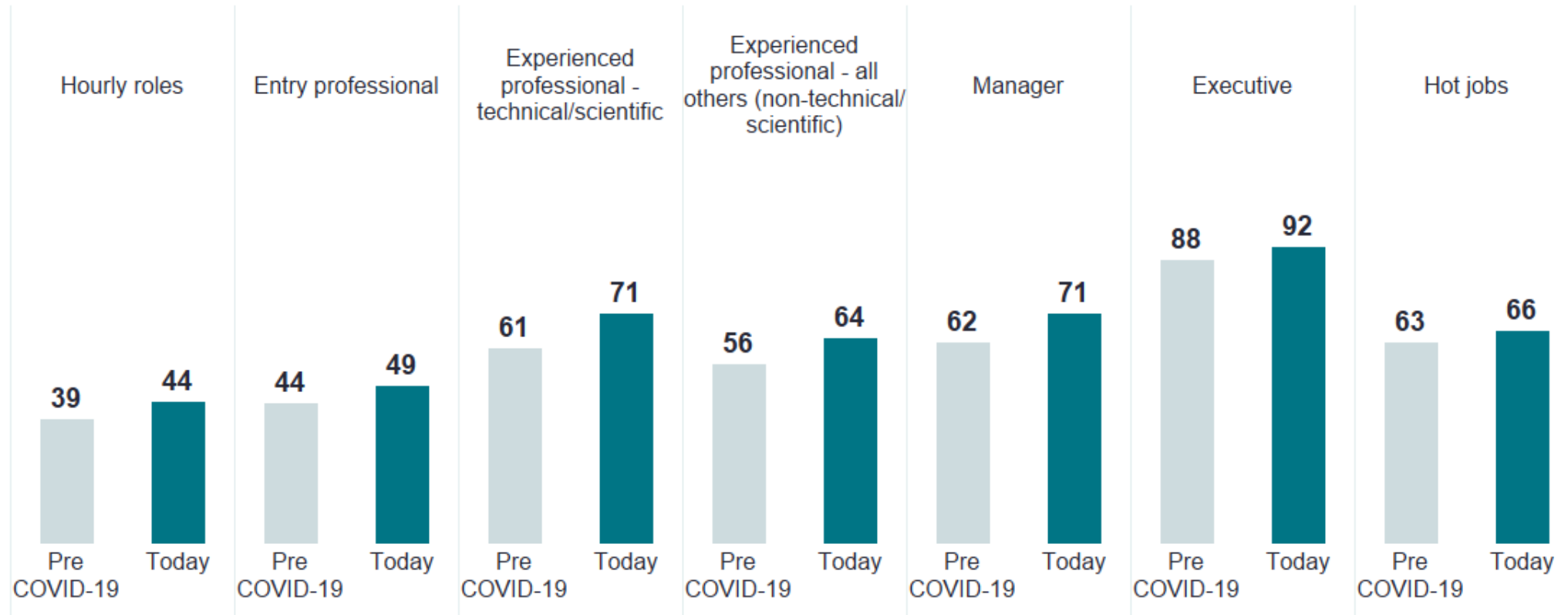


Enhancing Evolving Talent Acquisition Strategies



Question:

On average, how many days does it take for you to fill an open position in the following categories? (200 respondents)

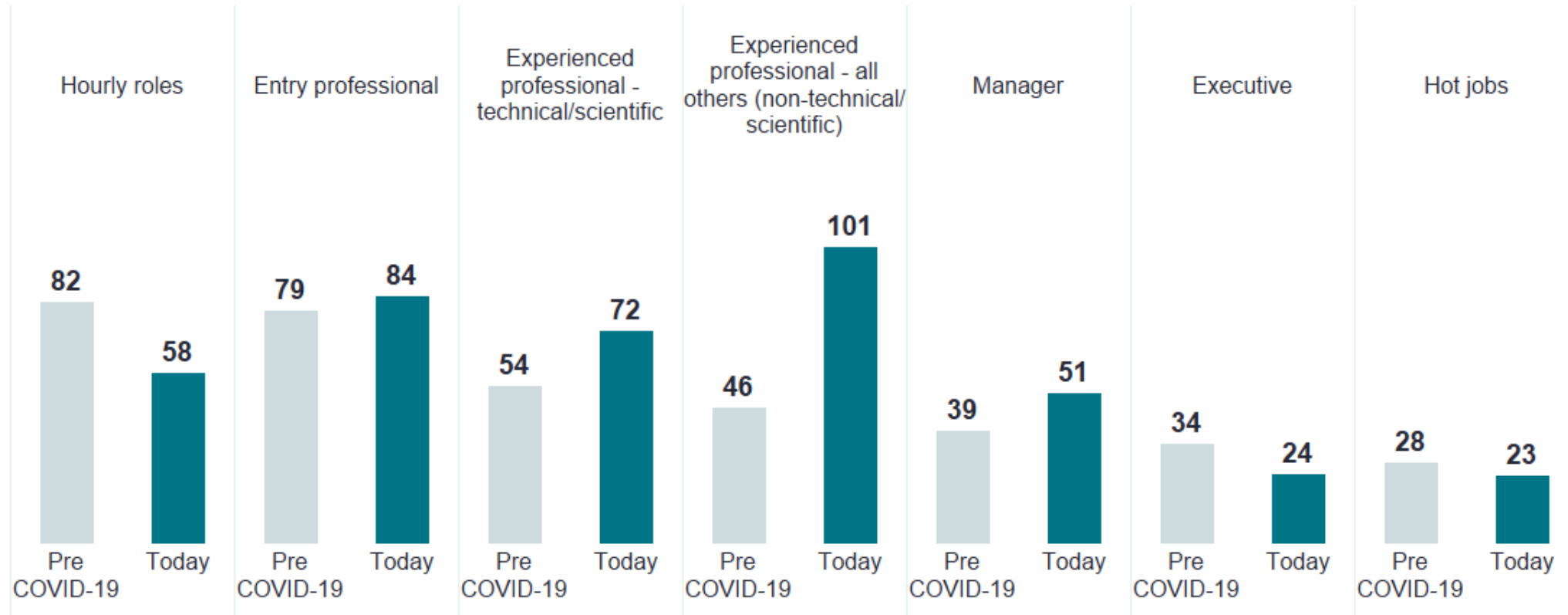


Enhancing Evolving Talent Acquisition Strategies



Question:

On average, how many applicants do you have for each open position in the following categories? (133 respondents)



Enhancing Evolving Talent Acquisition Strategies



Question:

Among which of the following groups are you noticing the greatest hiring/talent acquisition challenges? (Select all that apply)

(308 respondents)

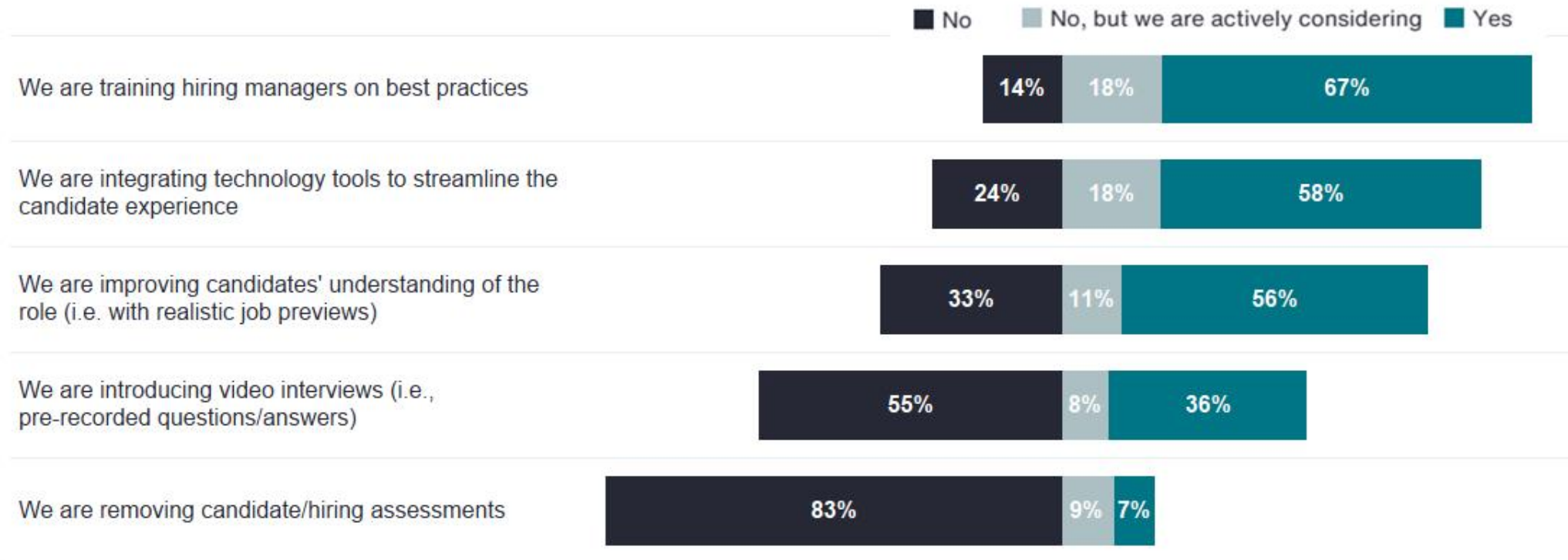
Experienced professional - technical/scientific	64%
Technology (i.e. IT)	61%
Product development (i.e. R&D, engineering)	51%
Experienced professional - all others (non-technical/scientific)	31%
Managers	22%
General & administrative (i.e. HR, finance, legal)	19%
Hourly workers	18%
Executives	13%
Entry-level	11%
Financial services - front-office revenue-generating roles (i.e. relationship managers, portfolio managers)	9%
Financial services - sales	6%
Other hot jobs	9%

