

# 2021 Employee Survey



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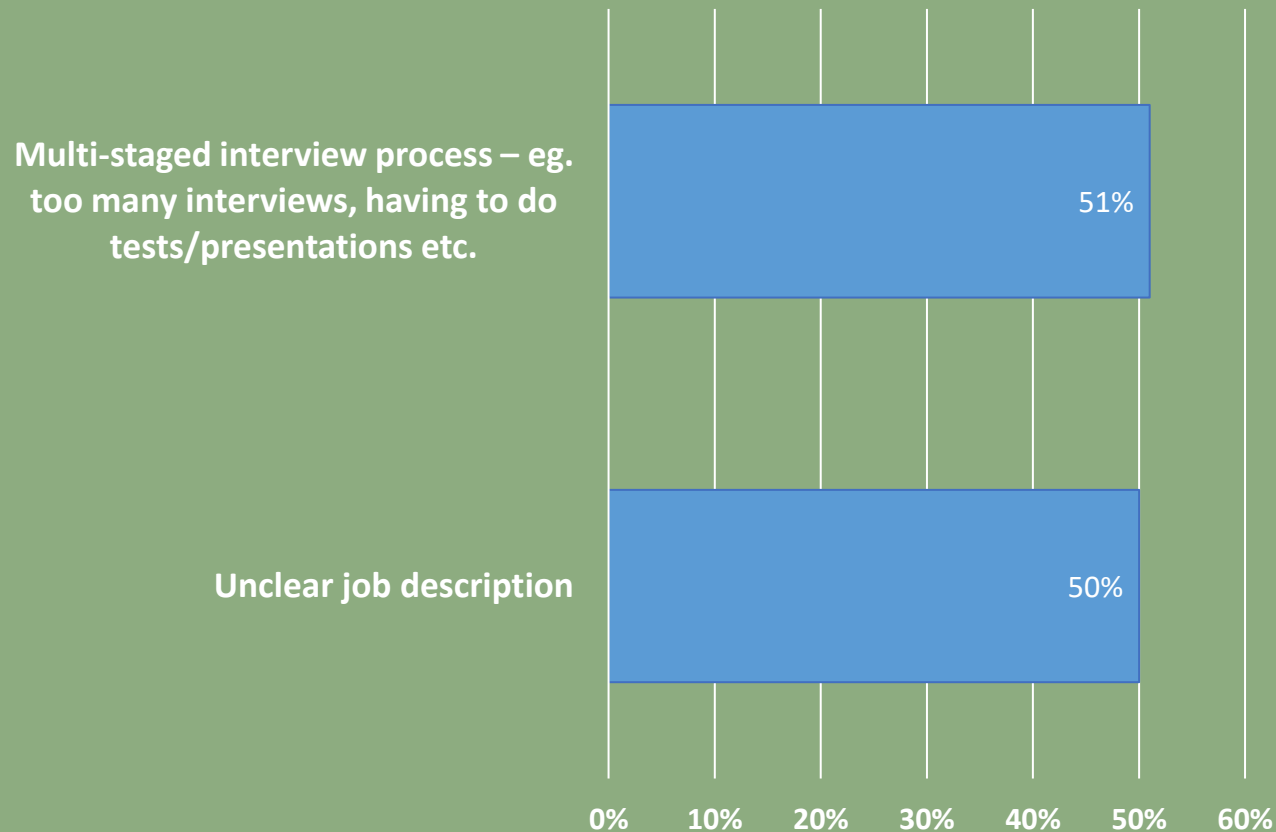


# We asked our candidates

- What is most frustrating about the job application / interview process?
- Why did you leave your last/want to leave your current job?
- Post-Lockdown, How important will the option of flexible hours / working from home be when looking for your next job?
- In the new normal will working from home be a deciding factor when you choose between employers?

