



DATA SNAPSHOT

Global Study: Employee Experience Trends in the Americas, 2022

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Executive Summary

KEY FINDINGS IN THIS REPORT

As part of Qualtrics' global employee study, employees from 27 countries rated their current work experience across 14 components. From this study, we were able to analyze five key performance indicators (Engagement, Inclusion, Intent to Stay, Well-Being, and Experience vs Expectations) for employee experience across each country and work levels within each country. In this snapshot, we share the metrics from the Americas*. We found that:

- + **There is an experience gap between work levels.** Individual contributors provide lower Inclusion, Well-Being, and Engagement scores than all other working levels. Frontline managers provide lower KPI scores than higher-level employees. C-suite executives report that their experience exceeded their expectations at twice the rate of individual contributors.
- + **American companies should expect one-third of their workforce to leave in the next three years.** Just 64% of workers plan to stay at their current place of employment for more than three years. Intent to stay is highest for C-suite and lowest for individual contributors. Brazilians have the highest propensity to stay, while Canadians are most likely to move on to a new company.
- + **American employees provided high Inclusion and Well-Being scores.** Across all regions, the Americas scored their workplaces highest on the Inclusion and Well-Being KPIs (75%), higher than these KPIs in both Asia-Pacific and EMEA. Mexico and Colombia both provided the top scores for each of these KPIs.
- + **Americans have good working relationships.** Seventy-nine percent of Americans agree that they have trusting relationships at work, 3 points higher than the global metrics. The same percentage of Americans also agree that they can be themselves at work, with Colombian and Mexican employees saying this most frequently.

STUDY KEY FACTS

- Global employee study
- Online panel
- 27 countries
- 28,808 employees
- Conducted in September 2022

*In this data snapshot, all residents of North and South America are referred to as Americans.

Global Study: Employee Experience Trends in the Americas

STUDY OVERVIEW

The data for this report comes from a global consumer study that Qualtrics conducted in the third quarter of 2022. Using an online survey, Qualtrics collected data from 28,808 consumers across 27 countries: Argentina, Australia, Brazil, Canada, Colombia, France, Germany, Hong Kong, India, Indonesia, Italy, Japan, Malaysia, Mexico, the Netherlands, New Zealand, the Philippines, Singapore, South Africa, South Korea, Spain, Sweden, Switzerland, Thailand, the United Arab Emirates, the United Kingdom, and the United States.

Qualtrics surveyed approximately 400 employees from Switzerland, New Zealand, South Africa, and the UAE.

We surveyed approximately 500 employees from Argentina, Brazil, the Philippines, Colombia, Malaysia, Mexico, and Indonesia.

Approximately 1,000 employees were surveyed from India, Singapore, Hong Kong, South Korea, the Netherlands, Canada, Thailand, Spain, and Italy.

About 2,000 employees were surveyed from Australia, Japan, the UK, Germany, and France, and about 4,000 employees were surveyed in the United States.

FIGURES IN THE REPORT

1. KPI Questions
2. Employee Experience KPIs: Global
3. All Employee Experience KPIs by Work Level: Global
4. Employee Experience KPIs: Americas
5. All Employee Experience KPIs by Work Level: Americas
6. All Employee Experience KPIs by Region
7. Well-Being by Country
8. Engagement by Country
9. Intent to Stay by Country
10. Inclusion by Country
11. Expectations by Country
12. Employee Experience KPIs: Argentina
13. Employee Experience KPIs by Work Level: Argentina
14. Employee Experience KPIs: Brazil
15. Employee Experience KPIs by Work Level: Brazil
16. Employee Experience KPIs: Canada
17. Employee Experience KPIs by Work Level: Canada
18. Employee Experience KPIs: Colombia
19. Employee Experience KPIs by Work Level: Colombia
20. Employee Experience KPIs: Mexico
21. Employee Experience KPIs by Work Level: Mexico
22. Employee Experience KPIs: United States
23. Employee Experience KPIs by Work Level: United States

Methodology

EMPLOYEE EXPERIENCE KEY PERFORMANCE INDICATOR QUESTIONS

For the first four metrics, we asked consumers the degree to which they agree with (*Strongly disagree, Disagree, Neither agree nor disagree, Agree, Strongly agree*) the below statements. Response scales for the last two metrics, *Intent to Stay* and *Expectations*, are listed with their statement.

Engagement:

- *My work gives me a feeling of personal accomplishment* (**Accomplish**)
- *I would recommend this company to people I know as a great place to work* (**Recommend**)
- *The company I work for motivates me to contribute more than is normally required to complete my work* (**Motivate**)

Inclusion:

- *I feel as if I belong at this company* (**Belonging**)
- *I can be myself at this company* (**Authenticity**)
- *At this company, everyone can succeed to their full potential, no matter who they are (e.g., all ages, cultural backgrounds, genders, races, religions, etc.)* (**Equity**)

Well-Being:

- *I feel energized at work* (**Energy**)
- *I feel positive about myself at work* (**Positivity**)
- *I have trusting relationships at work* (**Relationships**)

Intent to Stay:

- *I intend to keep working at this company for... (6 months or less/Over 6 months, up to 1 year/Over 1 year, up to 3 years/Over 3 years, up to 5 years/Over 5 years)*

Expectations:

- *Overall, to what extent does your experience working at this company meet your expectations? (Far below expectations/Below expectations/Meets expectations/Exceeds expectations /Greatly exceeds expectations)*

Employee Experience KPIs: Global

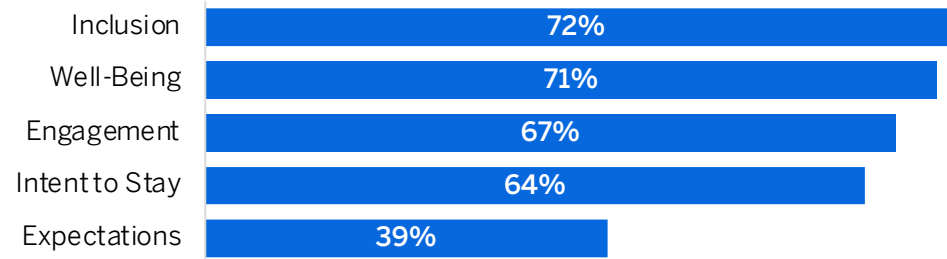
KEY TAKEAWAYS

- + Across all countries, Inclusion is the top rated employee experience KPI, with a score of 72%.
- + Employees most frequently agree that they have trusting relationships at work and that they can be themselves at work – these are the top components, at 76%.
- + 64% of employees intend to stay at their current company for at least three years.
- + Employees are least likely to agree that their company motivates them to contribute more than is required, at 63%.

ABOUT

This chart and table show the five employee experience KPI scores and the components' scores underlying four of the KPIs for global employees. The Expectations and Intent to Stay KPIs are single-question indicators.

Employee Experience Key Performance Indicators: Global



Key Performance Indicator Components

(percentage selecting top 2 on a 5-point scale)

Component	KPI	Global
Accomplish	Engagement	73%
Recommend	Engagement	66%
Motivate	Engagement	63%
Belonging	Inclusion	72%
Authenticity	Inclusion	76%
Equity	Inclusion	67%
Energy	Well-Being	64%
Positivity	Well-Being	74%
Relationships	Well-Being	76%