Enhancing Evolving Talent Acquisition Strategies



| Question:

Is your organization adjusting or accelerating normal hiring processes in any of the following ways? (309 respondents)

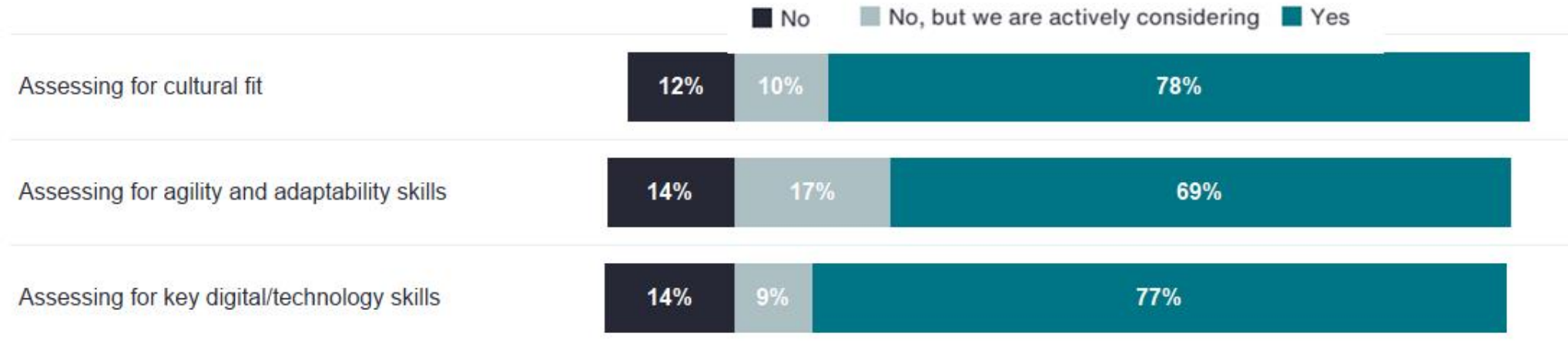


Enhancing Evolving Talent Acquisition Strategies



| Question:

Has your organization considered any of the following practices to refine the ideal candidate profile of potential hires?
(294 respondents)



Enhancing Evolving Talent Acquisition Strategies



Question:

Is your organization making adjustments to one or more of the following areas in order to address mounting talent acquisition challenges? (Select all that apply) (319 respondents)

Total rewards (compensation and benefits)

72%

Skills/development (i.e., upskilling, promotions)

64%

Culture/diversity (i.e. EVP, vaccine requirement, DEI objectives)

64%

Workforce agility (i.e. gig workers, acquisitions)

32%

No actions being taken

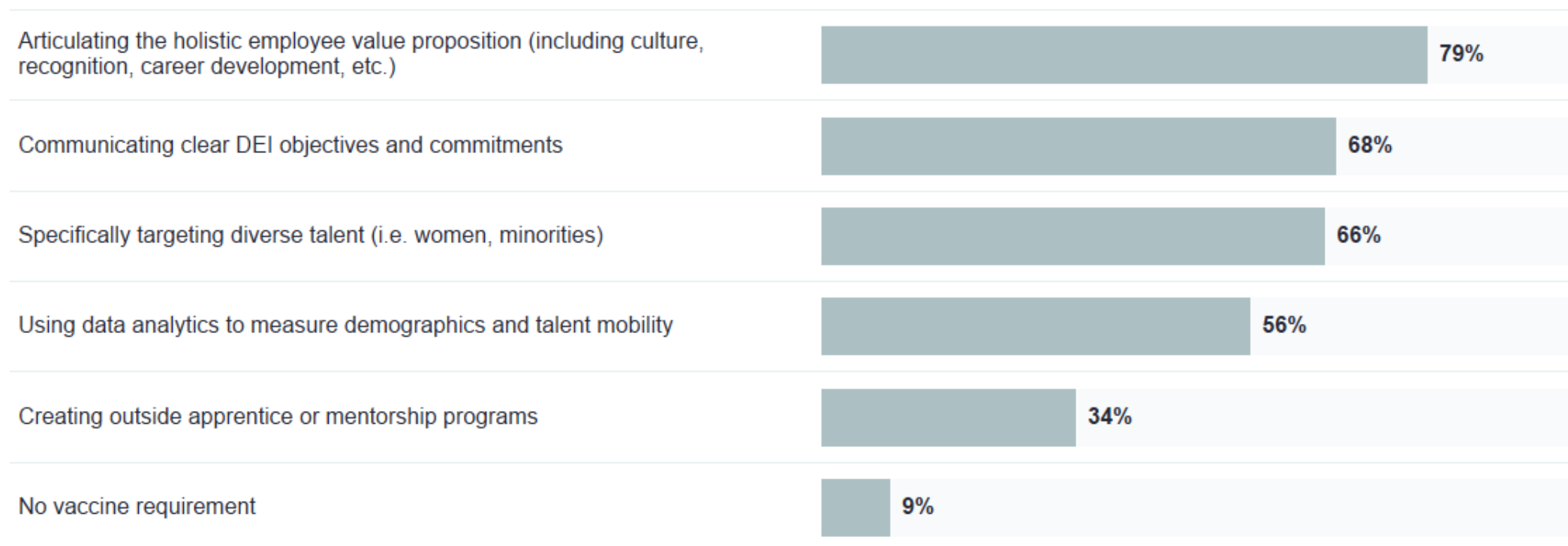
9%

Enhancing Evolving Talent Acquisition Strategies



Question:

Which actions related to culture and diversity have you taken to address talent acquisition challenges? (Select all that apply) (194 respondents) *Responses based on organizations making adjustments related culture and diversity*



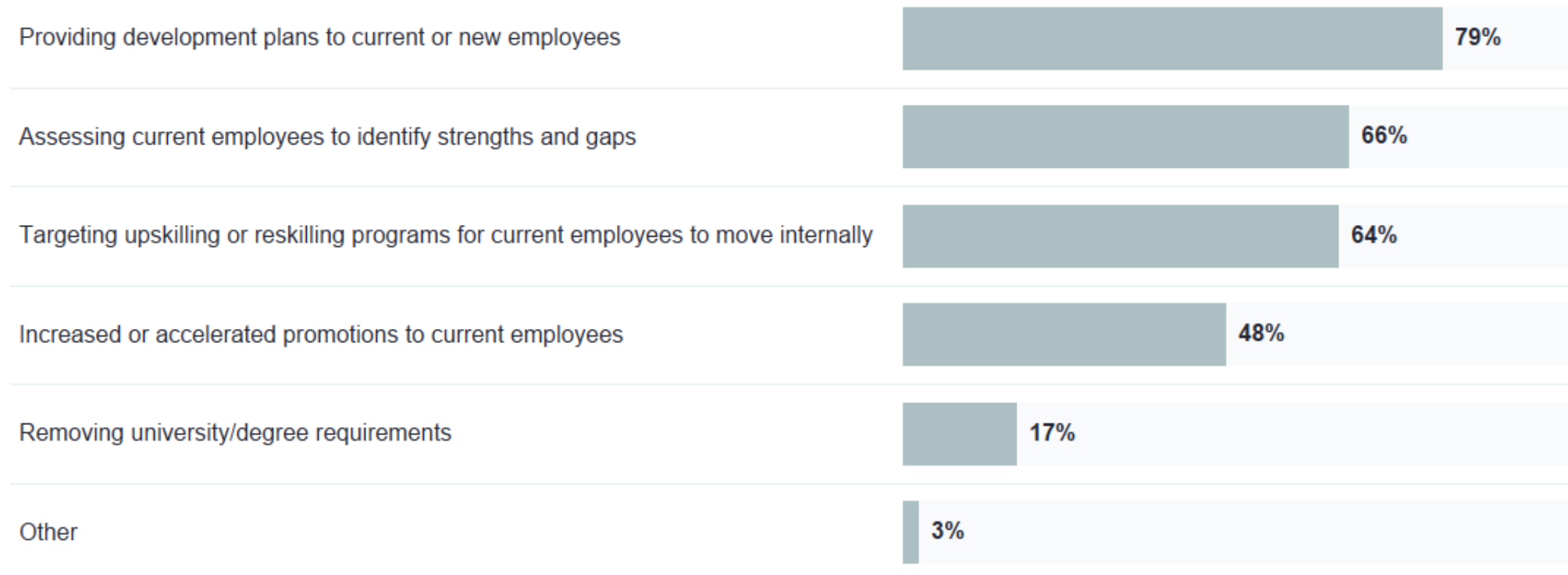
Enhancing Evolving Talent Acquisition Strategies