Read on to view the answers:

# What do you find most frustrating about the job application / interview process?



Unclear job specs (50%) and multi staged interview processes (51%) frustrate candidates

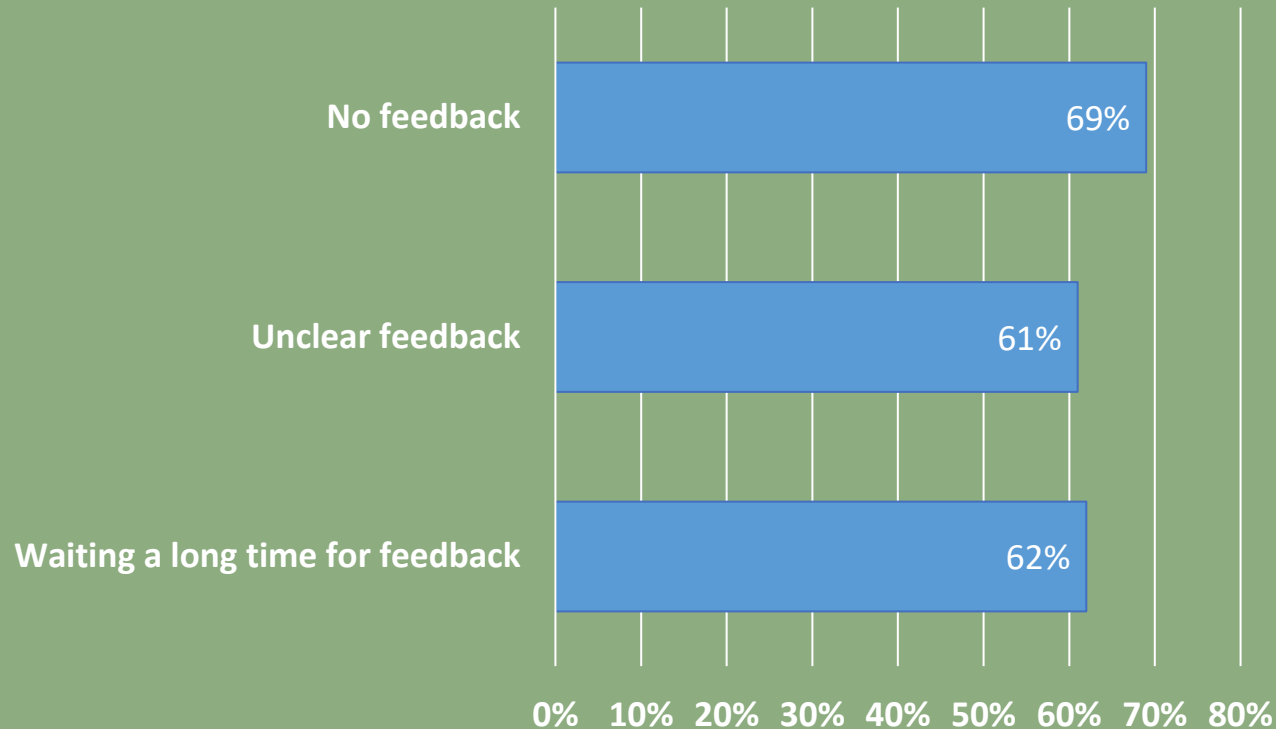
"I just want a simple process - there are often too many hoops to jump through."

Another candidate commented "(It is) frustrating when there is no salary on the job spec. Who applies without knowing that? "

"Receiving feedback, whether positive or negative, is the minimum level of respect for each other. "

As with 2020's survey results, feedback, or the lack of it, is the biggest complaint.

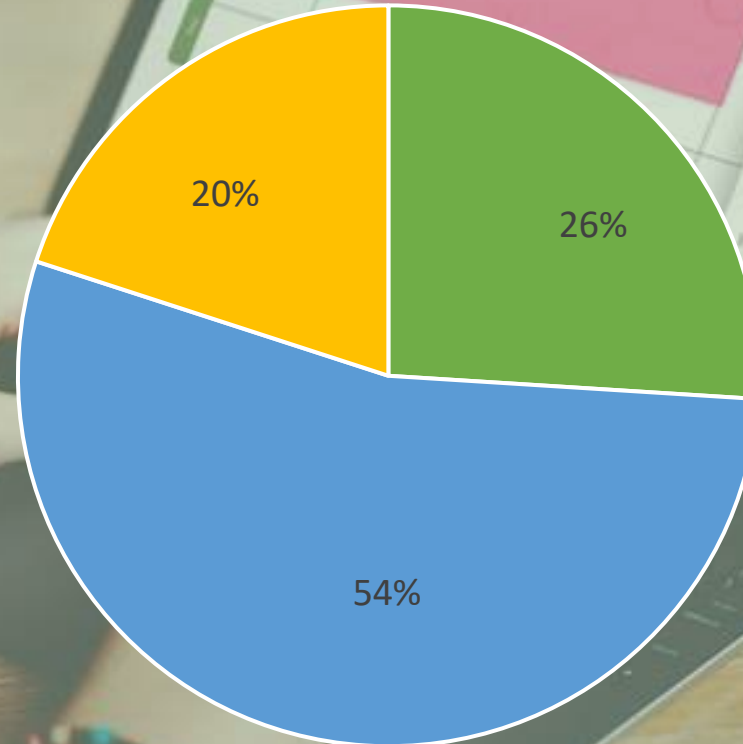
Waiting a long time for feedback, Unclear feedback or no feedback



These results show not only how frustrating it is to candidates but also that many employers have not changed.