All Employee Experience KPIs by Work Level: Global

KEY TAKEAWAYS

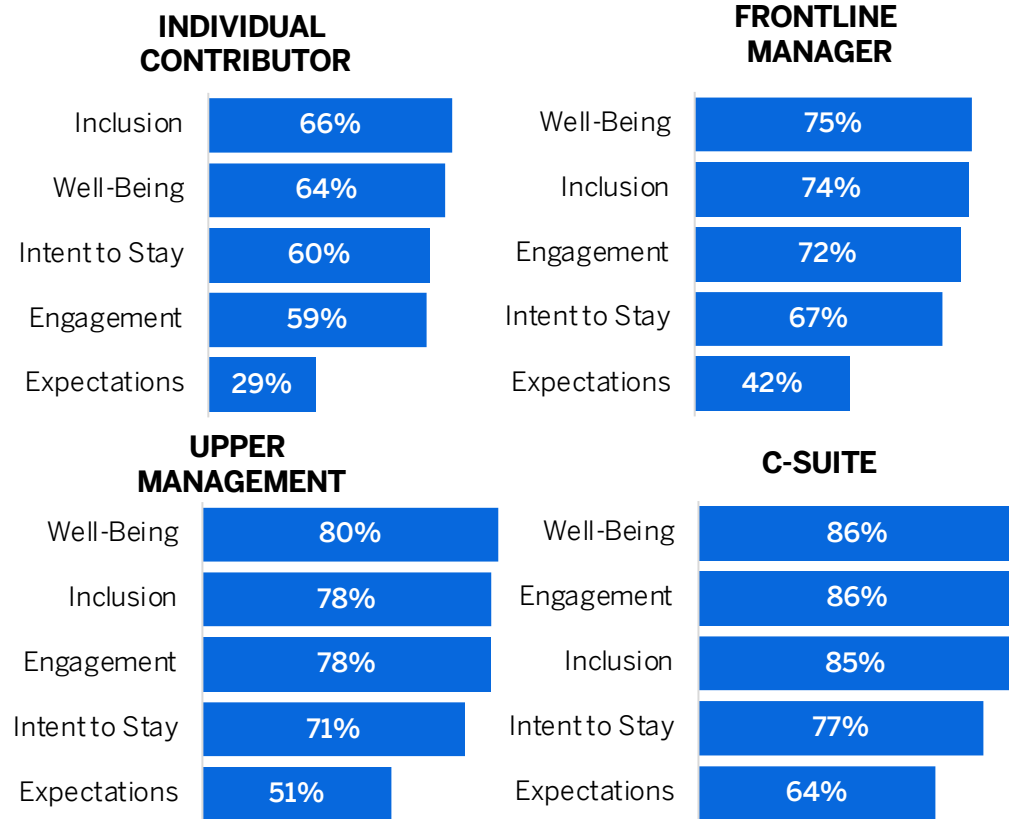
- + All KPIs are higher at each successive working level.
- + Experience exceeds expectations for the C-suite at more than twice the rate than that for individual contributors.
- + Well-Being is the top KPI for all working levels except for individual contributors, for whom Inclusion ranks highest.

ABOUT

These charts show five employee experience KPI scores for each working level across all countries.

Key Performance Indicators by Work Level: Global

(mean of KPI component scores)



Employee Experience KPIs: Americas

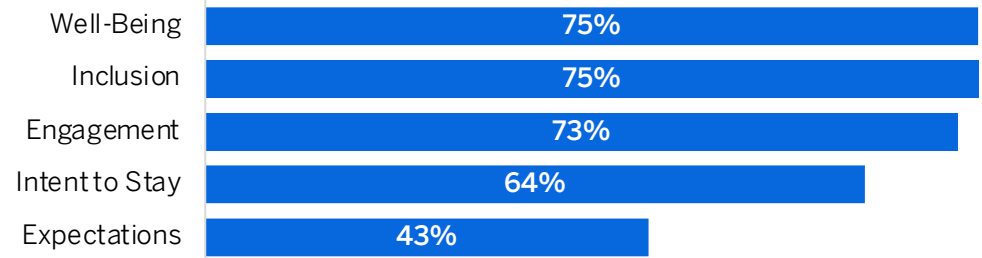
KEY TAKEAWAYS

- + Well-Being and Inclusion are the top KPIs in the Americas, with scores of 75%. Expectations is the lowest-scoring KPI, at 43%.
- + American employees most frequently agree that they can be themselves at work and have trusting relationships, at 79%.
- + 64% of American employees intend to stay at their company for more than 3 years.
- + Americans least frequently agree that their company motivates them to contribute more than required and that they feel energized at work, at 68% each.

ABOUT

This chart and table show the five employee experience KPI scores and the components' scores underlying four of the KPIs for American employees. The Expectations and Intent to Stay KPIs are single-question indicators.

Employee Experience Key Performance Indicators: Americas



Key Performance Indicator Components

(percentage selecting top 2 on a 5-point scale)

Component	KPI	Americas
Accomplish	Engagement	78%
Recommend	Engagement	73%
Motivate	Engagement	68%
Belonging	Inclusion	75%
Authenticity	Inclusion	79%
Equity	Inclusion	70%
Energy	Well-Being	68%
Positivity	Well-Being	78%
Relationships	Well-Being	79%

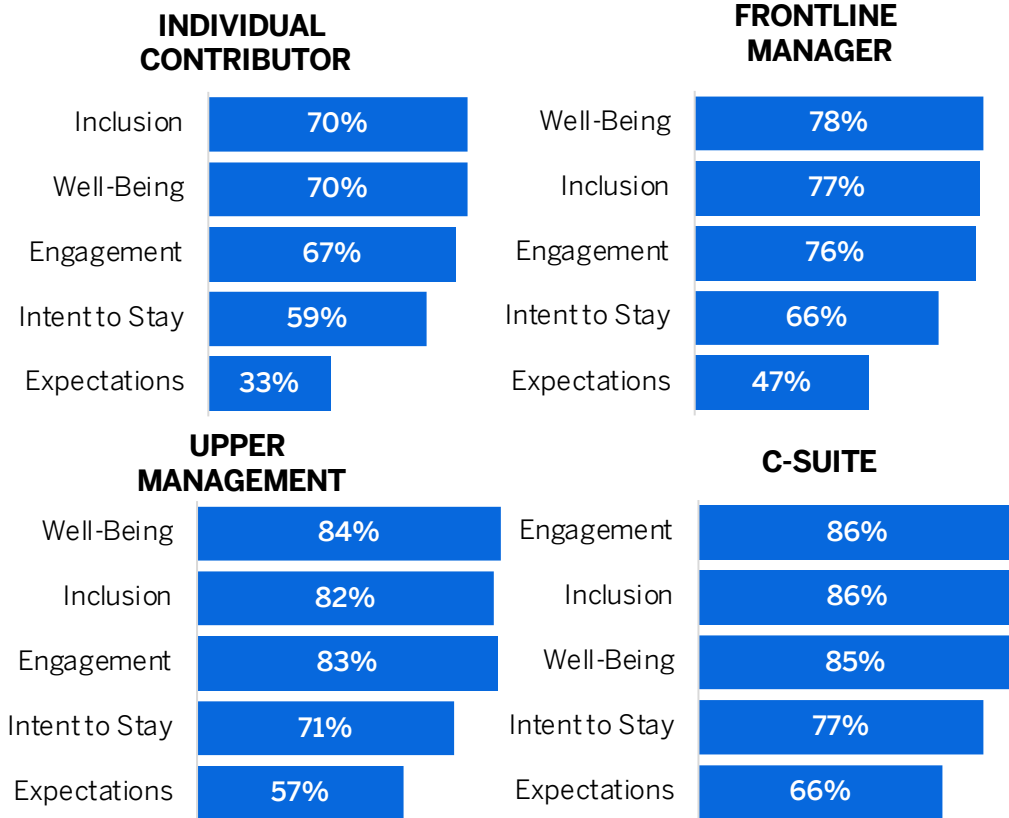
All Employee Experience KPIs by Work Level: Americas

KEY TAKEAWAYS

- + All KPIs are higher at each successive working level.
- + Experience exceeds expectations for the C-suite at more than twice the rate than that for individual contributors.
- + Well-Being is the top KPI for all working levels except for individual contributors, for whom Inclusion ranks highest.