Question:

Which actions related to skills and development have you taken to address talent acquisition challenges? (Select all that apply)

Responses based on organizations making adjustments related to skills and development (195 respondents)



Enhancing Evolving Talent Acquisition Strategies



| Question:

Which actions related to workforce strategy have you taken to address talent acquisition challenges? (Select all that apply) (82 respondents) *Responses based on organizations making adjustments workforce strategy*

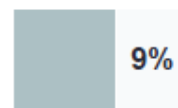
Using acquisitions to bolster talent



Using more gig or contract workers



Other



Enhancing Evolving Talent Acquisition Strategies



Question:

Which actions related to total rewards have you taken to address talent acquisition challenges? (Select all that apply) (214 respondents) *Responses based on organizations making adjustments related to total rewards*

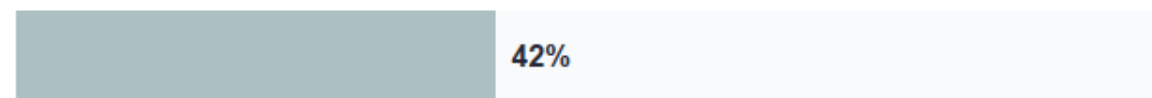
Adjusting new hire compensation



Increasing/adding referral bonuses programs



Adjusting benefits for all employees



Other



Enhancing Evolving Talent Acquisition Strategies



Question:

To better attract new hires, what compensation elements has your organization considered adjusting? (155 respondents)

Responses based on organizations adjusting compensation elements to address talent acquisition challenges.

■ No ■ No, but we are actively considering ■ Yes

Base salary



Sign-on bonus



Sign-on long-term incentives (including equity)



Other



Enhancing Evolving Talent Acquisition Strategies



Question:

How has your organization adjusted starting base salary offers for new hires? Please indicate the % increase.

(124 respondents) Responses based on organizations adjusting starting base salary offers for new hires

	Increased up to 5%	Increased 5-10%	Increased 11-15%	Increased 15%+	Other
All candidates	36%	28%	8%	6%	21%
Targeted roles only	12%	42%	14%	24%	7%
Targeted levels only	15%	15%	15%	38%	15%

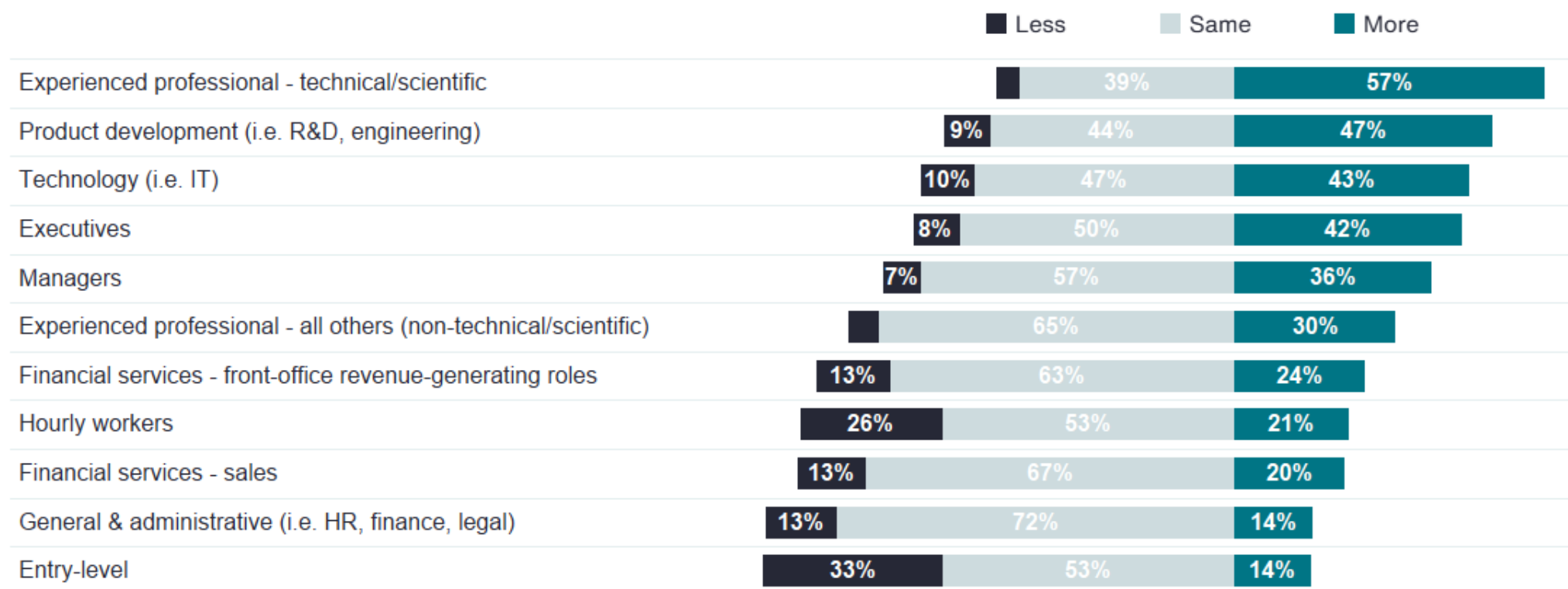
Enhancing Evolving Talent Acquisition Strategies



Question:

How has the prevalence of sign-on bonuses changed? (83 respondents)

Responses based on organizations providing sign-on bonuses to address talent acquisition challenges.



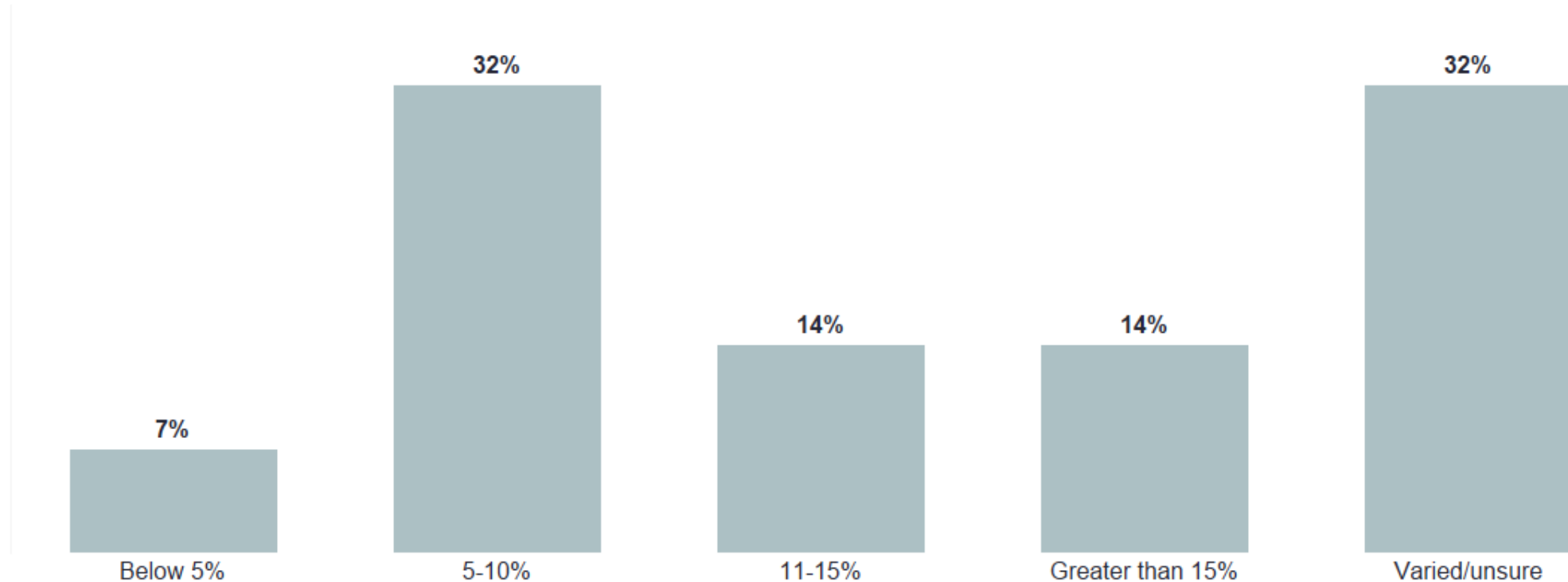
Enhancing Evolving Talent Acquisition Strategies



| Question:

On average, by what percentage is your organization currently increasing sign-on bonuses? (84 respondents)

Responses based on organizations providing sign-on bonuses to address talent acquisition challenges.

