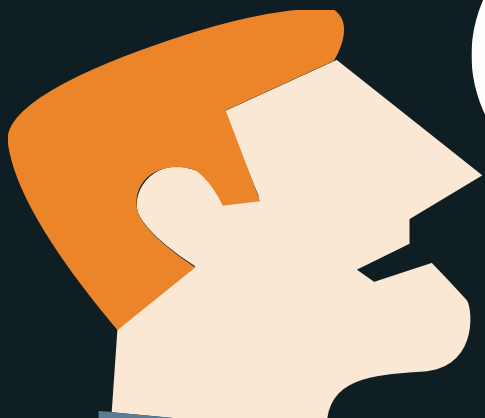
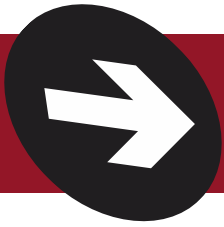


Worker Confidence Index™

A leading indicator of economic health





HRO Today Magazine and Yoh



**HCM Marketplace Reach
Research Capability
Trends and Analysis**



**Talent Acquisition Delivery
Managed Services
A Day & Zimmermann Company**

HRO Baker's Dozen
Customer Satisfaction Ratings
ENTERPRISE RPO
2017 Winner

**Provide Value for our Customers
Thought Leadership for the Market**



Worker Confidence Index™ (WCI)

- 18+ who are working full-time in the U.S.
- Quarterly reports are issued based on 1,000 responses per quarter.
- Respondents are asked a series of four questions.
- Each question uses a Likert-type scale where respondents rate each question on a 1-5 scale, with one being “Very poor” and 5 being “Very favorable.”
- The four questions asked are:
 - Involuntary Job Loss Possibility
 - Likelihood of Promotion
 - Anticipation of a Raise of at least 3%
 - Trust in Company Leadership.

HRO
TODAY

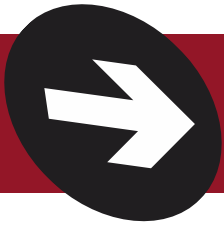
Yoh
A DAY & ZIMMERMAN COMPANY

**Worker
Confidence
Index**

2017
Annual Report



Published by *HRO Today* Magazine in Cooperation
with Yoh Recruitment Process Outsourcing

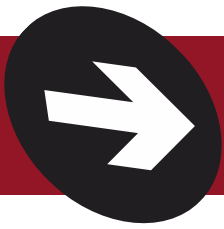


A Leading Indicator



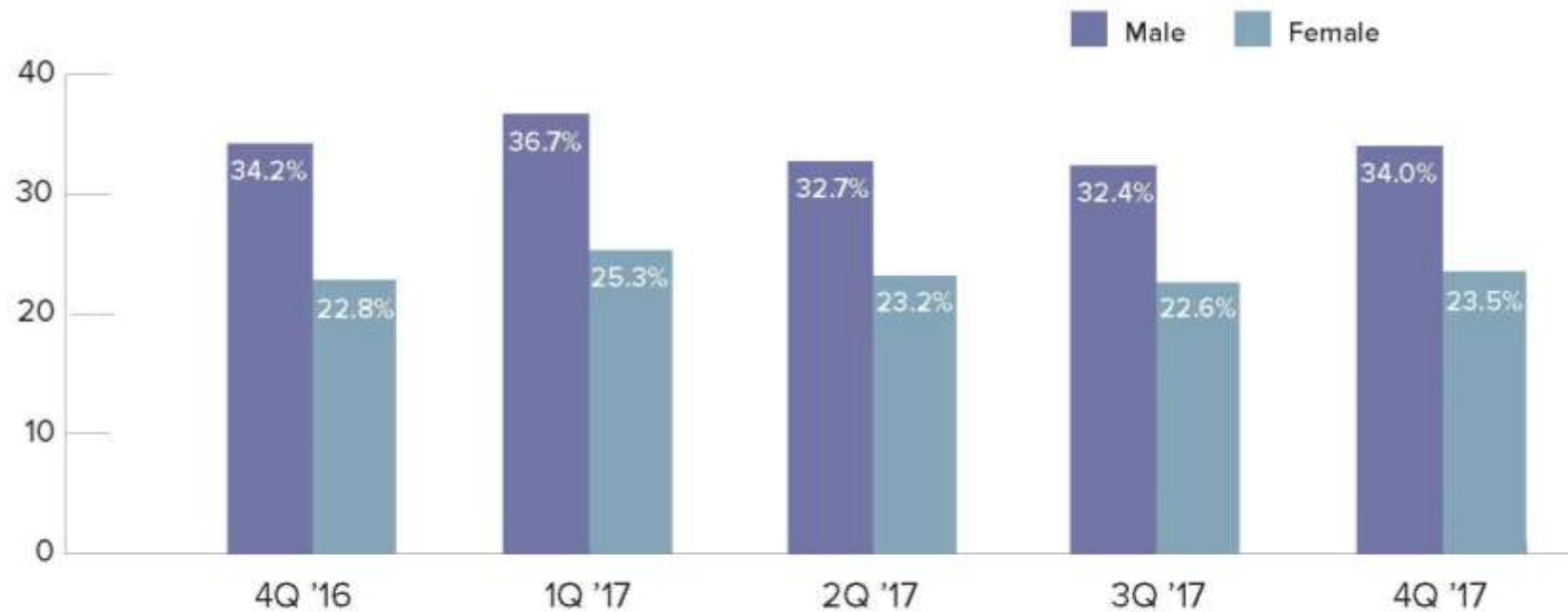
This impacts recruiting, retention, employee engagement, pay and benefits.