**Good news though about remote interviewing, only 20% felt that doing phone/video interviews was a worse experience than pre-COVID face to face assessments.**

- Better
- The same
- Worse





# Some were unhappy with how interviewers behaved



"The interviewers turn off the camera while / was required to keep it on during the webcam."

"Every online interview I experienced had a 40 minute time limit. Before the lock down, most of the interviews were from 1 hour to 1 hour and 30 minutes face to face. I feel that there is not enough time to speak and I can't ask questions in 40 minutes."

**And some miss the face to face element:**

"Body language couldn't get through as effective."

"Nothing can replace direct contact."

But many felt that being able to interview from home made them more relaxed, enabling them to perform better.

"Being able to do the interview in a familiar location instead of having to travel to the company office stressed me less and I was more comfortable being surrounded by my own space: that's a huge help when you are doing something important and already stressful like an interview."

And for others, face to face or Zoom doesn't matter, nothing beats good old preparation –

"I prepared myself as always so I did not notice any difference."



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**40% said they left their last job or are leaving their current job because of:**

**uncompetitive salary/benefits**

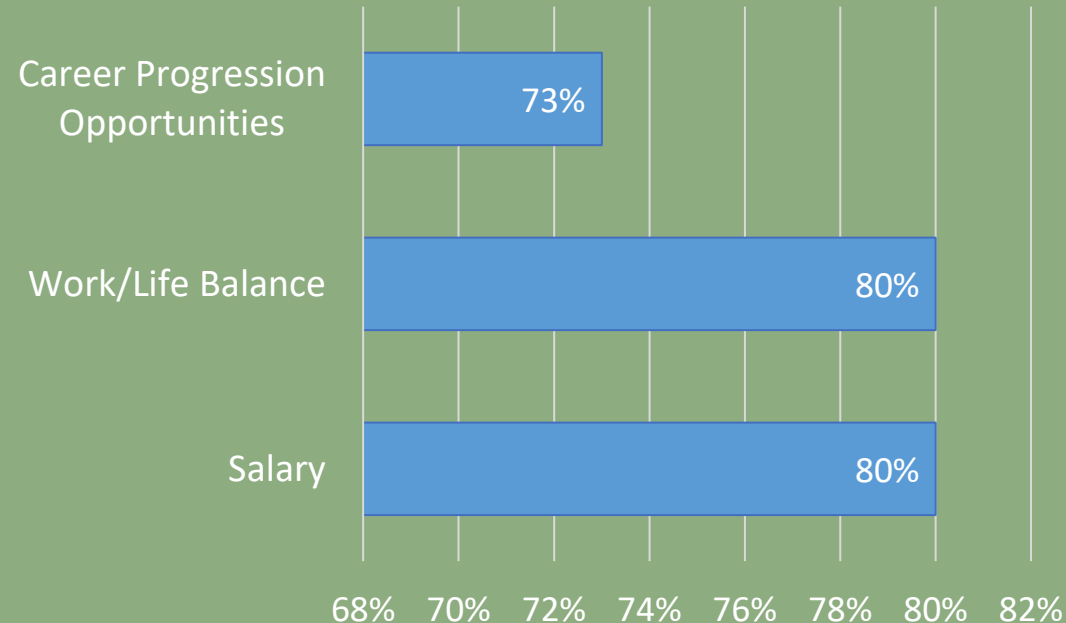
**poor management or**

**for better career opportunities.**



Likewise, when people were asked the most important factors in looking for a new job...

More than 70% said career progression was important and 80% also felt the same about Salary and Work/Life Balance.