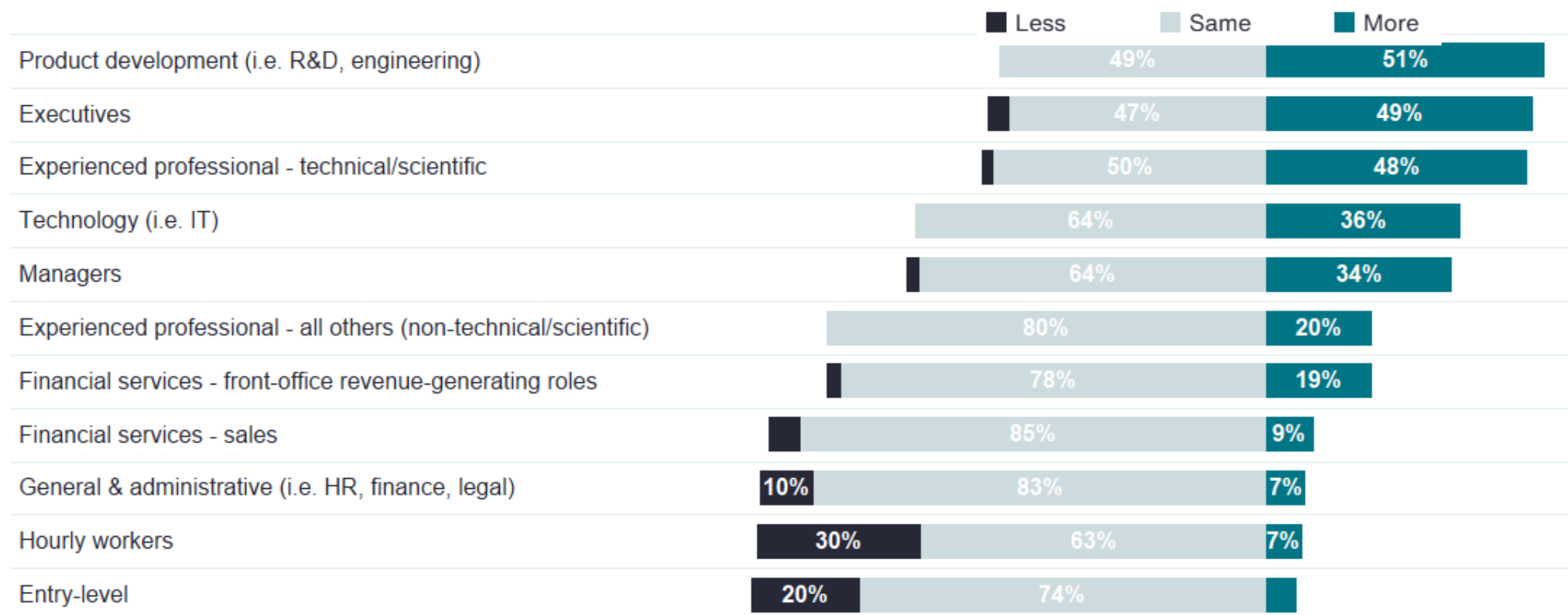


Enhancing Evolving Talent Acquisition Strategies



Question:

How has the prevalence of sign-on long-term bonuses (including equity) changed? (55 respondents)

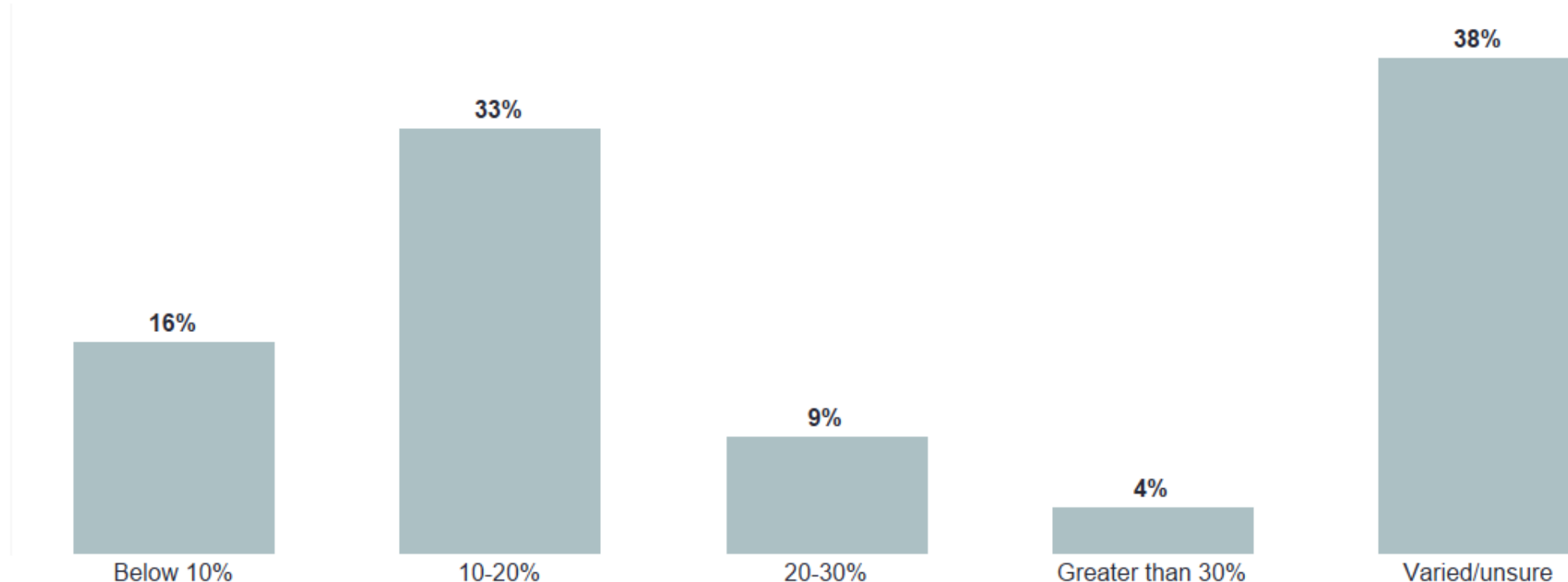


Enhancing Evolving Talent Acquisition Strategies



| Question:

On average, by what percentage is your organization increasing sign-on long-term incentives (including equity)?
(55 respondents) *Responses based on organizations providing and increasing long-term incentives to address talent acquisition challenges.*

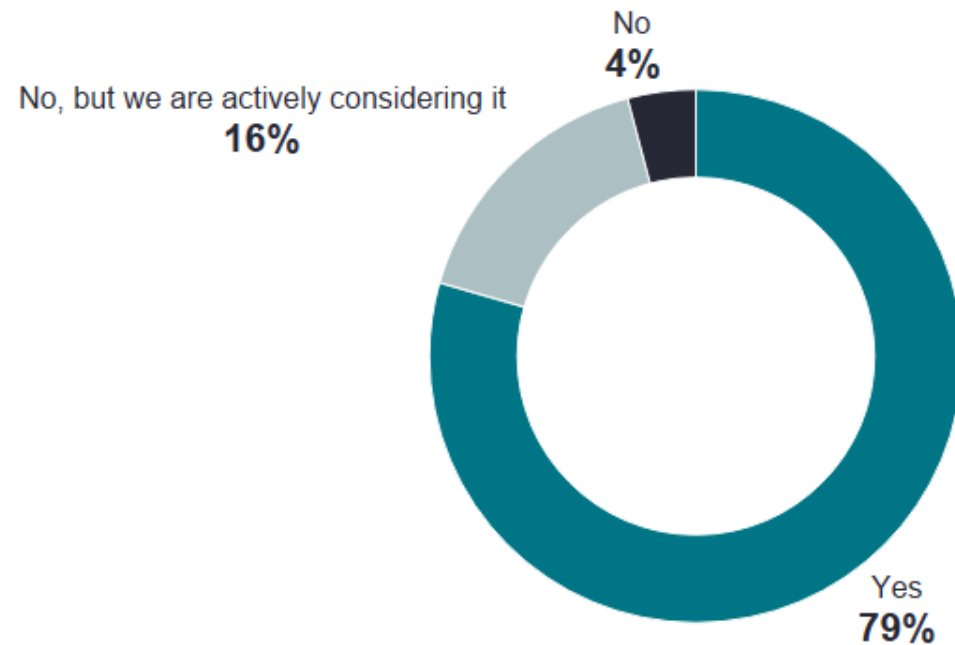


Enhancing Evolving Talent Acquisition Strategies



| Question:

Have adjustments to new hire compensation led your organization to consider examining internal equity or compensation for current employees? (146 respondents)