Key Performance Indicators by Work Level: Americas

(mean of KPI component scores)



ABOUT

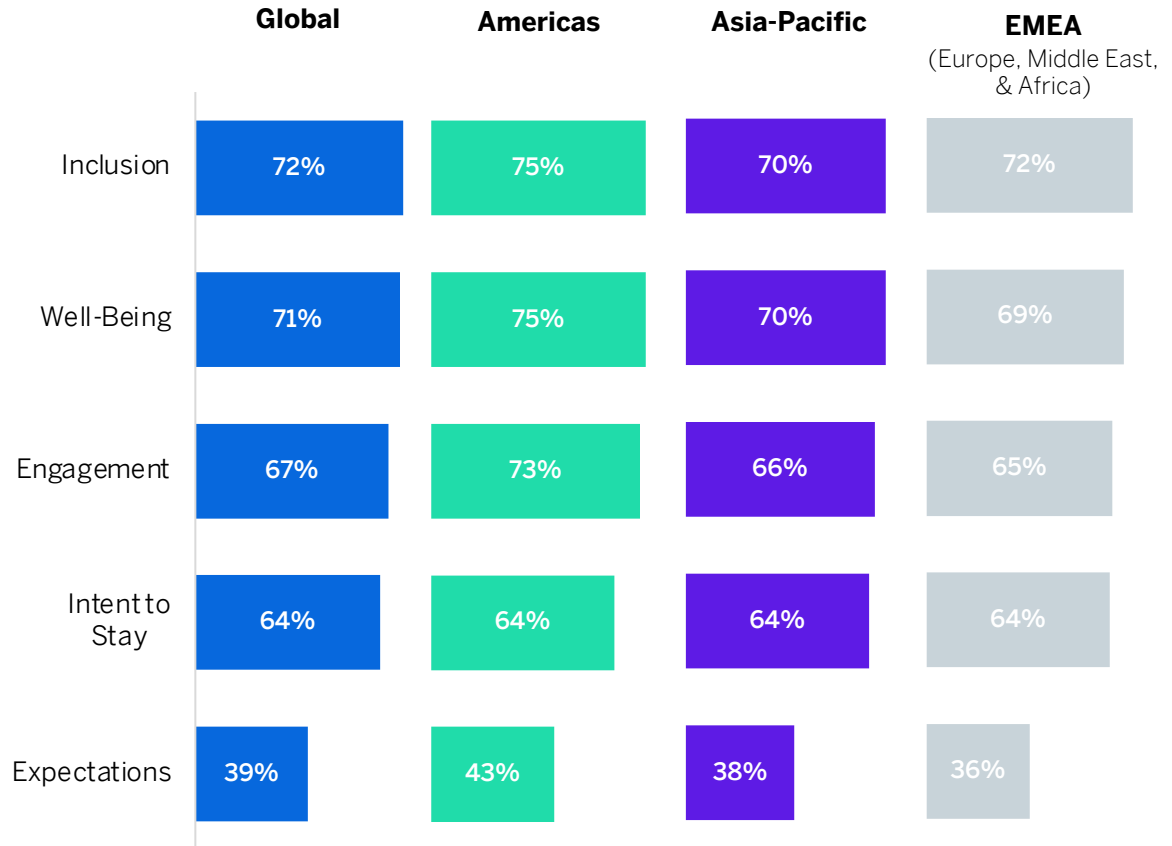
These charts show five employee experience KPI scores for each working level across all countries.

All Employee Experience KPIs by Region

KEY TAKEAWAYS

- + The Americas hold the highest scores across all KPIs except for Intent to Stay.
- + Intent to stay is steady across all regions, with 64% of employees planning to stay at their company for 3 or more years.
- + EMEA provided the lowest Well-Being, Engagement, and Expectations scores.
- + Asia-Pacific provided the lowest Inclusion score, 2 points lower than the global score.

Employee Experience KPIs by Region



ABOUT

This chart shows the five employee experience KPI scores globally and for each region.

Well-Being by Country

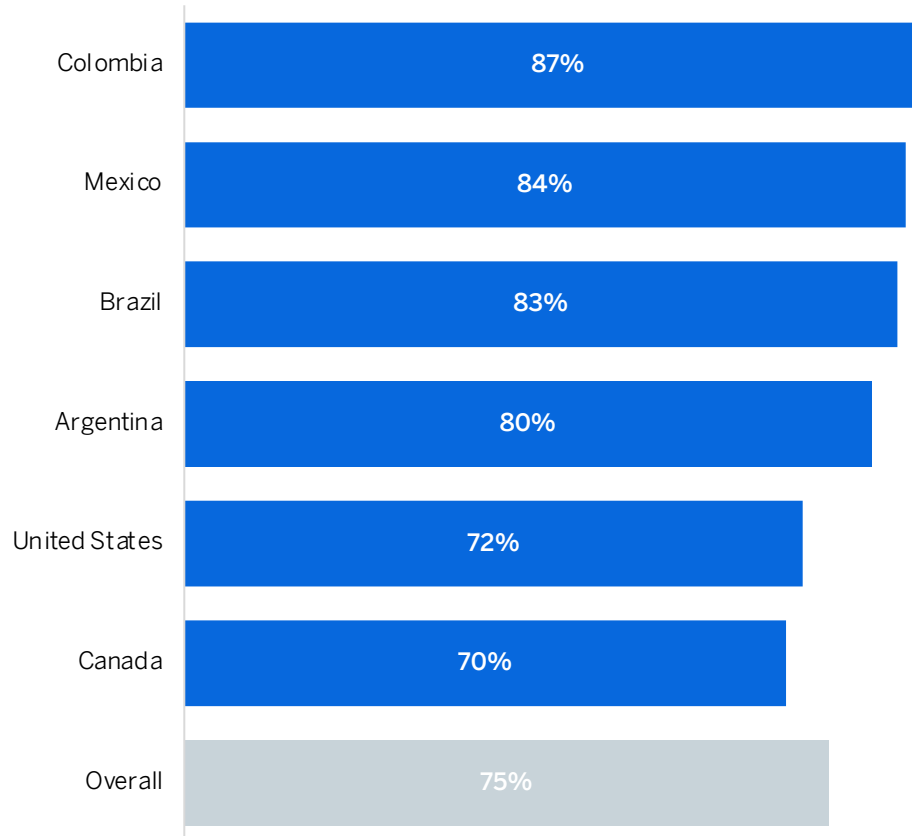
KEY TAKEAWAYS

- + Across all American countries, employees provided a Well-Being score of 75%.
- + Colombian employees report the highest Well-Being score (87%), followed by Mexican employees (84%).
- + Canadians provided the lowest Well-Being score, at 70%, equating to just 80% of Colombia's score.

ABOUT

This chart shows the Well-Being score for each American country and the average across all six countries.

Well-Being by Country



Engagement by Country

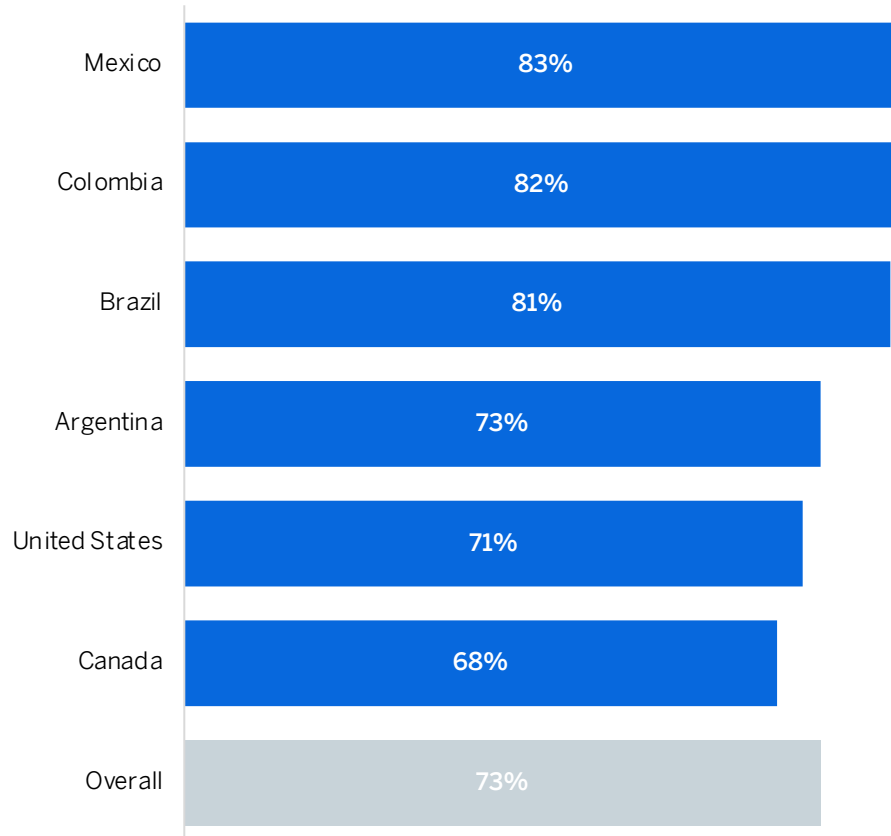
KEY TAKEAWAYS

- + Across all American countries, employee engagement scores at 73%.
- + Mexican employees enjoy the highest Engagement score (83%), more than 1.2 times that of Canadians' Engagement score.

