



# 2023 Employee Satisfaction Survey

PREPARED BY



IN ASSOCIATION WITH



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# Introduction

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MBS Advisors conducted an online survey of plastics professionals in June and July 2023 using the online tool SurveyMonkey.

A total of 485 plastics professionals responded with complete participation of the survey and were included in the sample set and evaluation.

MBS examined the trends for job satisfaction or dissatisfaction, likelihood of seeking a new job, top drivers for a job change, and average bonus levels over time.

Data analysis was performed by Brand Beacon Consulting of TN with summary and reporting by MBS Advisors.

All references to statistical significance in the report are at the 95% confidence level - an indicator of how certain we can be of the result.

# Key Take-Aways

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Over the past 7 years, employee satisfaction ratings tend to skew toward the positive end of the scale with 70 to 80% of respondents being very or somewhat satisfied in their current role. However, 2023 shows a decline in very satisfied employees, and a slight uptick from 2022 in both neutral or dissatisfied respondents.

Factors that contribute most to job satisfaction are positive work environment and competitive compensation followed by company culture, flexibility, work from home capability, benefits, job stability, regular raises, and growth opportunities.

Factors that contribute most to job dissatisfaction are a toxic work environment, a lack of growth opportunities, feeling overworked, and no raises.

2023 results suggest that more people are actively looking or likely to seek a new job in the next 12 months when compared to the previous 10 years. Only 38% are **not likely** to seek a new job in the next 12 months, leaving 62% likely to seek a new job. The ratings suggest employee job-hunting activity in the coming months.

Performance-based compensation (bonus/commissions) appears to have leveled off after increases the last two years. It should be noted that a majority of respondents to this survey are in sales and management roles.

As in previous years, salary and benefits rank first in what people look for in another company followed by financial performance and flexible hours.

# Employee Satisfaction

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This section examines the trends for employee satisfaction for the total sample. It summarizes 2023 ratings by gender, age, company tenure, managers, and region.

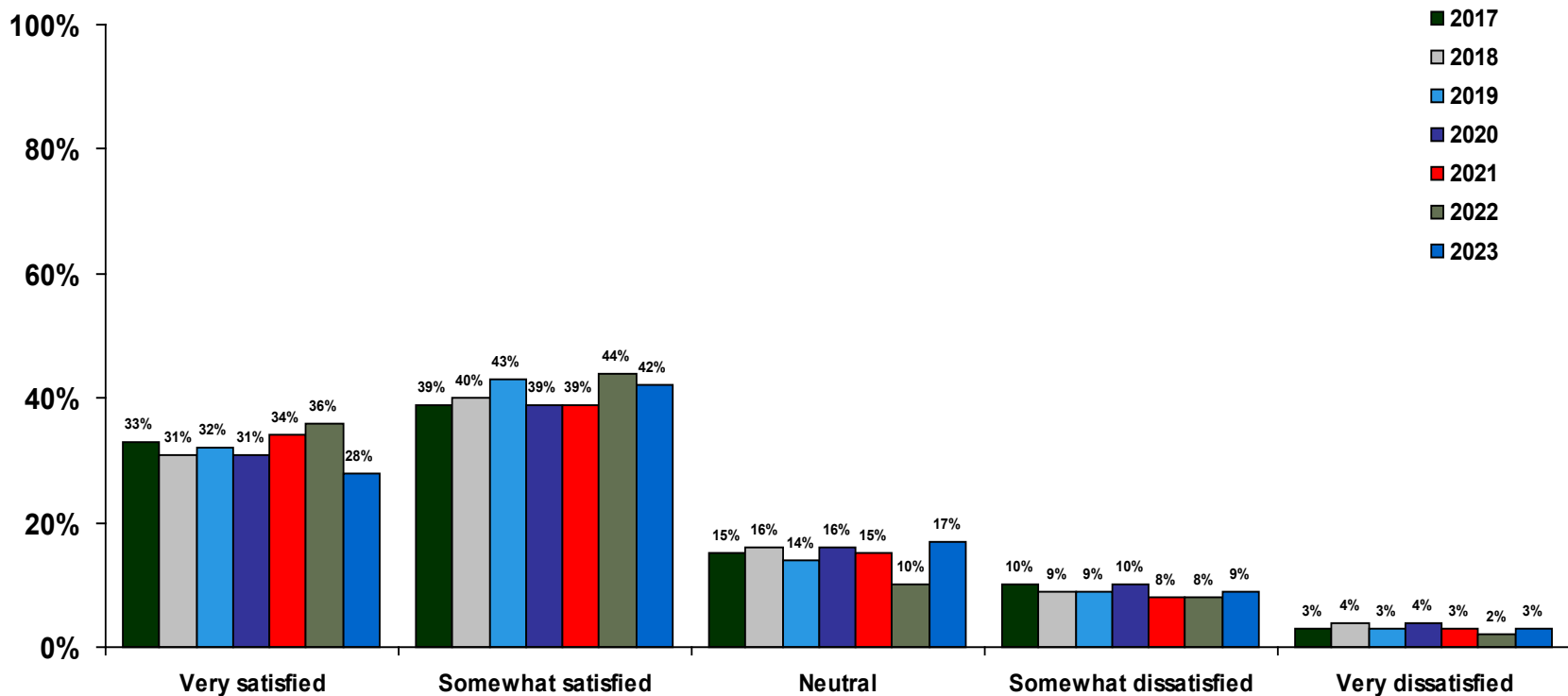
This section includes an analysis of factors contributing to job satisfaction and dissatisfaction.