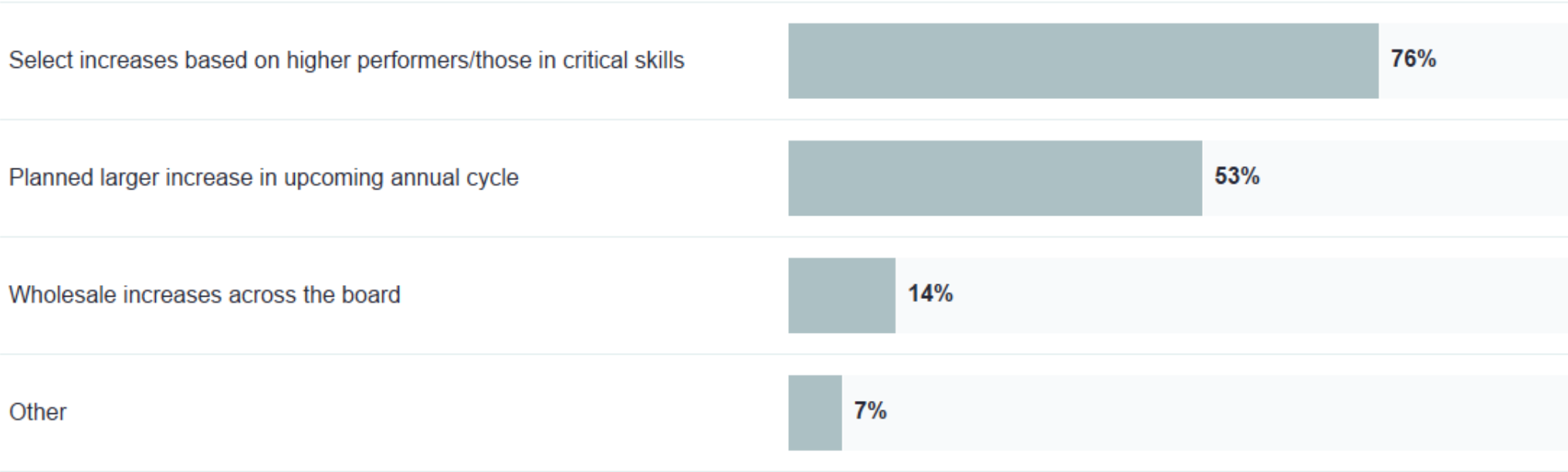


Enhancing Evolving Talent Acquisition Strategies



| Question:

How is your organization managing internal equity, with new hires coming in at a higher rate or creating compression? (Select all that apply) (115 respondents)



Enhancing Evolving Talent Acquisition Strategies



Question:

Is your organization considering one or more of the following benefits plan adjustments to better attract talent?
(67 respondents)

Mental health benefits



Family care



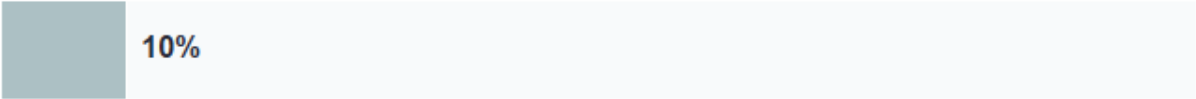
Benefits to adapt to diverse talent needs (balancing coverage for multiple colleague situations)



Women's health



Other



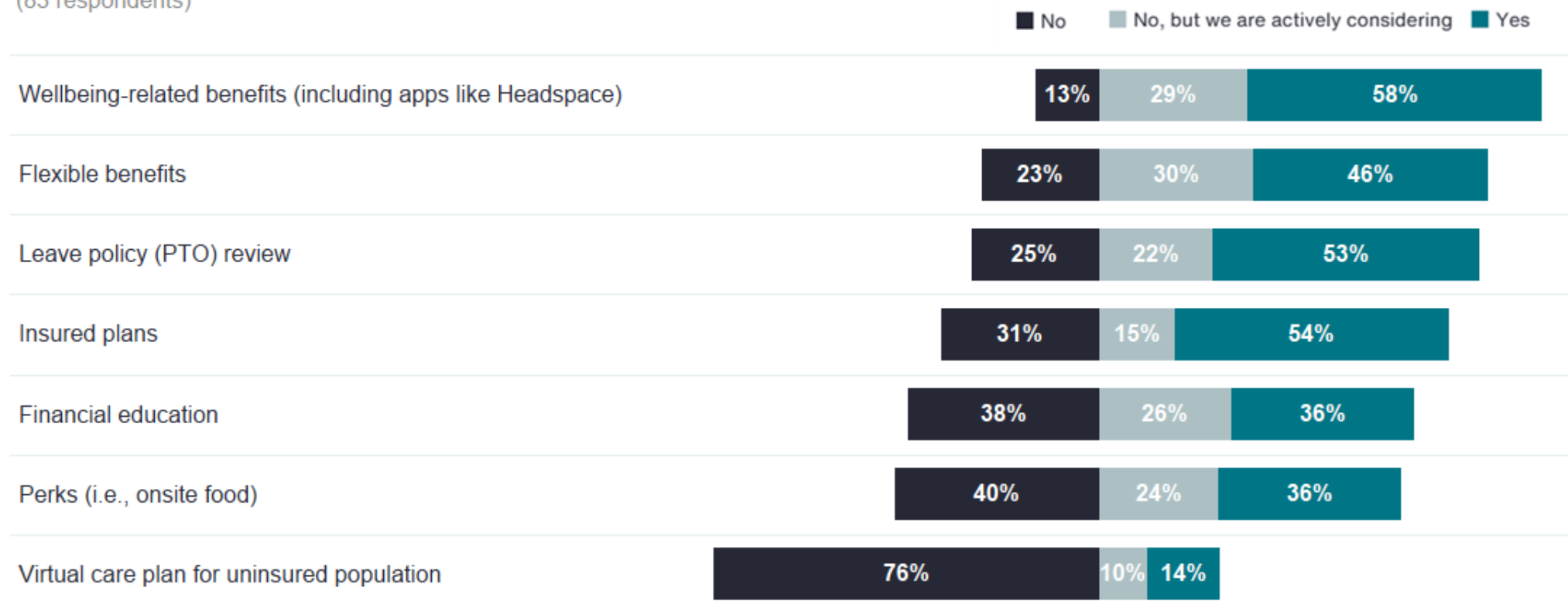
Enhancing Evolving Talent Acquisition Strategies



Question:

Are you evaluating any of the following aspects of your benefits plan in the context of the current talent market?

(83 respondents)



3

Developing and Enhancing Strategies to Retain Key Talent



Developing Strategies to Retain Key Talent



Question:

Which of the following talent retention strategies has your organization considered in response to the current competitive talent market? (328 respondents)

	Yes, we already have	Yes, we have implemented or improved	No, but we are actively considering	No
Offering improved training opportunities (i.e. on-the-job training, stipends, manager training)	36%	34%	18%	11%
Adjusting and/or communicating career architecture (i.e. clarifying career paths, updating job architecture and including competencies)	31%	33%	24%	12%
Emphasizing integrated learning & development offerings	34%	36%	14%	15%
Implementing or enhancing recognition programs (cash and non cash-based)	35%	29%	21%	16%
Providing technology-enabled tools to facilitate mobility	33%	25%	17%	26%
Incorporating assessments to aid talent development (i.e. assessing for digital skills, providing development plans)	26%	25%	24%	24%

Developing Strategies to Retain Key Talent



Question:

Has your organization considered, or is it considering, any of the following flexible-working practices designed with employee preference in mind? (332 respondents)

	Yes, we already had	Yes, we have implemented or improved	No, but we are actively considering	No	No, we considered and will not do
Offering flexible hours (i.e. when employees begin or end their day)	51%	26%	10%	10%	3%
Offering more hybrid (virtual and office) working	41%	40%	10%	6%	3%
Polling employees regularly to understand their preferences	41%	26%	13%	18%	2%
Offering more full-time remote working	33%	32%	12%	15%	9%
Increasing part-time eligibility	15%	11%	13%	56%	5%
Offering employee shift selection (with or without manager approval)	11%	9%	15%	56%	9%
Offering flexibility in days worked (such as 9/80 where employees work 9 hours/day and have one day off every 2 weeks)	10%	7%	14%	60%	9%

Developing Strategies to Retain Key Talent



Question:

As we move to additional talent retention considerations, does your organization track and/or facilitate internal mobility? (330 respondents)