ABOUT

This chart shows the Engagement score for each American country and the average across all six countries.

Engagement by Country



Intent to Stay by Country

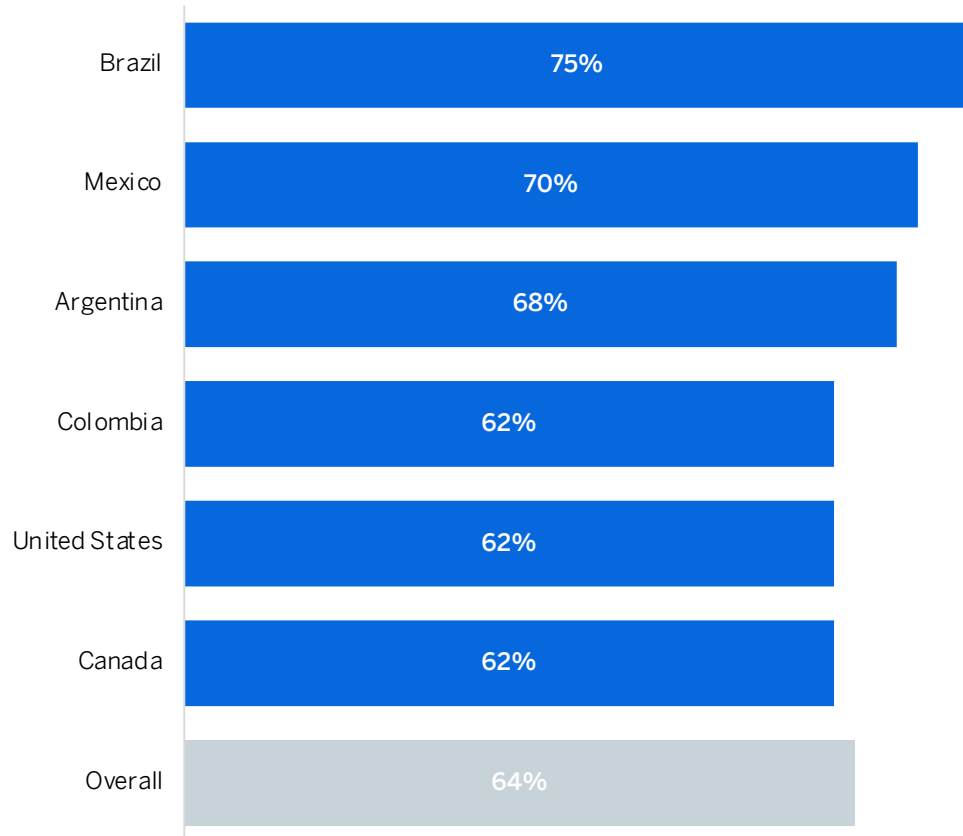
KEY TAKEAWAYS

- + Just under two-thirds of employees say that they plan to work at their current place of employment for over three years.
- + Brazilian employees are most likely to stay at their company for more than three years, at 75%, followed by Mexicans and Argentinians.
- + Canadians are least likely to stay at their current company for over three years.

ABOUT

This chart shows the Intent to Stay score for each American country and the average across all six countries.

Intent to Stay by Country



Inclusion by Country

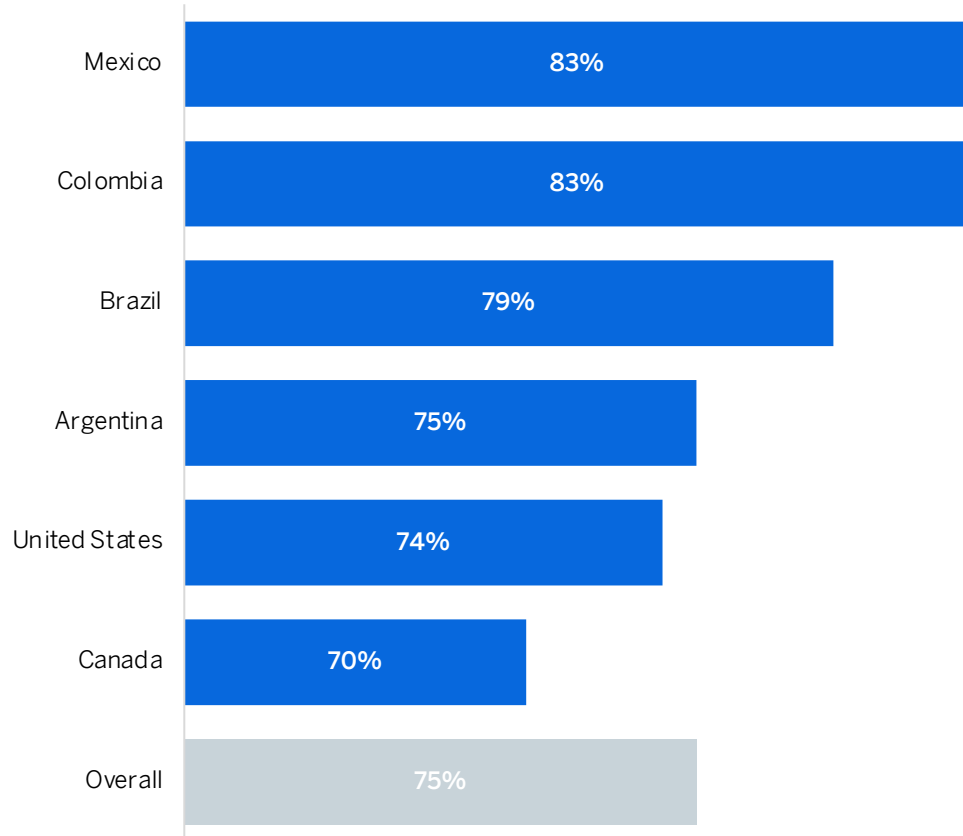
KEY TAKEAWAYS

- + American employees provided a cross-country Inclusion score of 75%.
- + Employees in Canada and the US report the lowest levels of Inclusion, at 70% and 74%, respectively.
- + Mexican and Colombian employees feel the highest level of Inclusion, each with scores of 83%.

ABOUT

This chart shows the Inclusion score for each American country and the average across all six countries.