For job satisfaction ratings in the following slides, we use the terms Top 2 box scores and Bottom 2 box scores. Top 2 box means the top 2 positions on the rating scale combined. Bottom 2 box means the bottom 2 positions on the rating scale combined.

# Satisfaction with Current Position

## Total Sample Trend

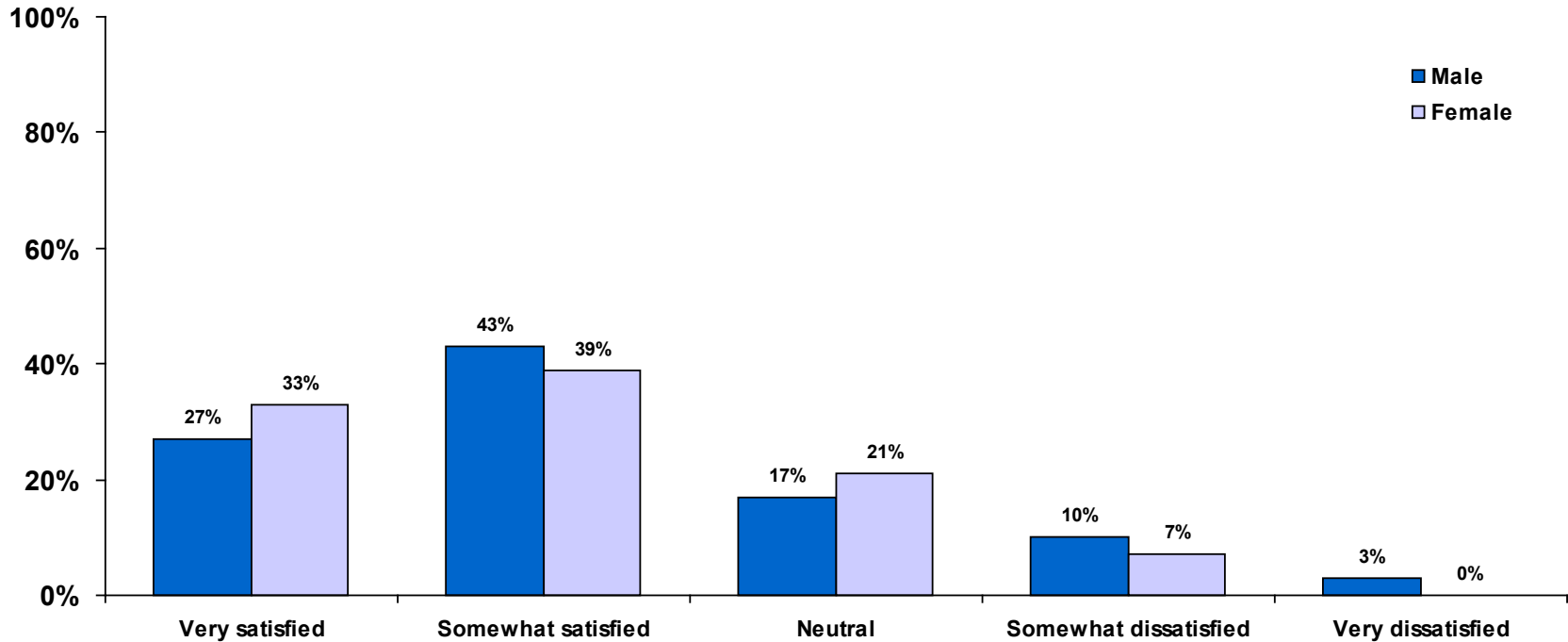
Over the past 7 years, satisfaction ratings tend to skew toward the positive end of the scale with 70 to 80% of respondents being very or somewhat satisfied in their current role. However, 2023 shows a decline with the lowest percentage of very satisfied employees in 7 years, and a slight uptick from 2022 in both neutral or dissatisfied respondents.