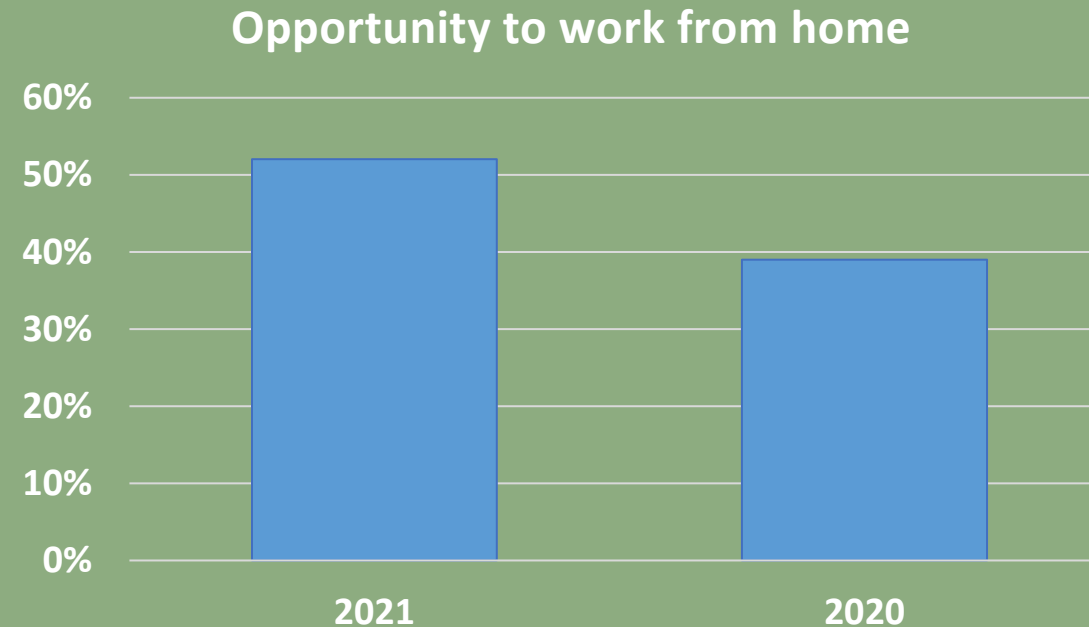
LIVE,  
WORK,  
CREATE.

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Comparing 2021 to 2020's survey, which was conducted before lockdown started, the Opportunity to Work from Home and Work/Life Balance have become much more important.

Pre-Covid 39% said the chance to work from home (WFH) was important.

Now, after a year of WFH, it is important to 52% of people.



**And Work/Life balance is now the joint most important factor in choosing a job.**  
(3<sup>rd</sup> in 2020)



Pre-lockdown, only c50% felt  
flexible hours / being able to  
work from home were important  
in choosing their next job.

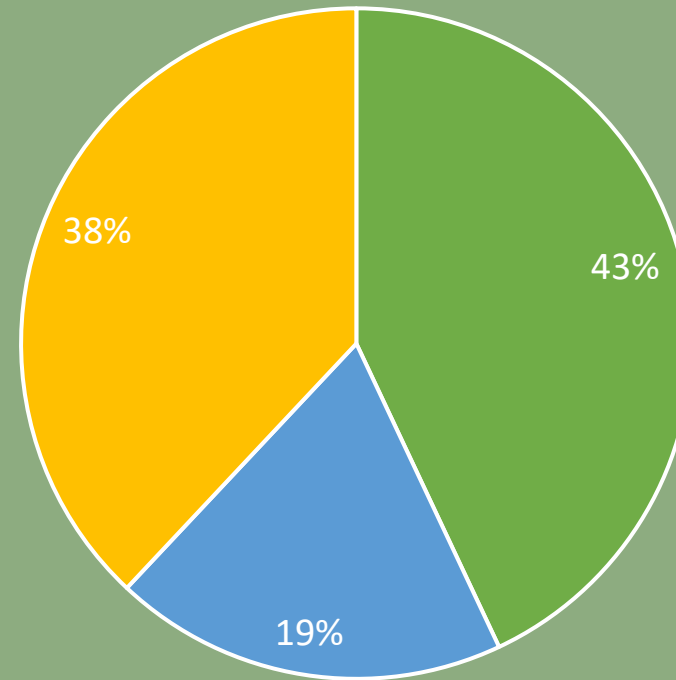
**Now, that figure is 87%**

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And fewer than 20% say it *not* be a deciding factor when they choose between employers in the future



■ Yes ■ No ■ Maybe



# Your Takeaways:

1. Even if it's bad news, candidates want interview feedback.
2. Of course salary (80%) and career progression (73%) are important, but so is Work/Life Balance (80%). Now more than ever.
3. To many, Work/Life Balance means continuing to Work From Home at least some of the time. Having the option to do that will be a major factor in deciding between employers.



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