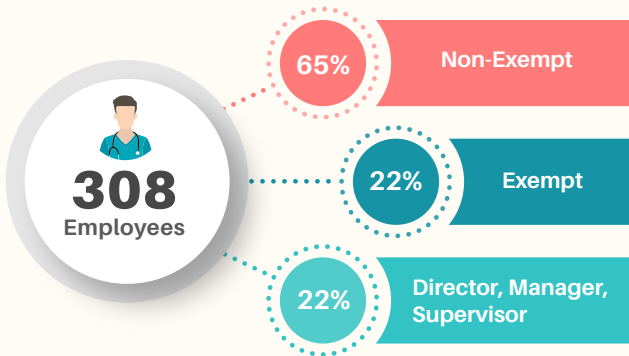


LeadingAge California Workforce Survey



This survey was developed by Vital Research and LeadingAge California to gain a better understanding of the experiences of employees in the caregiver workforce.



WHY DID EMPLOYEES ENTER THIS FIELD?

The majority commented...

- To help people
- To give back
- I fell into it, it just worked out
- Needed employment



HOW DO EMPLOYEES FEEL?

Non-Exempt employees are the least satisfied with their organization, with only 37% very satisfied compared to 44% of **Exempt** and 61% of **Directors**.



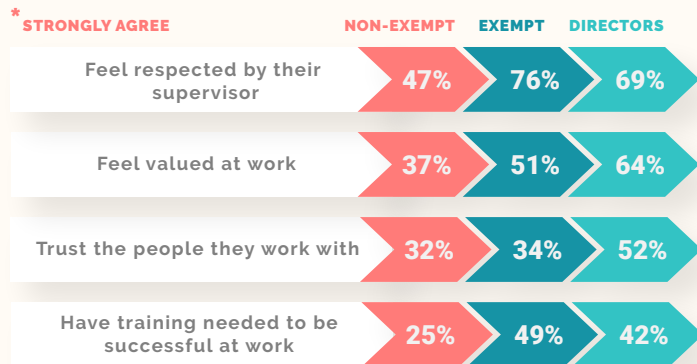
Don't feel they have opportunities to grow at work

Disagree that staff communicate well at work



Don't feel they receive enough feedback on job performance

Disagree that their thoughts and ideas are heard at work



NET PROMOTER SCORE



Non-Exempt employees are **Detractors**, compared to 7% **Exempt** and 11% **Directors**.

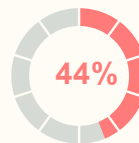
Detractors are more likely to have high rates of defection and often have a bad attitude which can discourage and demotivate employees.

WHY WOULD EMPLOYEES CONSIDER LEAVING?

Overall, the LeadingAge California workforce is unstable and employees report having thoughts of leaving:



NON-EXEMPT



EXEMPT



DIRECTORS



WHAT WOULD MAKE IT A BETTER PLACE TO WORK?

EMPLOYEES WANT...

- Better community
- Better leadership
- Higher pay
- More employee recognition
- Opportunities for growth

THE FACTORS THAT WOULD CAUSE SOMEONE TO LEAVE INCLUDE...



- Lack of respect
- Pay, hostile work environment, supervisor (non-exempt)
- Change in leadership
- Poor communication