Inclusion by Country



Expectations by Country

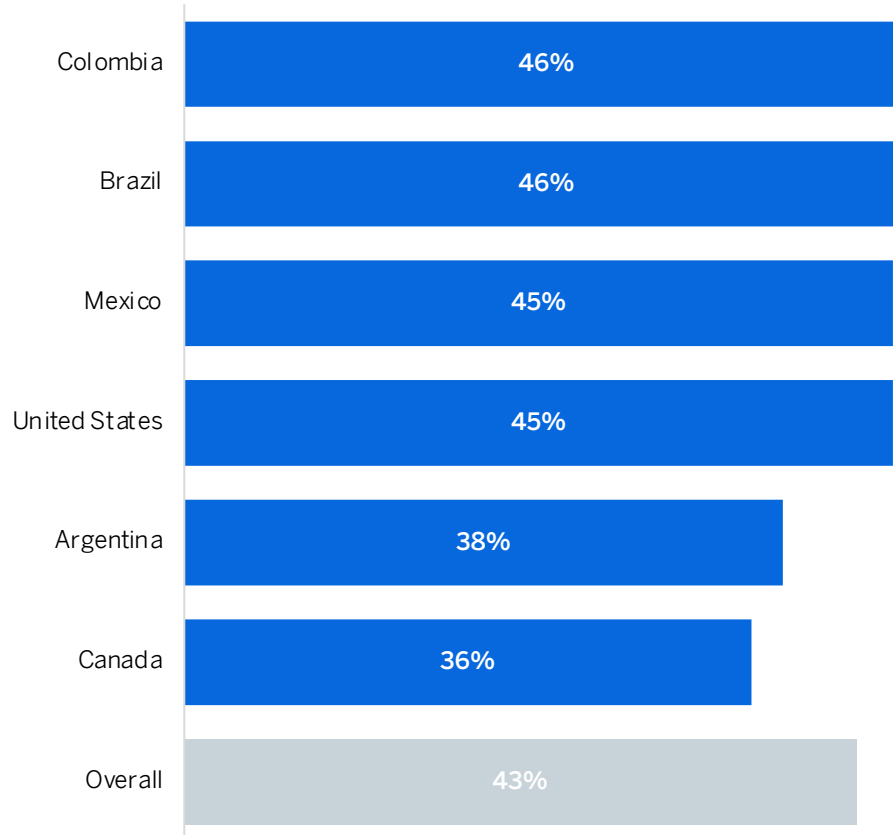
KEY TAKEAWAYS

- + Over two-fifths of employees said that their overall experience 'exceeds' or 'greatly exceeds' expectations.
- + Colombian and Brazilian employees most frequently feel that their experience exceeds their expectations, at 46%.
- + Only 36% of Canadian employees say that their experience exceeds expectations, 10 percentage-points lower than the highest-scoring countries.

ABOUT

This chart shows the Expectations score for each American country and the average across all six countries.

Expectations by Country



Employee Experience KPIs: Argentina

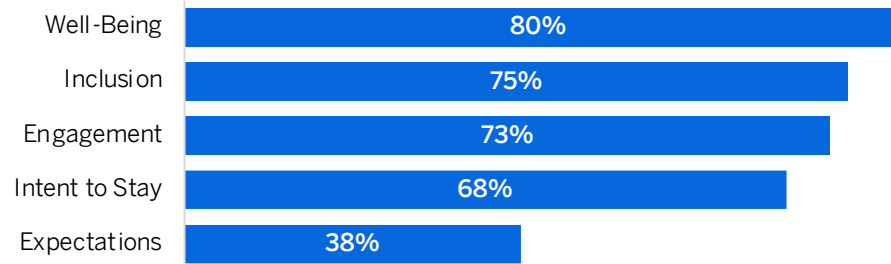
KEY TAKEAWAYS

- + Argentinian employees rate their Well-Being at 80%, the high score driven by their trusting workplace relationships. They also enjoy a high inclusion score (75%).
- + Meanwhile, just 38% feel that their overall experience exceeds their expectations.
- + Argentinian employees enjoy an *energy* score 8 points higher than the American average, and 12 points higher than the global average.

ABOUT

This chart and table show the five employee experience KPI scores and the components' scores underlying four of the KPIs for Argentinian employees. The Expectations and Intent to Stay KPIs are single-question indicators.

Employee Experience Key Performance Indicators: Argentina



Key Performance Indicator Components

(percentage selecting top 2 on a 5-point scale)

Component	KPI	Argentina	%-pt Difference from Americas	%-pt Difference from Global
Accomplish	Engagement	78%	0	5
Recommend	Engagement	73%	0	7
Motivate	Engagement	67%	-1	6
Belonging	Inclusion	80%	5	8
Authenticity	Inclusion	78%	-1	2
Equity	Inclusion	67%	-3	0
Energy	Well-Being	76%	8	12
Positivity	Well-Being	79%	1	5
Relationships	Well-Being	84%	5	8

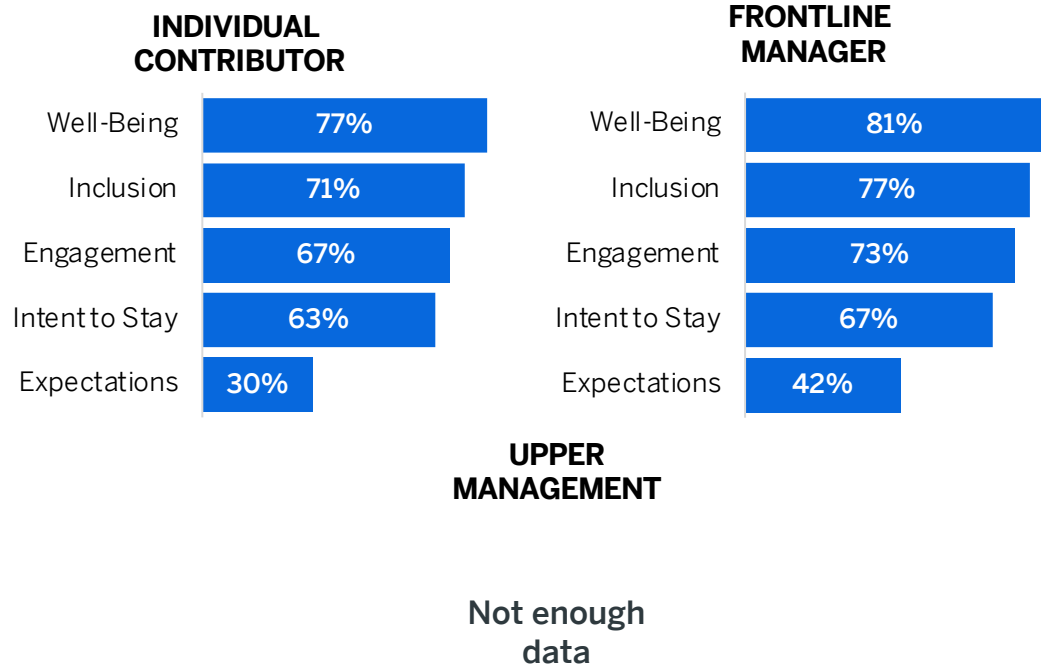
Employee Experience KPIs by Work Level: Argentina

KEY TAKEAWAYS

- + Argentinian individual contributors are less likely to feel that their experience exceeds expectations than frontline managers, and have lower Inclusion and Well-Being scores than their frontline manager counterparts.
- + Frontline managers are 4 percentage-points more likely to stay at their company for 3 or more years.

Key Performance Indicators by Work Level: Argentina

(mean of KPI component scores)



ABOUT

These charts show five employee experience KPI scores for each working level in Argentina. Data is only reported for work levels with a sample size of 100 or more.

Employee Experience KPIs: Brazil

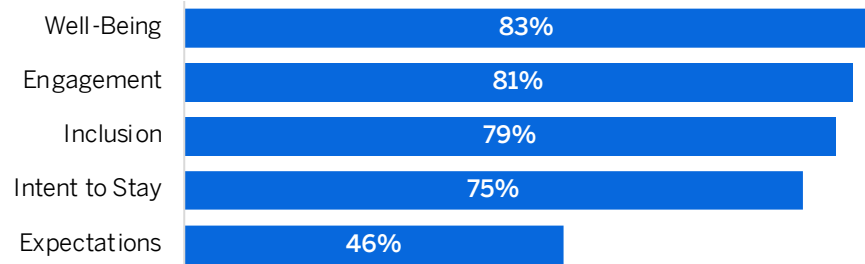
KEY TAKEAWAYS

- + Brazilian employees report a higher KPI score than both the American and global aggregate across the board.
- + The greatest gap between Brazilian and global component scores is for *motivate*. 79% of Brazilians say they are motivated to contribute more than expected, 18 points more than the aggregate.

ABOUT

This chart and table show the five employee experience KPI scores and the components' scores underlying four of the KPIs for Brazilian employees. The Expectations and Intent to Stay KPIs are single-question indicators.