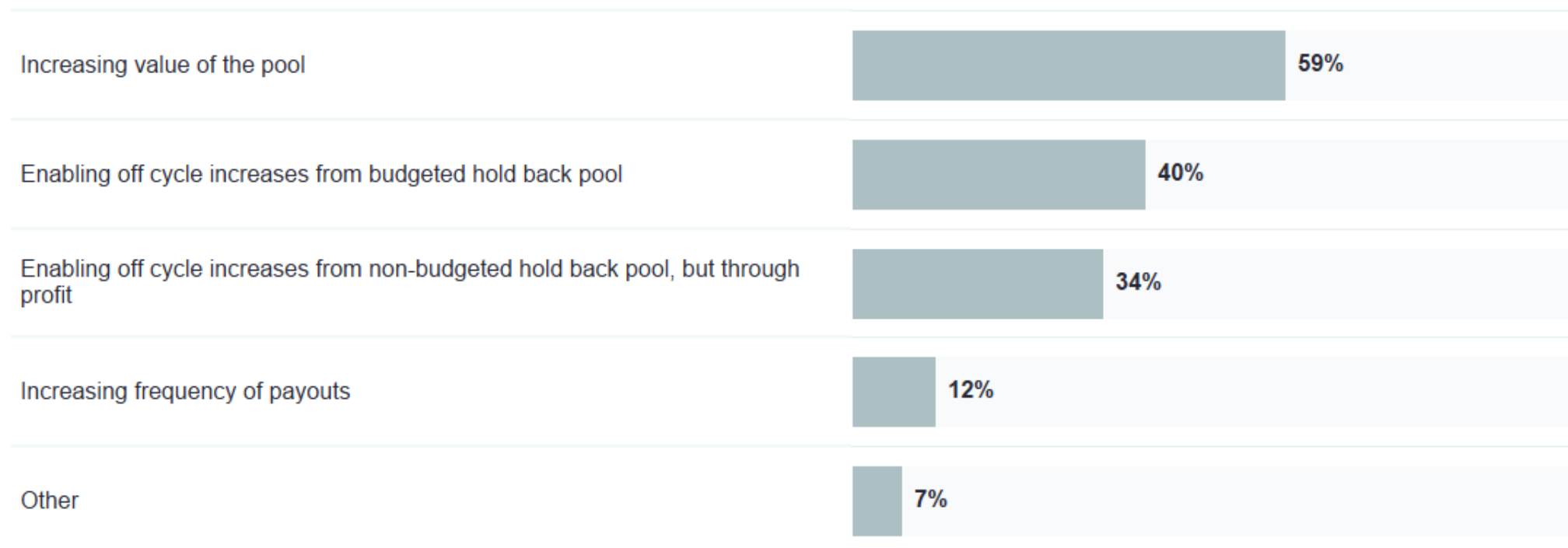
	Yes, we already had	Yes, we have implemented or improved	No, but we are actively considering	No	No, we considered and will not do
We track internal mobility	48%	25%	16%	11%	
We provide upskilling opportunities	35%	30%	21%	13%	1%
We offer rotational opportunities	31%	19%	24%	25%	2%

Developing Strategies to Retain Key Talent



| Question:

As we shift focus to compensation adjustments to retain current employees, please describe what changes your organization has considered or made to your merit budget and cycle. (Select all that apply) (276 respondents)

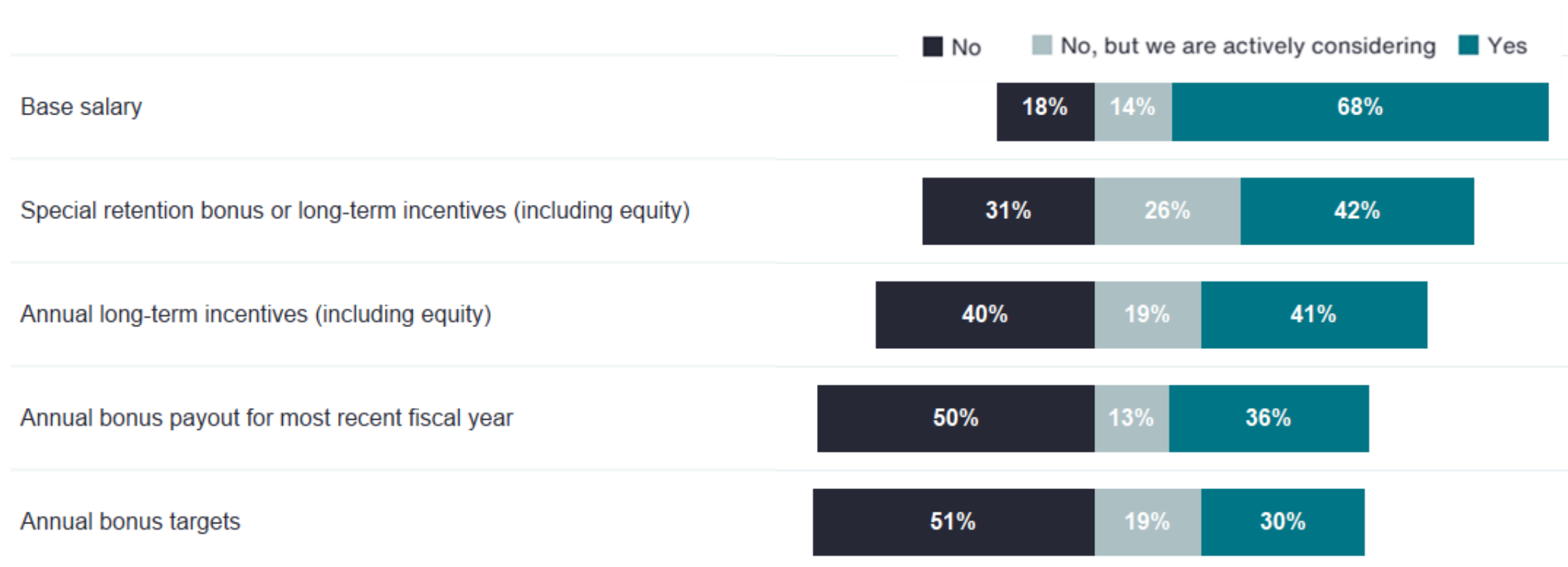


Developing Strategies to Retain Key Talent



Question:

In an effort to better retain current employees, which of the following compensation elements is your company considering making adjustments to? (317 respondents)



Developing Strategies to Retain Key Talent



Question:

Because of the extremely competitive talent market, which of the following groups of employees are eligible for an additional base salary adjustment? (Indicate the % increase for the applicable employee group) (199 respondents)

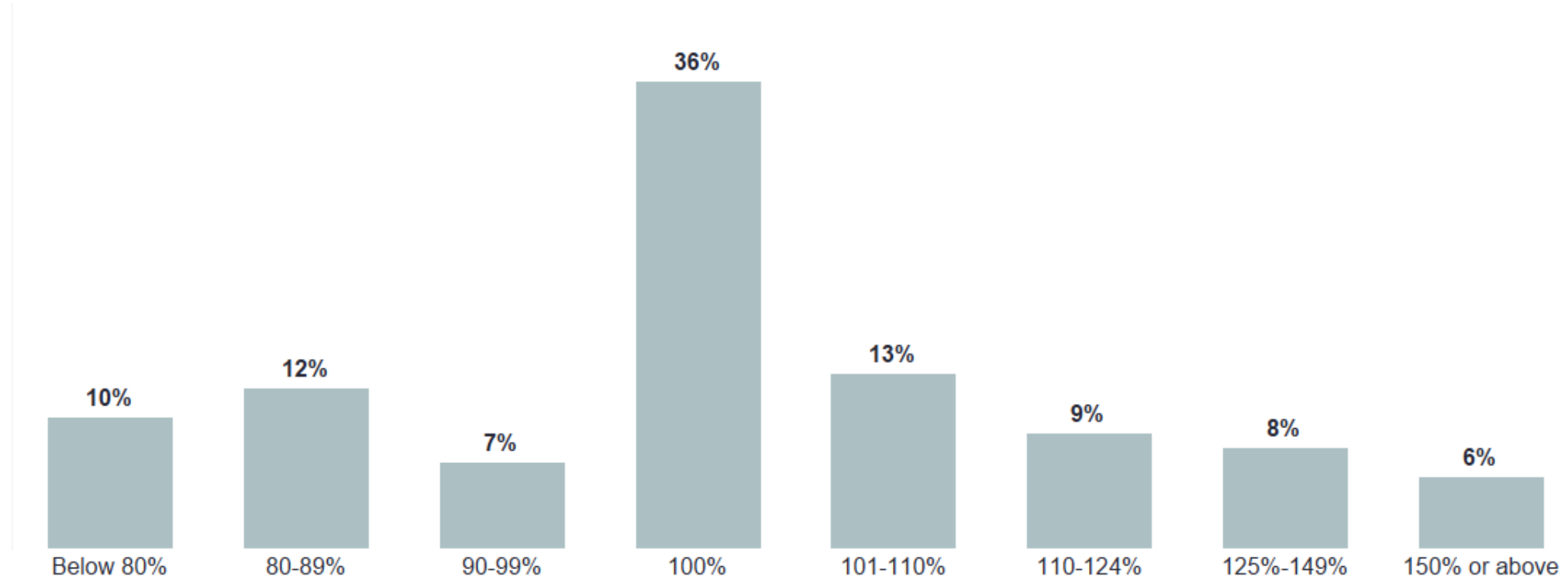
	Below 5%	5-10%	11-15%	Greater than 15%
Targeted levels only	19%	38%	25%	19%
High potentials/high performers	9%	49%	23%	19%
Targeted roles only	14%	49%	20%	17%
Other	20%	40%	40%	

