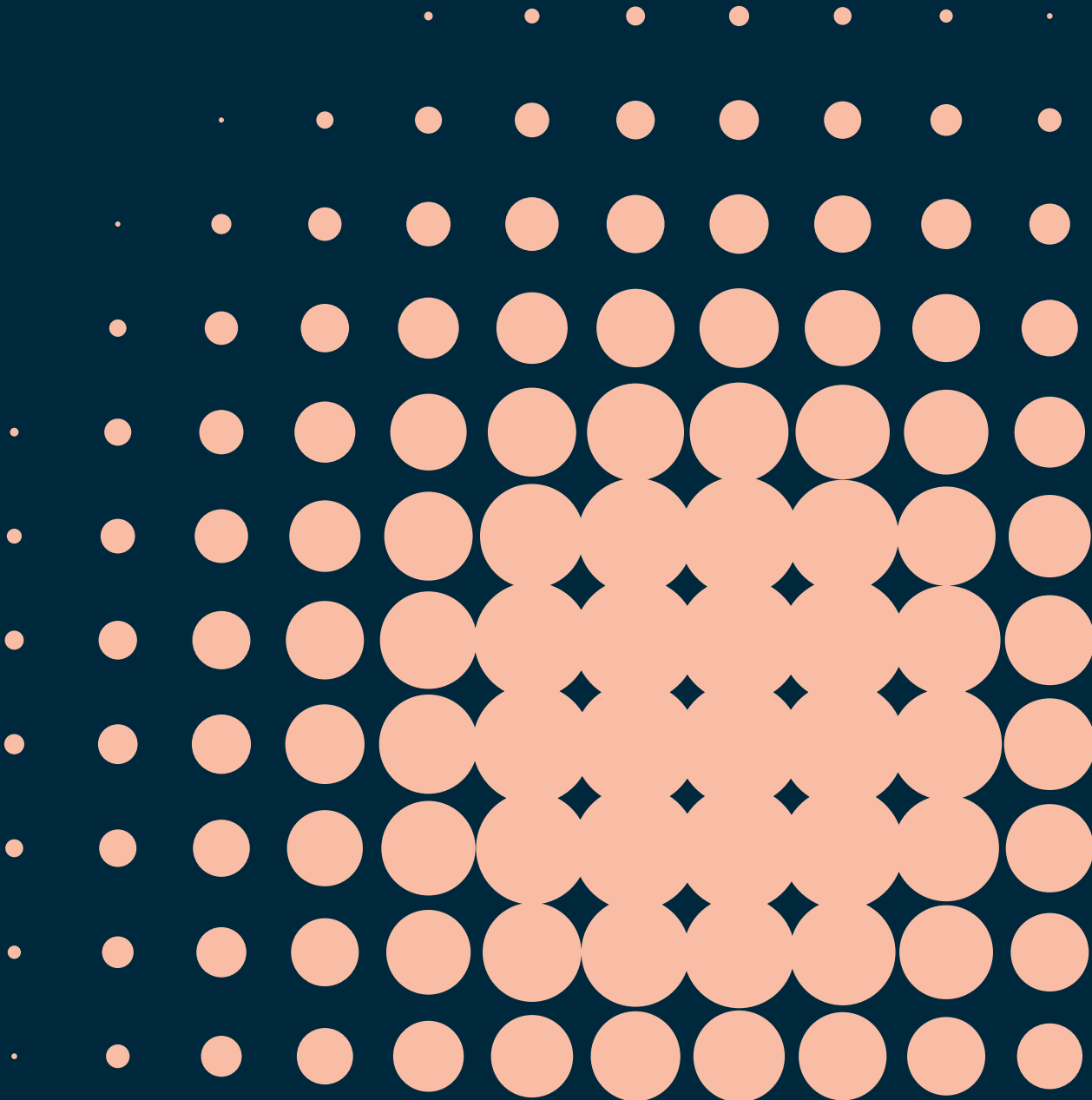


2025

EMPLOYEE
SENTIMENT
REPORT



Intro

Since 2020, so much about work has been redefined—from where it happens to what employees value most. Amid that transformation, American workers and companies have seen:

- A booming, employee-favored labor market from 2020 to 2022, followed by, since 2023, a environment where employers could be more selective in the talent they want.
- A shift in where people work, from minimal work-from-home prior to the COVID-19 pandemic, to everyone working from home, back to an environment where 95% of new job postings have at least some in-person requirement.
- A transformation in where companies look for talent, with domestic businesses seeking out talent from across the globe.
- The introduction of generative AI tools, which have changed how people work, hire, and invest in teams, projects, and initiatives.
- Inflation and interest rates affect layoffs and capital investments.

As a staffing and professional services company, we know firsthand the tension that's built between companies and their workers as both sides balance productivity with day-to-day enjoyment in their work.

On top of our professional services offerings, we help find temporary and permanent staff for Fortune 50 companies, local businesses, and everything between. Customers in every industry have reported that burnout, low engagement, lack of appreciation, and culture issues have led to turnover and attrition problems.