- Rises and falls in worker confidence ahead of similar rises and falls in consumer confidence.
- This indicates employees' confidence in their employment status impacts their buying power and the overall health of the American economy.
- Measured by four key factors, the survey reveals that Americans' perceived job security appears to be a more accurate predictor of economic health and U.S. spending power than unemployment rates.

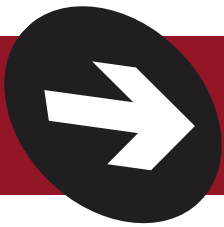


Less than one-quarter of Americans expect a raise

Likelihood of a Raise by Gender



- Perceived likelihood of receiving a raise of at least 3 percent after their next review **slightly increased** over Q3 2017.
- Again, female respondents were behind males – **a gap of 10.5 percentage points.**

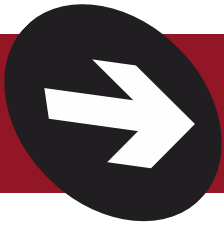


Concern for job loss increases, but still lower than normal

Likelihood of Job Loss by Gender

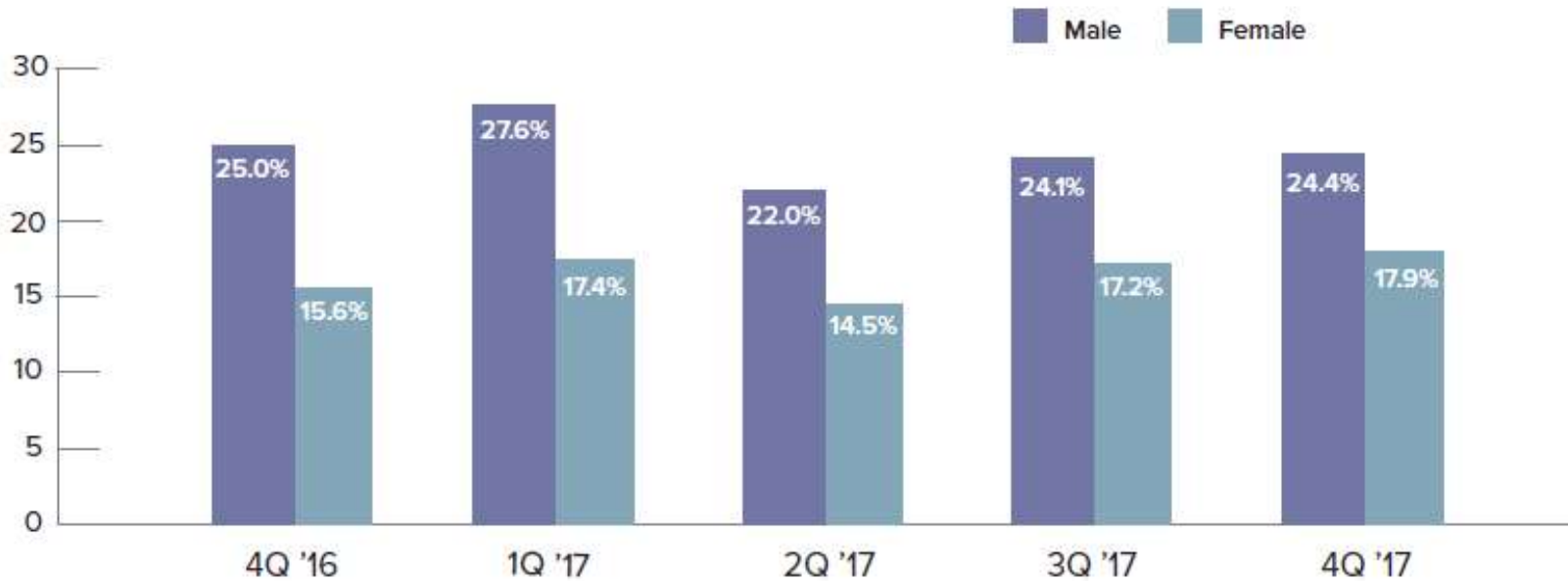


- **Women were less concerned than men**, who rose by 2.9 percentage points.
- Millennials aged 34 and under, **are most concerned** about job loss.

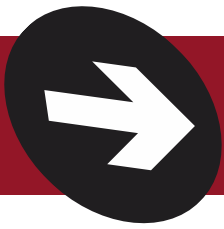


Optimism rises on likelihood of a promotion

Likelihood of a Promotion by Gender



- **Women were more optimistic in Q4 2017 from previous quarter.** But almost one quarter of the men remain more confident of a promotion.
- One-third of Millennials report a **promotion was likely.**



Trust in leadership rebounds in Q4 2017

- But overall trust is still down **3.6 points from 4Q 2016.**
- Males are more likely to trust leadership than females.
- More than one-half of the respondents aged **44 and younger trust leadership.**

Trust in Company Leadership by Gender



Trust in Company's Leadership by Age	4Q '16	1Q '17	2Q '17	3Q '17	4Q '17
18-24	65.3%	59.2%	65.3%	63.8%	64.9%
25-34	56.9%	59.3%	54.8%	53.0%	58.4%
35-44	51.1%	53.4%	45.5%	46.5%	54.4%
45-54	46.5%	40.9%	42.3%	39.8%	45.0%
55-64	39.0%	38.0%	34.6%	35.4%	35.4%
65+	22.3%	23.2%	25.3%	25.6%	25.9%

**For more information, and to download
the Workers Confidence Index Report:**