Developing Strategies to Retain Key Talent



Question:

What payout level as a percentage of target are you funding your annual bonus pool? (90 respondents)



Developing Strategies to Retain Key Talent



Question:

What adjustments has your organization made to its annual equity strategy in response to market conditions created by the current talent market? (112 respondents)



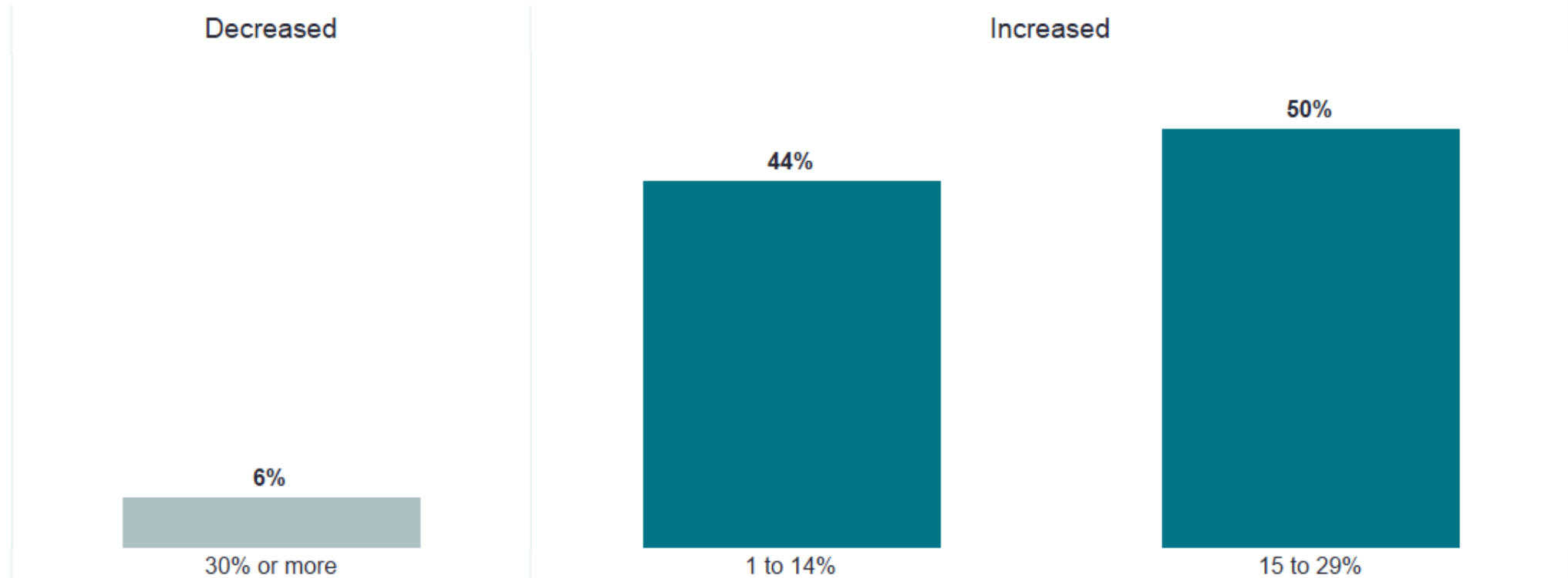
Developing Strategies to Retain Key Talent



| Question:

How much has the overall equity pool size changed? (16 respondents)

Responses based on organizations making changes to special retention bonus or long-term incentives to address talent acquisition challenges

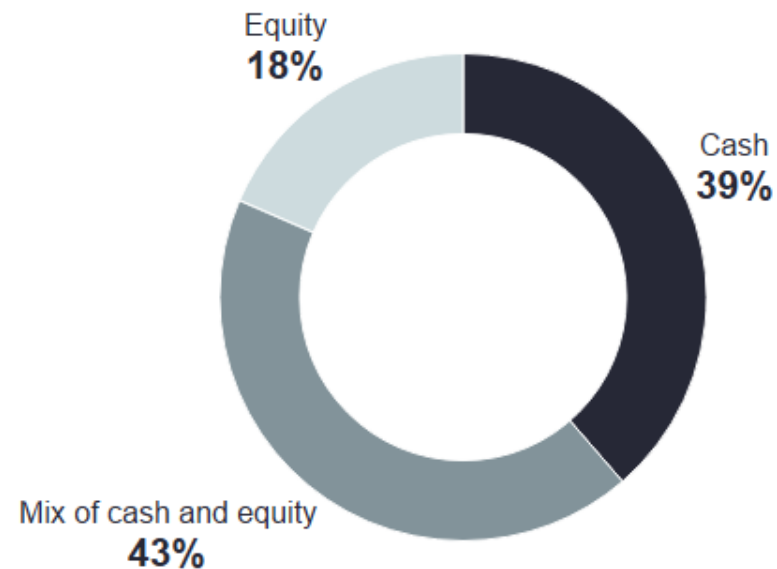


Developing Strategies to Retain Key Talent



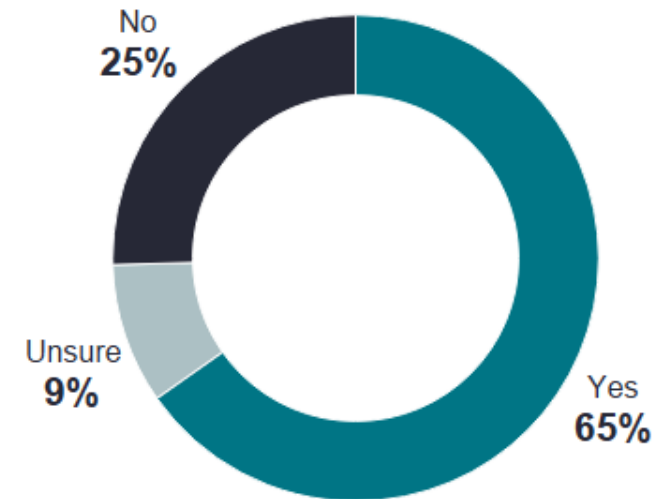
| Question:

How are you delivering the special retention bonus or long-term incentive (including equity) award?
(119 respondents)



| Question:

Is there vesting associated with the special retention bonus or long-term incentive (including equity) award? (118 respondents)



Developing Strategies to Retain Key Talent

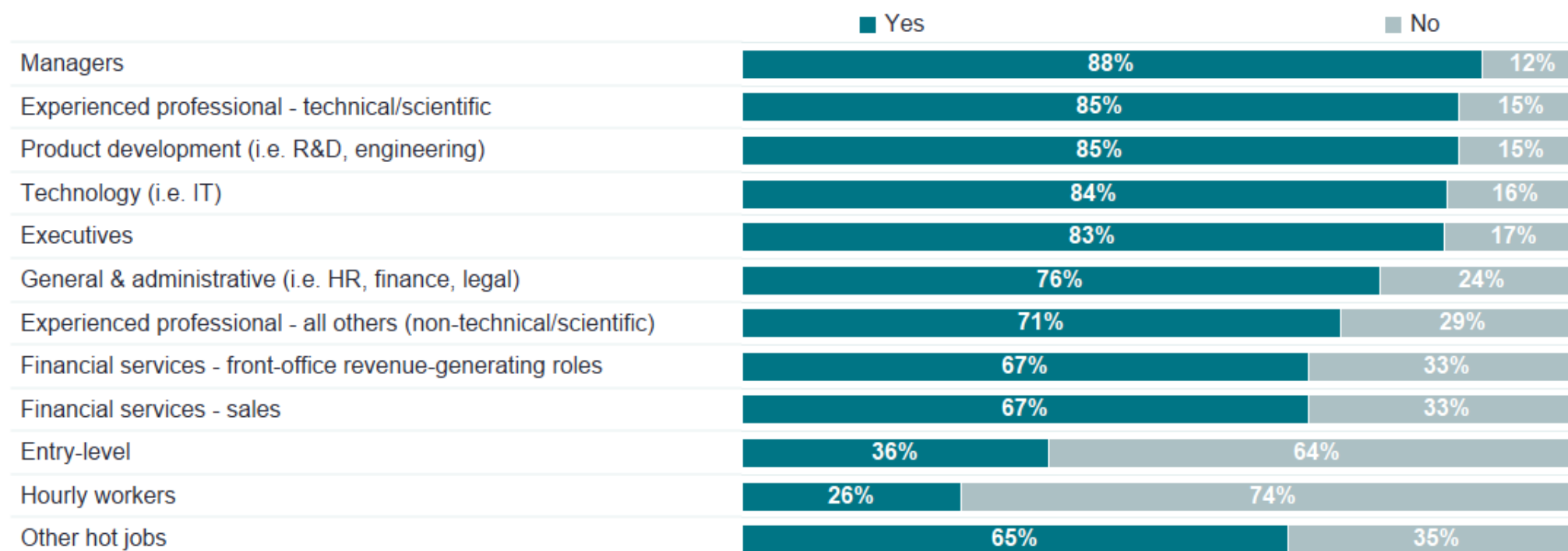


Question:

Which group(s) of employees are eligible for a special retention bonus or long-term incentive (including equity) award?