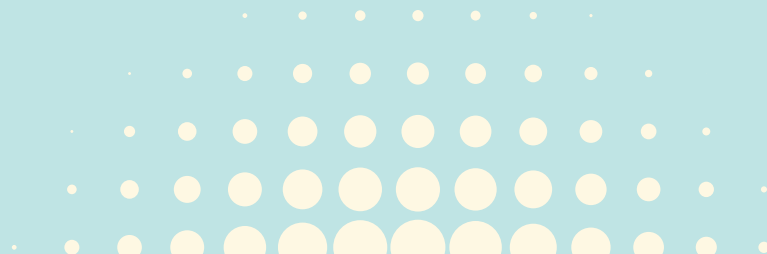
Ultimately, this affects productivity and how effectively businesses can grow. Studies have shown:

- Highly engaged employees are **12 times less likely** to leave their company within a 12-month period.
- Highly engaged organizations have **23% higher profitability** versus competitors.
- Unengaged employees cost U.S. companies **\$1.9 trillion in lost productivity**.

Many companies have a blend of full-time employees and contracted workers, so, we wanted to discover if these workers felt differently about how they were appreciated, engaged, and felt appreciated at work.

However, our survey showed that both types of workers felt low levels of appreciation and engagement. And we found more that binds the two types of workers: **they both crave good onboarding and a strong work culture.**

Throughout this report, we'll showcase data we found that highlights that culture and onboarding are vital to employee success, then provide actionable steps and insights for companies to work toward improving these measures at their company.



Authors & Experts



Jeremy Krickel

Executive Vice President of Talent Development, Insight Global

Jeremy leads the talent development of Insight Global employees, ranging from sales to corporate roles. He oversees Insight Global University, the department that trains and educates thousands of employees each year, from onboarding to career development.



Brindy Pickett

Vice President of Consultant Engagement, Insight Global

Brindy leads Insight Global's Consultant Engagement Program. The Program connects Insight Global and Evergreen Consultants, what we call our contractors, more deeply to their work and purpose, and helps define, alongside their managers, what success looks like in their assignment.



Tracy Murphy

Project Manager, Talent Services, Evergreen

Tracy is a project manager for Insight Global's professional services division, Evergreen. She focuses on onboarding and ensuring the success of new Consultants on projects with Insight Global clients.

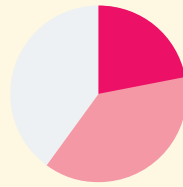
Executive Summary



Employee engagement and employees feeling essential at work is low across the board. Just **35%** of workers feel engaged at work or feel essential.

4 in 5

Onboarding is a critical period for employee success and retention. **Four in five** workers say they'd stay longer in a role with a better onboarding process.



22% of workers say they've left a job within the first 90 days, and **60%** of employees who said they've left a job in the first 90 days cite disorganized or a lack of training as a reason why.

6-7 months

It takes, on average, a worker **6 to 7 months** to feel “settled” in their role.

8x

Culture drives engagement and success. Workers who reported a strong workplace culture were **eight times more likely** to say they felt engaged and essential at work than those who reported a weak workplace culture.

KEY ACTIONS & TAKEAWAYS

- Connecting work to a cause and purpose will lead to more engagement, productivity, and results.
- Role-specific onboarding helps an individual worker connect their work and purpose to the team and company.
- Culture is a causation for success, and teams and companies must be intentional about highlighting the intricacies—both written and unwritten—of their culture to new workers.

“A defined culture is not a nice-to-have. We’ve found it’s a foundational driver of engagement, retention, and performance. If you’re intentional about the culture you want, it breeds success.”

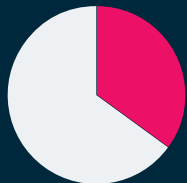


— Brindy Pickett

KEY FINDING NO. 1

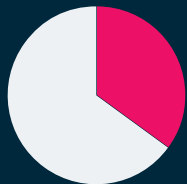
Engagement, Feeling Essential Is Low

In our survey of over 900 workers (501 full-time employees, 404 independent contractors or temporary employees), feelings of engagement and feeling essential are low across the board.



35% of workers report feeling engaged at work.

- 27% of independent contractors report feeling engaged, and 41% of full-time employees feel engaged.

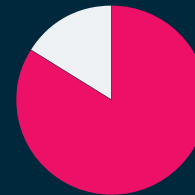


35% of workers report feeling essential at work.

- 29% of ICs feel essential at work, and 40% of full-time employees say they same.

2x

Full-time employees (12%) were twice as likely to report feeling burned out at work than contractors (6%).



84% of workers said they could reach out to their manager if they faced a barrier at work.

