



# Kenexa® Research Institute Publishes Findings on Employee Benefits Satisfaction

The latest research suggests that U.S. employees have differing opinions when it comes to satisfaction with their employer-offered benefit packages. Based on recently compiled data from Kenexa's database of employee survey results, WorkTrends™, as well as Kenexa's normative databases, it appears that employee satisfaction with benefit offerings is largely predicated by the industry in which the employee works and the job function performed.

Industries that report a decline in employee benefit satisfaction include heavy manufacturing, wholesale/retail trade, healthcare products and pharmaceuticals, communications service/utilities, banking, and to a lesser degree, education.

Industries demonstrating a rise in employee benefit satisfaction include health care services and financial services. Overall, employee satisfaction with benefits in the light manufacturing, construction/engineering, food industry, wholesale/retail, government/public administration, transportation services and business services industries showed only slight or no change at all over the past few years.

The most volatile industries were electronics and computer manufacturing, given the unpredictability of the marketplace and the resulting "trickle-down" effect on compensation and benefits.

Actual job functions reporting the biggest decline in benefits satisfaction included first-line supervisors, clerical, service, crafts/skilled trades, operatives and laborers. Those demonstrating the greatest gains in benefit satisfaction were managers, executives, and those with generally slight or no change in benefits satisfaction included those in technical, sales, or professional positions.

Kenexa Research Institute's Executive Director Jack W. Wiley, Ph.D., said, "It is interesting to note that employees who work in 'best practices' companies are noticeably more favorable in their satisfaction with their benefits and their responses tended to be more stable and congruent."

As logic might dictate, salaried employees gave higher benefit satisfaction grades than hourly employees, while those employed in larger companies showed higher levels of satisfaction than those in smaller companies. The more mature employee in terms of age showed markedly higher levels of satisfaction than their Generation X co-workers.

## Database Overview

The Kenexa WorkTrends database is a comprehensive normative database of employee survey results with comparisons on topics including leadership, employee engagement and customer orientation.

## Study Details

The report is based on the analysis of data drawn from a representative sample of 10,000 U.S. workers who were surveyed through WorkTrends, KRI's annual survey of worker opinions. The survey asked participants how they rate their total benefits package.

## Survey Results

Responses were rated using a 5-point Likert-type agreement scale. The values in the following tables represent the percent of employees who answered, "Strongly agree" or "Agree" (% favorable).

*Satisfaction with Benefits by Employee Type*

Type of Employee	2005
Salaried	70
Hourly	59

*Satisfaction with Benefits by Age*

Age of Employee	2005
23 and Younger	59
24-39	65
40-58	63
59-64	67

*Job Function Specific Ratings of Satisfaction with Benefits*

Job Function	2001	2002	2003	2004	2005
First-Line Supervisors	65	71	68	68	66
Clerical	70	66	69	71	63
Services	62	63	57	58	59
Crafts/Skilled Trades	59	63	59	57	54
Operatives	58	60	65	55	54
Laborers	62	59	57	53	58
Managers	68	73	68	67	70
Technical	69	71	68	66	68
Sales	62	61	61	58	60
Professional Positions	67	68	69	64	67
Executive/Senior Manager	68	76	72	74	77

*Industry Ranking of Satisfaction with Benefits*

Industry	2001	2002	2003	2004	2005
All Industries	65	67	65	64	64
Heavy Manufacturing	63	66	62	60	59
Retail/Wholesale Trade	61	55	55	58	54
Healthcare Products and Pharmaceuticals	66	77	76	67	68
Communications Services/Utilities	68	70	66	67	63
Banking	74	70	70	71	66
Education	69	71	69	67	66
Healthcare Services	61	62	62	62	65
Financial Services/Insurance/Real Estate	65	70	68	68	68
Light Manufacturing	60	60	57	54	58
Construction/Engineering	65	67	67	64	58
Government/Public Administration	75	80	78	76	78
Transportation Services	62	60	60	58	60
Electronics/Computer Manufacturing	72	65	69	57	66
Food Industry Retail/Wholesale	61	58	56	56	62
Business Services	66	67	61	65	63

**About Kenexa**

Kenexa provides business solutions for human resources. We help global organizations multiply business success by identifying the best individuals for every job and fostering optimal work environments for every organization. For more than 20 years, Kenexa has studied human behavior and team dynamics in the workplace, and has developed the software solutions, business processes and expert consulting that help organizations impact positive business outcomes through HR. Kenexa is the only company that offers a comprehensive suite of unified products and services that support the entire employee lifecycle from pre-hire to exit.

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