Responses based on organizations making changes to special retention bonus or long-term incentives to address talent acquisition challenges

(117 respondents)



Developing Strategies to Retain Key Talent



Question:

How are you adjusting or enhancing your retirement programs and practices to accelerate talent retention efforts?
(315 respondents)



4

Looking Ahead to Key HR Priorities in 2022

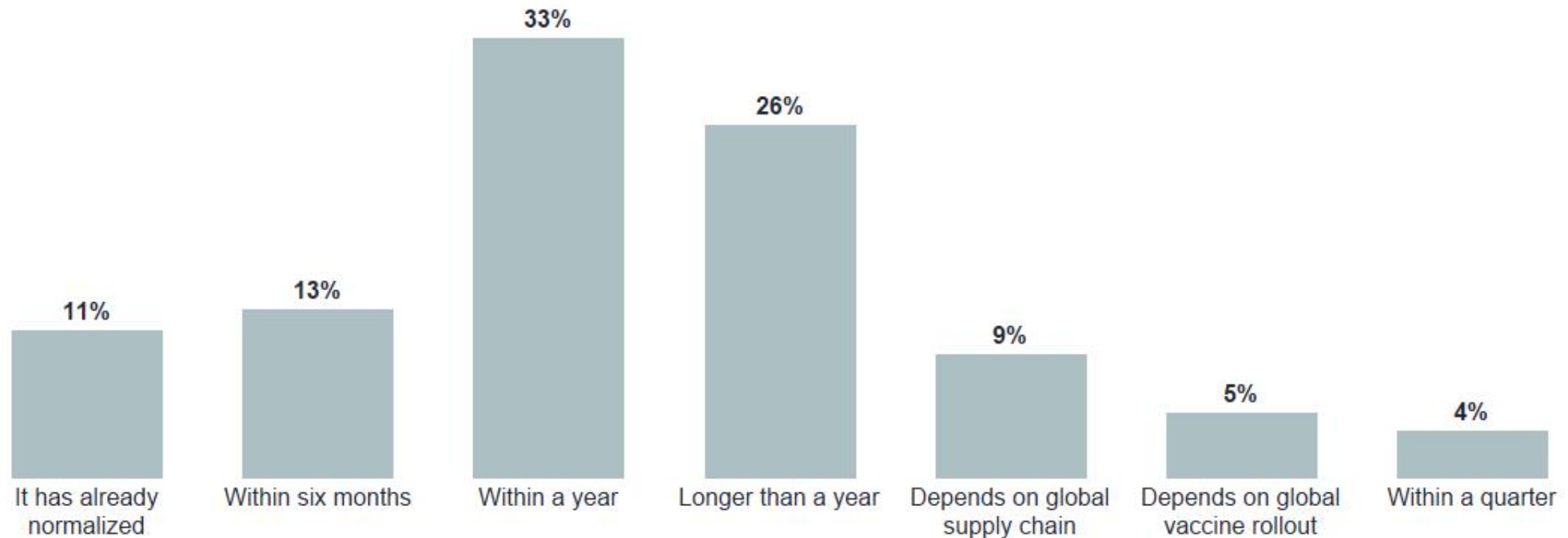


Looking Ahead to Key HR Priorities in 2022



Question:

Based on your organization's current plan, when do you anticipate workforce churn will stabilize? (326 respondents)



Looking Ahead to Key HR Priorities in 2022



Question:

In your estimation, how effective have improvements to the following programs been to attracting and retaining talent? (325 respondents)

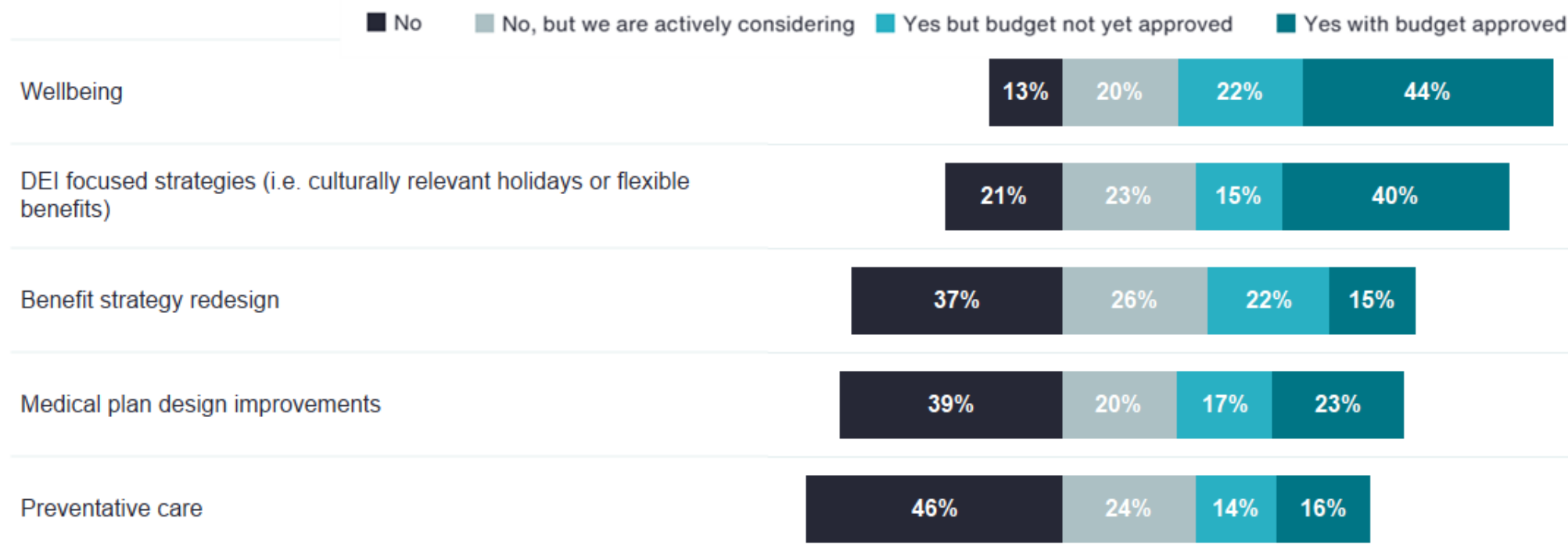
	Not effective	Slightly effective	Moderately effective	Extremely effective
Increased flexibility (i.e. remote/hybrid working, scheduling)	4%	14%	42%	41%
Annual compensation adjustments (i.e. base salary, target bonus, annual equity)	3%	22%	55%	20%
Special one-time compensation (i.e. sign-on bonus, retention bonus)	6%	29%	44%	21%
Generous / flexible benefits	9%	31%	44%	16%
Developmental tools (i.e. clarified career path, employee development plan)	6%	35%	44%	15%
Leave policy (including PTO)	14%	40%	35%	12%
Wellbeing benefits	10%	39%	38%	13%
Training (i.e. reskilling, manager training)	9%	42%	37%	11%
Perks (i.e. onsite food, etc.)	29%	44%	22%	4%

Looking Ahead to Key HR Priorities in 2022



Question:

Given what you know about what employees value most, which of the following benefits will your organization prioritize in 2022? (318 respondents)



Looking Ahead to Key HR Priorities in 2022



Question:

As we head into 2022, which of the following challenges keeps you up at night? (Rank the following) (290 respondents)

	1	2	Highest 3	4	5	6	Lowest 7	8
Talent shortages	35%	38%	14%	6%	3%	3%	1%	
Increasing turnover	34%	36%	12%	7%	5%	2%	1%	2%
COVID-19 resurgence	16%	6%	18%	17%	10%	8%	18%	7%
Increased regulation	1%	3%	16%	14%	22%	20%	16%	7%
Government/policy implications	2%	3%	10%	17%	18%	23%	19%	7%
Supply chain disruption	4%	7%	8%	10%	17%	17%	18%	18%
Vaccine mandates	2%	3%	6%	12%	11%	19%	20%	27%
Effectively innovating	4%	3%	16%	16%	13%	8%	8%	32%

Additional Information



Our Team Contacts



If you have questions about this study, or want to speak to a member of our team about developing new total rewards or workforce strategies to COVID-19, please contact our study leader below:

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Additional Aon Resources



To learn more about Aon's complete set of COVID-19 resources and insights, including information on business continuity, communications, cyber security, healthcare, insurance, risk management and supply chain issues, among others, please visit:

<https://www.aon.com/event-response/coronavirus.aspx>

We encourage all clients to bookmark Aon's COVID-19 response site to stay connected to our latest insights on addressing this pandemic at an enterprise-wide level.

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