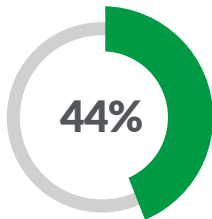


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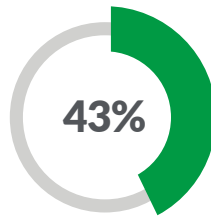
Threats to On-Site Employee Retention

The Swift Bunny Index, a benchmark that multifamily employers can use to gauge sentiment among industry employees, identifies factors that impact employee retention. Here are top risks to on-site employee satisfaction and retention and recommended actions for leaders.

COMPENSATION CONCERNS



do not agree that compensation is fair

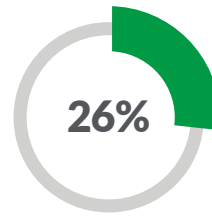


are not motivated by performance incentives

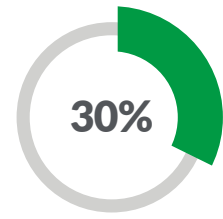
Recommended Action

Consider initiating a salary survey to ensure the company offers a competitive wage. Examine salaries, wages, bonuses, and benefits for a complete picture. Consider a market-based pay structure to best reflect the costs of living in your various markets. Continually educate associates on the value of your benefits and perks.

INADEQUATE COMMUNICATION



do not agree that executive leadership provides transparent communication about important company news



are unable to get a timely response from their supervisor or coworkers

Recommended Action

Respect for leadership has one of the strongest correlations with an employee's likelihood to remain with their employer. Consider holding regular all-company meetings led by senior leaders to both inform and inspire the team. Establish a company-wide response time standard so individual contributors know how to prioritize internal communication.

PROFESSIONAL DEVELOPMENT



Nearly 1/3 do not have a clear understanding of their career or promotion path



1/3 do not agree that employees are notified of all advancement opportunities

Recommended Action

Many employees perceive that hiring supervisors already know who they want to hire or promote and therefore don't share existing opportunities with all. Combat this perception with defined procedures for socializing open positions. Require supervisors to discuss professional development regularly with individual contributors.

WORK RESOURCES AND SUPPORT



1/3 do not agree that policies and procedures are consistently enforced



Nearly 1/3 do not agree their efforts are recognized and appreciated

Recommended Action

Many employees perceive that policies are enforced for some but not all, leading to inconsistent performance. Provide adequate training to ensure policies are understood by all associates, and train supervisors on how to hold team members accountable. Expand your recognition efforts beyond annual awards to include more year-round appreciation.

SOURCE

2024 Employee Engagement Risk Report, Swift Bunny



Improve satisfaction, retention, and results across your entire multifamily portfolio with Swift Bunny's people performance solutions. Schedule a discovery session today.

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