Employee Experience Key Performance Indicators: Brazil



Key Performance Indicator Components

(percentage selecting top 2 on a 5-point scale)

Component	KPI	Brazil	%-pt Difference from Americas	%-pt Difference from Global
Accomplish	Engagement	83%	5	10
Recommend	Engagement	82%	9	16
Motivate	Engagement	79%	11	18
Belonging	Inclusion	78%	3	6
Authenticity	Inclusion	84%	5	8
Equity	Inclusion	74%	4	7
Energy	Well-Being	78%	10	14
Positivity	Well-Being	87%	9	13
Relationships	Well-Being	86%	7	10

Employee Experience KPIs by Work Level: Brazil

KEY TAKEAWAYS

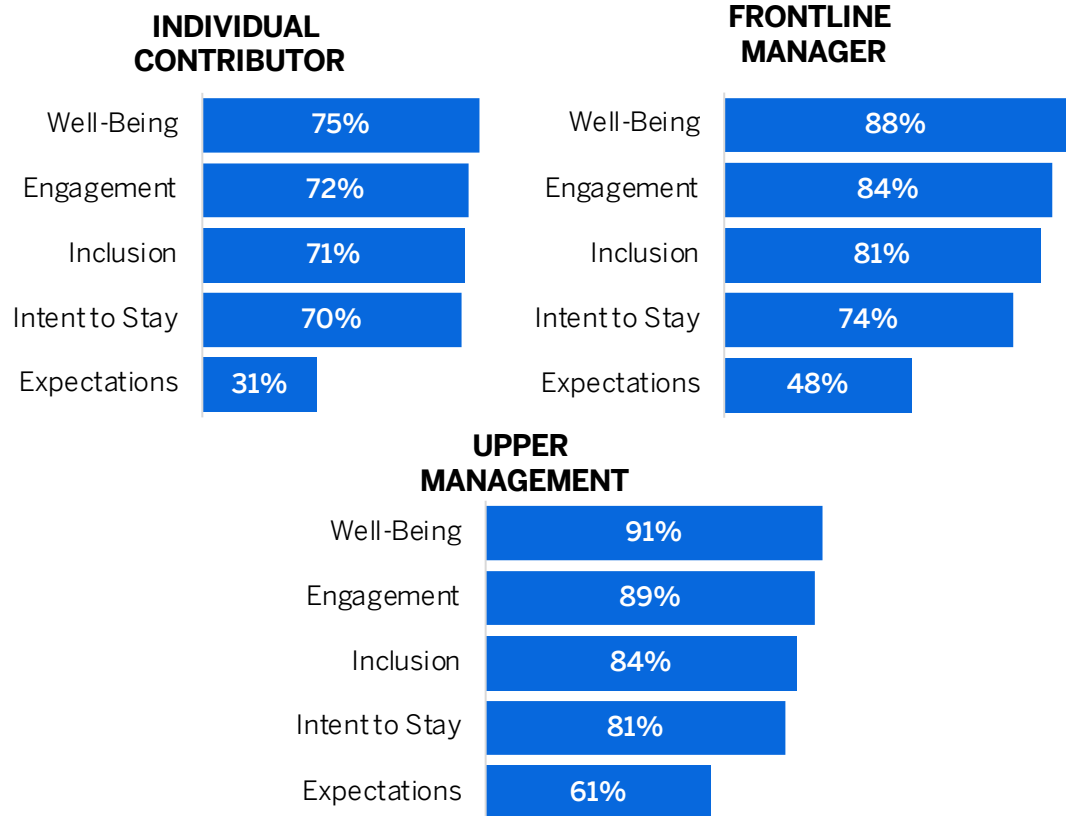
- + Upper management Brazilians enjoy higher Well-Being, Engagement, and Inclusion scores than all other work levels.
- + Intent to stay is highest for upper management (81%), and lowest for individual contributors (70%).
- + Upper management is nearly twice as likely to say that their experience exceeds expectations compared to individual contributors.

ABOUT

These charts show five employee experience KPI scores for each working level in Brazil. Data is only reported for work levels with a sample size of 100 or more.

Key Performance Indicators by Work Level: Brazil

(mean of KPI component scores)



Employee Experience KPIs: Canada

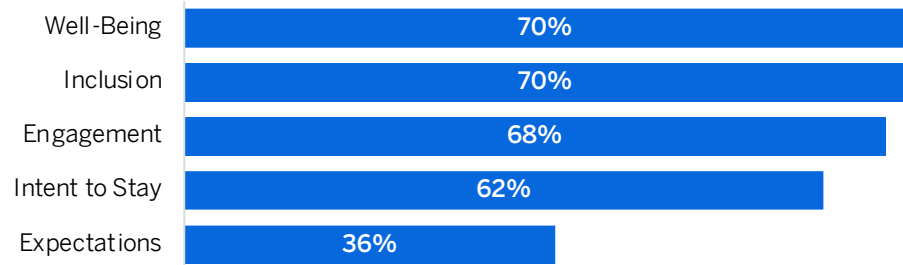
KEY TAKEAWAYS

- + 60% of Canadian employees agree that they feel energized at work – the lowest score of all top-two box components, and 8 points lower than the American aggregate.
- + Canadians' most positive workplace component is their relationships – 77% say that they have trusting relationships at work.

ABOUT

This chart and table shows the five employee experience KPI scores and the components' scores underlying three of the KPIs for Canadian employees. The Expectations and Intent to Stay KPIs are single-question indicators.

Employee Experience Key Performance Indicators: Canada



Key Performance Indicator Components

(percentage selecting top 2 on a 5-point scale)

Component	KPI	Canada	%-pt Difference from Americas	%-pt Difference from Global
Accomplish	Engagement	74%	-4	1
Recommend	Engagement	68%	-5	2
Motivate	Engagement	62%	-6	1
Belonging	Inclusion	67%	-8	-5
Authenticity	Inclusion	76%	-3	0
Equity	Inclusion	67%	-3	0
Energy	Well-Being	60%	-8	-4
Positivity	Well-Being	73%	-5	-1
Relationships	Well-Being	77%	-2	1

Employee Experience KPIs by Work Level: Canada

KEY TAKEAWAYS

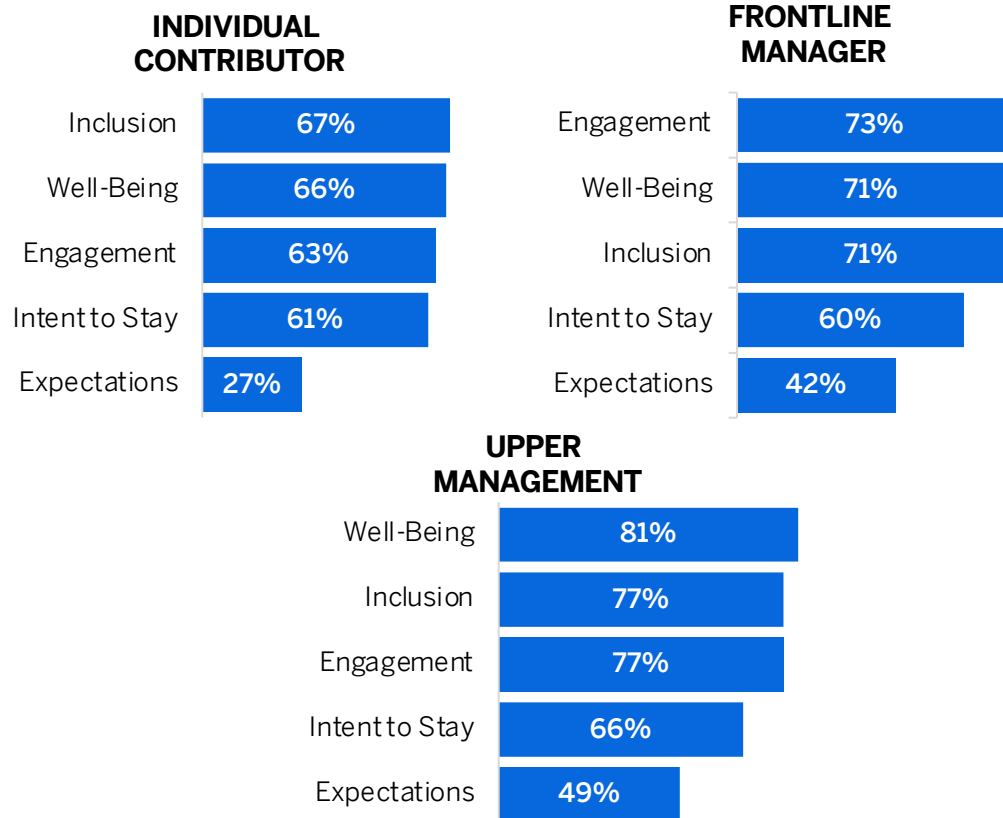
- + Canadian frontline managers scored Engagement highest, while Engagement is just the third highest KPI for individual contributors and upper management.
- + Upper management is most likely to stay longer than three years, while frontline managers have the least intent to stay.
- + Experience exceeds expectations for more than 1.5 times as many upper-level managers as it does for individual contributors.