TAKEAWAYS & INSIGHTS

- Tie work to a cause or purpose. Managers, and organizations more broadly, must help workers understand how their work impacts the broader goals of the team and company.
- New hires need to know what success looks like from Day 1. Setting clear goals and expectations help employees feel confident and essential in their roles.
- Analyze if you're really giving workers the space to come to leadership with concerns. Jeremy says that, while the majority of workers say they could go to their manager with a barrier, many still don't act on that. Managers must proactively create spaces for feedback, and employees must feel empowered to speak up.

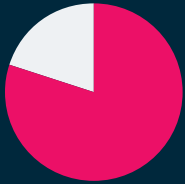
“It’s the leader’s job to make sure that everyone understands the march that they’re on and tie it back to something bigger than the team.”



— Jeremy Krickel

KEY FINDING NO. 2

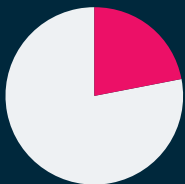
Onboarding is Crucial for Success



80% of workers say a better onboarding experience would make them stay longer in a role.

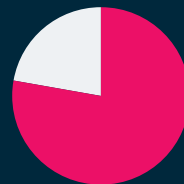
6-7
months

Workers say that, on average, it takes them around 6 to 7 months to feel settled in a new role.



22% of workers have reported leaving a job within the first 90 days.

- 60% said it was because of disorganized training or lack of training



78% of workers (84% of ICs, 73% of FTEs) feel they're missing one or more tools to be successful in their role. These tools include:

- Necessary technologies
- Productivity tools
- Knowledge libraries
- General training

TAKEAWAYS/INSIGHTS

- Role-specific onboarding will breed better success for the individual employee. Get into the nitty gritty of how the new worker's team works together—not just the written rules and standard operating procedures, but the weird and wonderful ways people connect.
- Scale role-specific onboarding by properly train managers how to onboard employees after or while the company is completing the high-level onboarding.
- Set benchmarks for success during the onboarding process.
- Reframe your mindset to understand that onboarding is a long-term process. Workers say that it takes them 6-7 months to feel “settled” in a role. The first 30–90 days are critical for an employee ramping up to productivity, but ongoing support must continue beyond that.
- New workers' impressions start on the first day they interact with your brand, but Day 1 on site is the most critical. If the onboarding is messy, the new worker will start wondering what they got themselves into.

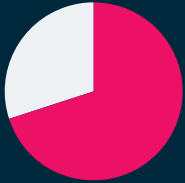
“The unwritten rules outside of the employee handbook—the weird and wonderful ways we all work together— are extremely valuable to a new worker.”



— Tracy Murphy

KEY FINDING NO. 3

Strong Culture Drives Engagement



Respondents reporting a strong workplace culture (70%) also reported feeling engaged and essential at work eight times more frequently than those who said they had a weak workplace culture (9%).

7x

Respondents who reported a weaker workplace culture were nearly seven times more likely than those who reported a stronger workplace culture to feel burned out or disengaged at work.



Of employees who said they've left a job within the first 90 days, 35% said a weak workplace culture and 42% said lack of leadership were factors.

TAKEAWAYS/INSIGHTS:

- Culture is a causation for success—not just a retention tool. If employees are connected to the purpose of the team and company, it will drive success for the company.
- Culture must be defined. This takes intentional work and conversations with workers across all levels. What does success look like? What behaviors are valued? How do team dynamics function? Clarity around the definition is important for onboarding and long-term engagement. These elements evolve, too. Regular maintenance is required on your culture.
- A strong work culture often includes elements like clear and ambitious expectations, accountability, and honest feedback.

“Culture isn’t about being nice—it’s about growth, accountability, and honest feedback.”



— Brindy Pickett

Good Culture Breeds Success

Strong culture and good onboarding will be drivers of engagement, productivity, and results in your organization. For more insights and guidance on how Insight Global can help with your talent and tech initiatives, [reach out to us to get started](#).

About Insight Global

Insight Global is an international professional services and staffing company specializing in delivering talent and technical solutions to Fortune 1000 companies across IT, healthcare, engineering, and more. With more than 70 locations across North America, Europe, and Asia and global staffing capabilities in 50+ countries, our teams of tech-enabled recruiters are dedicated to finding the right talent and technical solutions to help our customers thrive. At our core, our mission is to develop people personally, professionally, and financially so they can be the light to the world around them.

Survey Methodology

Insight Global commissioned Atomik Research to conduct an online survey of 905 U.S. workers employed in the professional service industries—technology/IT, finance/accounting, engineering and consulting. The sample consists of 501 workers who are full-time employees and 404 workers who report working as an independent contractor in the professional service industries are currently (n=384) or within 12 months of taking the survey (n=20).

Further, in order to qualify, participants who disclosed a current or recent status as an independent contractor were also required to disclose that they currently or formerly worked as an independent contractor for a competitor of a prior employer.

The margin of error for the sample of 501 full-time employees is +/- 4 percentage points with a confidence level of 95 percent. The margin of error for the sample of 404 independent contractors is +/- 5 percentage points with a confidence level of 95 percent.

