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**BUSINESSES HAVE THEIR SAY ON THE PERFORMANCE OF THE HR DEPT IN THE CUSTOMER SURVEY 2016**

Hundreds of buisnesses across the UK and Ireland have had their say on the performance of Licensees in the HR Dept Customer Survey 2016.

A total of 788 respondents gave their feedback on the advice and support given by 53 of the HR Dept’s Licensees in this year’s survey.

Results show an overall satisfaction level of 9.3 out of 10, slightly up on the figure from 2015 and approaching the all-time high of 9.35 given in 2014. Over half of respondents (52.2%) gave their local HR Dept a maximum 10 out of 10 score.

And when questioned on 11 aspects of their service provision, all but two categories showed average performance increasing in 2016.

The only exceptions were falls of just 0.1 out of 10 for Plain English communication (down to 9.4 from 9.5 our of 10) and value for money (down to 8.9 from 9.0 out of 10).

The majority of respondents in the survey are at the smaller end of the business spectrum, with over a third employing 10 staff or fewer and a further quarter (22.5%) employing between 11 and 20.

The survey shows a significant increase in demand for services in the spectrum of those offered by The HR Dept including Health and Safety, training, Employee Assistance Programmes (EAP) and psychometric testing.

There was some good news for employees of the companies surveyed, with results showing that only a third of businesses were not planning to increase salaries within the next six months. Over a third (35.8%) expected to raise salaries by up to 2% with a quarter (24.8%) promising pay rises of between 2% and 5%. One in 18 businesses surveyed (5.5%) said they were going to raise wages by more than 5%.

However, recruitment was generally expected to fall slightly with redundancies on the rise. More than 5% of businesses surveyed were planning to drop staffing levels, up from just 2.7% in 2015.

Gemma Tumelty, Managing Director of The HR Dept, said: “It’s great to see customers satisfaction remaining incredibly high amongst customers of The HR Dept. The figures show that challenges remain for small businesses in the current environment HR has an important role to play in easing the burden of HR for business owners and allowing them to continue to grow and expand their companies.”

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**Notes to editors:**

1. For more information about The HR Dept please visit [www.hrdept.co.uk](http://www.hrdept.co.uk)
2. The HR Dept Customer Survey 2016 was carried out by [Sugar Bullet Marketing](http://www.sugarbulletmarketing.co.uk).