ABOUT

These charts show five employee experience KPI scores for each working level in Canada. Data is only reported for work levels with a sample size of 100 or more.

Key Performance Indicators by Work Level: Canada

(mean of KPI component scores)



Employee Experience KPIs: Colombia

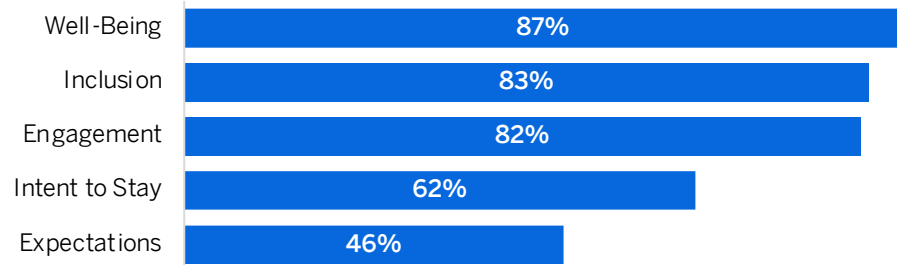
KEY TAKEAWAYS

- + Colombian employees are most likely to feel positive Well-Being at work, with a KPI score of 87%, driven by the *positivity* component.
- + Almost half of employees say that their overall experience exceeds their expectations.
- + Colombian employees say they feel energized at work 21 points more frequently than the global aggregate, with a score of 85%.

ABOUT

This chart and table show the five employee experience KPI scores and the components' scores underlying three of the KPIs for Colombian employees. The Expectations and Intent to Stay KPIs are single-question indicators.

Employee Experience Key Performance Indicators: Colombia



Key Performance Indicator Components

(percentage selecting top 2 on a 5-point scale)

Component	KPI	Colombia	%-pt Difference from Americas	%-pt Difference from Global
Accomplish	Engagement	83%	5	10
Recommend	Engagement	84%	11	18
Motivate	Engagement	79%	11	18
Belonging	Inclusion	86%	11	14
Authenticity	Inclusion	87%	8	11
Equity	Inclusion	75%	5	8
Energy	Well-Being	85%	17	21
Positivity	Well-Being	88%	10	14
Relationships	Well-Being	87%	8	11

Employee Experience KPIs by Work Level: Colombia

KEY TAKEAWAYS

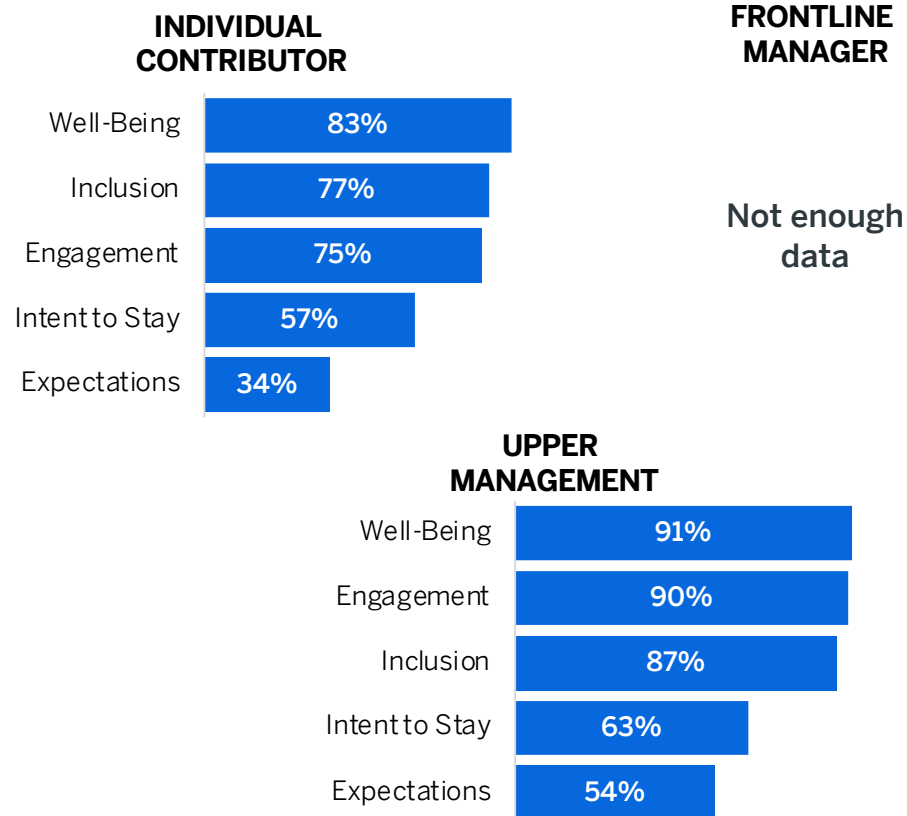
- + Colombian workers have a 15 percentage-point gap in Engagement and a 10-point gap in Inclusion between upper management and individual contributors.
- + Intent to stay longer than three years is 6 points higher among upper management compared to individual contributors.
- + About one-third of Colombian individual contributors say their experience exceeds their expectations, compared to over half of upper management saying the same.

ABOUT

These charts show five employee experience KPI scores for each working level in Colombia. Data is only reported for work levels with a sample size of 100 or more.

Key Performance Indicators by Work Level: Colombia

(mean of KPI component scores)



Employee Experience KPIs: Mexico

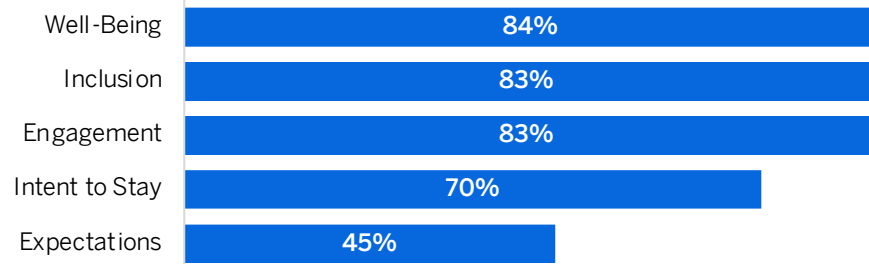
KEY TAKEAWAYS

- + Mexican employees provided a Well-Being score of 84%, 15 points higher than the American aggregate, and 19 points higher than the global aggregate.
- + 70% of employees intend to stay in their current place of work for at least three years.

ABOUT

This chart and table show the five employee experience KPI scores and the components' scores underlying three of the KPIs for Mexican employees. The Expectations and Intent to Stay KPIs are single-question indicators.

Employee Experience Key Performance Indicators: Mexico



Key Performance Indicator Components

(percentage selecting top 2 on a 5-point scale)

Component	KPI	Mexico	%-pt Difference from Americas	%-pt Difference from Global
Accomplish	Engagement	86%	8	13
Recommend	Engagement	80%	7	14
Motivate	Engagement	82%	14	21
Belonging	Inclusion	87%	12	15
Authenticity	Inclusion	85%	6	9
Equity	Inclusion	77%	7	10
Energy	Well-Being	83%	15	19
Positivity	Well-Being	85%	7	11
Relationships	Well-Being	83%	4	7

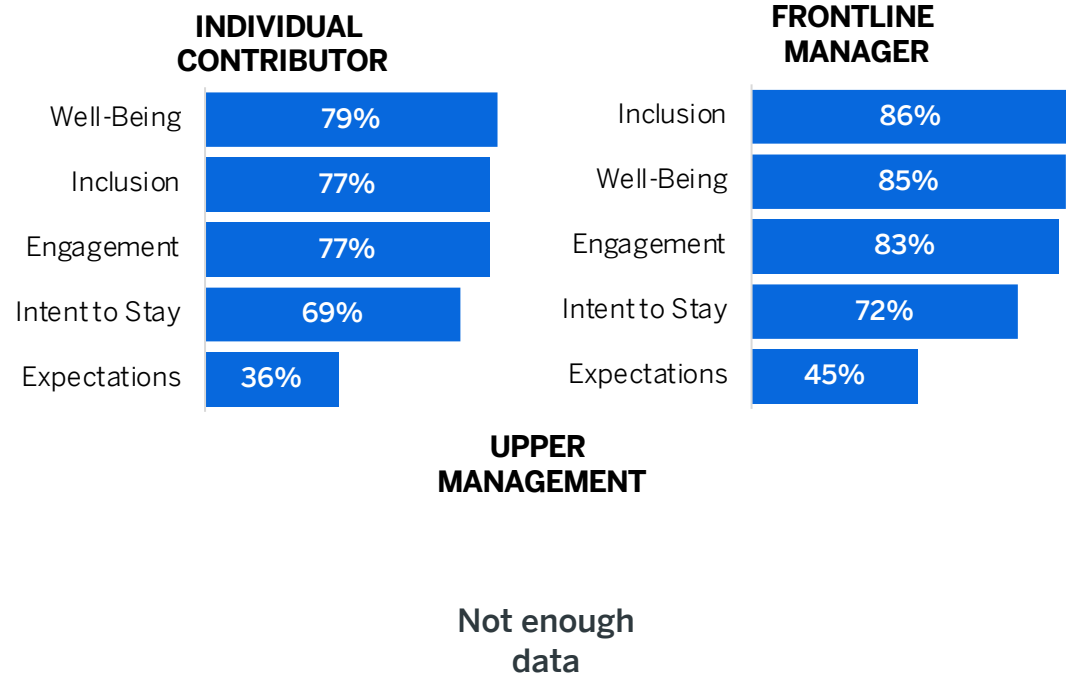
Employee Experience KPIs by Work Level: Mexico

KEY TAKEAWAYS

- + Frontline managers in Mexico have higher Inclusion scores by 9 percentage-points, and higher Well-Being and Engagement scores by 6 points compared to individual contributors.
- + Intent to stay is 3 points higher among frontline managers than among individual contributors.

Key Performance Indicators by Work Level: Mexico

(mean of KPI component scores)



ABOUT

These charts show five employee experience KPI scores for each working level in Mexico. Data is only reported for work levels with a sample size of 100 or more.

Employee Experience KPIs: United States

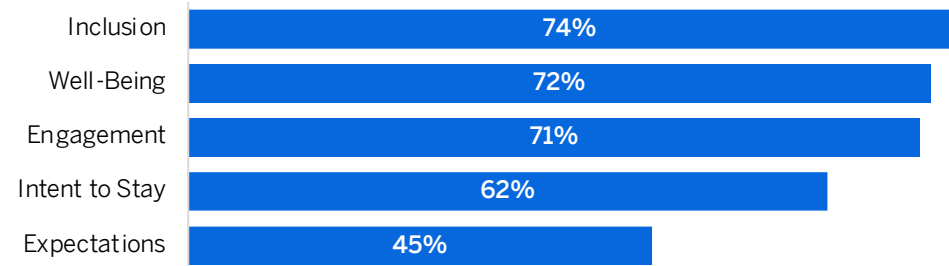
KEY TAKEAWAYS

- + US employees most frequently agree that can be themselves at work (79%), and least frequently agree that they are motivated to contribute more than required and are energized at work (65%).
- + 62% of US employees intend to stay at their current company for three years or more.
- + Under half of US employees say that their experience exceeds their expectations at their current job.

ABOUT

This chart and table show the five employee experience KPI scores and the components' scores underlying three of the KPIs for US employees. The Expectations and Intent to Stay KPIs are single-question indicators.

Employee Experience Key Performance Indicators: US



Key Performance Indicator Components

(percentage selecting top 2 on a 5-point scale)

Component	KPI	US	%-pt Difference from Americas	%-pt Difference from Global
Accomplish	Engagement	77%	-1	4
Recommend	Engagement	71%	-2	5
Motivate	Engagement	65%	-3	4
Belonging	Inclusion	72%	-3	0
Authenticity	Inclusion	79%	0	3
Equity	Inclusion	69%	-1	2
Energy	Well-Being	65%	-3	1
Positivity	Well-Being	77%	-1	3
Relationships	Well-Being	76%	-3	0

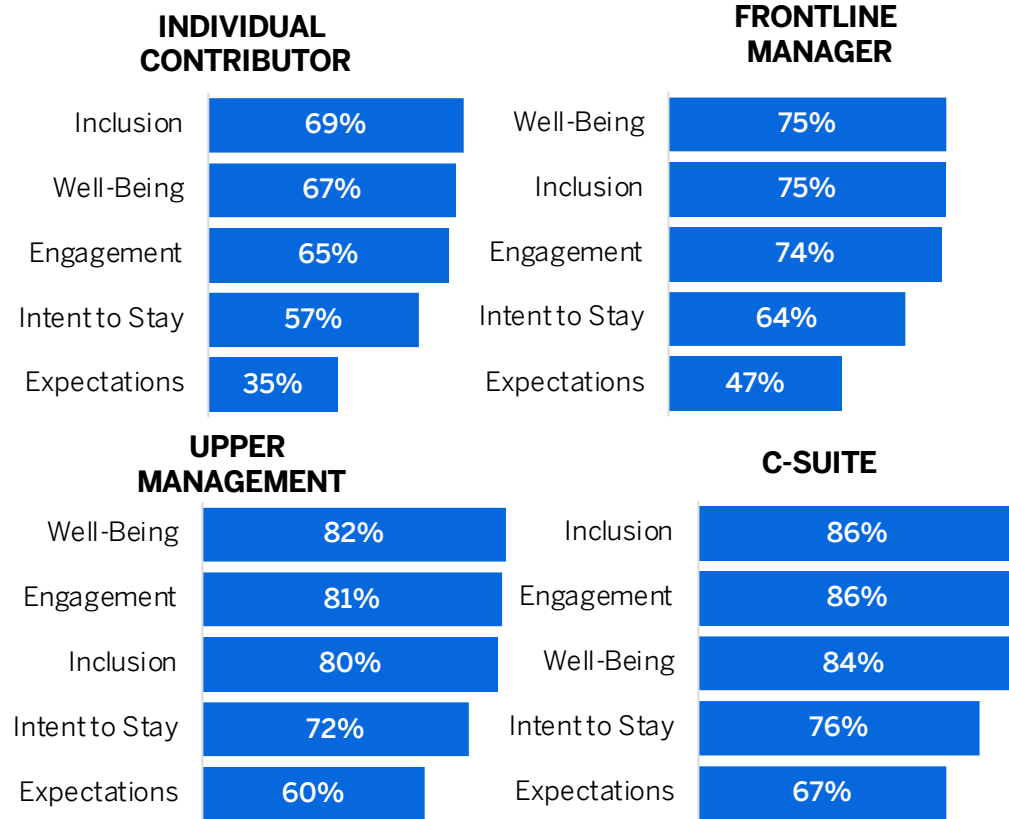
Employee Experience KPIs by Work Level: United States

KEY TAKEAWAYS

- + Inclusion, Engagement, Expectations, and Well-Being scores are higher with each successive higher working level.
- + Intent to stay is highest for the C-suite and lowest for individual contributors.

Key Performance Indicators by Work Level: US

(mean of KPI component scores)



ABOUT

These charts show five employee experience KPI scores for each working level in the United States. Data is only reported for work levels with a sample size of 100 or more.

DATA CALCULATION

Engagement, Inclusion, Well-Being, Intent to Stay, Expectations

Scores for each component are calculated by combining the total number of respondents that selected the top two choices (agree & strongly agree/ over three years & over five years/ exceeds & greatly exceeds expectations) and dividing by the total number of respondents. Metrics for **Engagement**, **Inclusion**, and **Well-Being** are then calculated by averaging the three components.

Employee groups are defined by respondent self-selection: Individual contributor, frontline manager, upper management (mid-management, director, senior director), or C-Suite (VP, C-Suite, etc.).

Figures 1 and **2** are calculated by finding the score for each metric across all 27 countries (referred to as 'global') included in this study.

Figures 3-7 are calculated by finding each metric's score for each country listed. The overall score calculates the average across the six countries listed.

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