# Satisfaction with Current Position

## Gender 2023

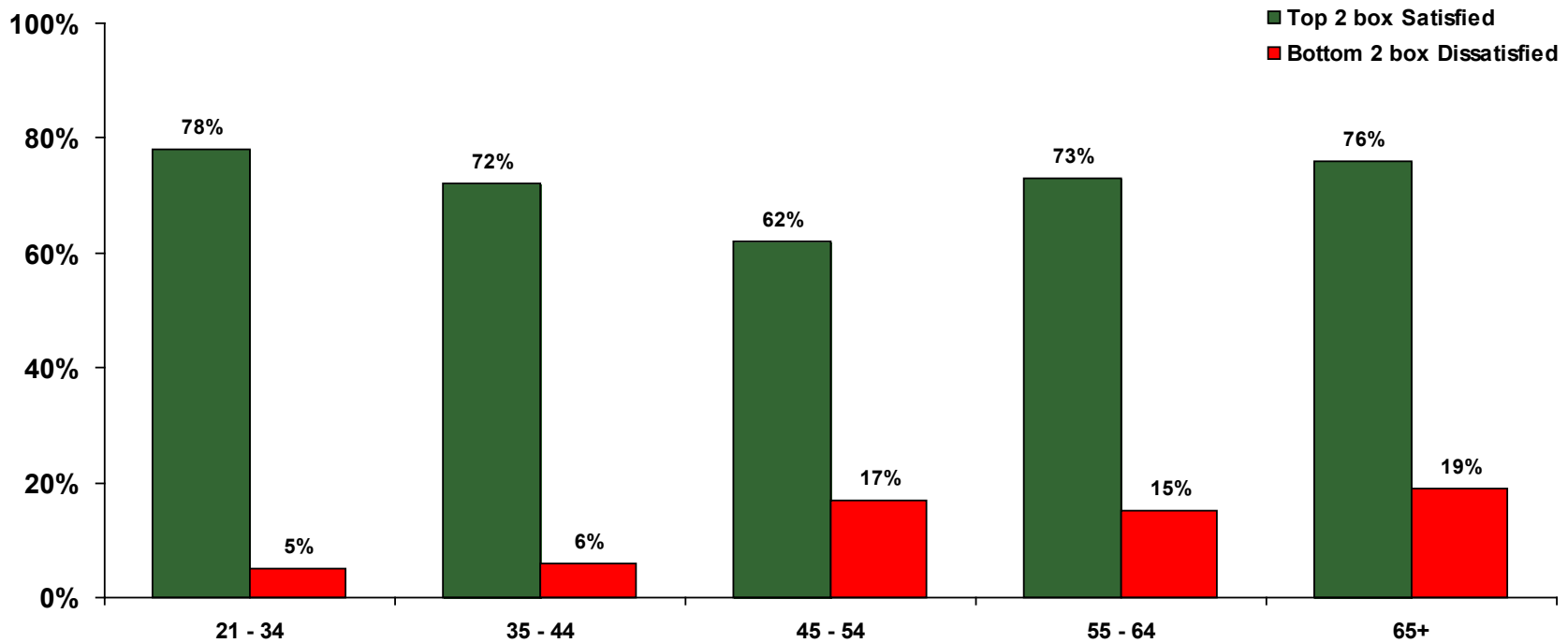
Below are the 2023 job satisfaction ratings by gender. The very satisfied and somewhat satisfied scores for males and females are comparable this year - no notable difference.



# Satisfaction with Current Position

## Age 2023

Below are the 2023 top 2 and bottom 2 box satisfaction scores by age. The top 2 box score (satisfied) is somewhat lower for people age 45-54. Bottom 2 box scores (dissatisfied) are significantly higher for people age 45 and older.

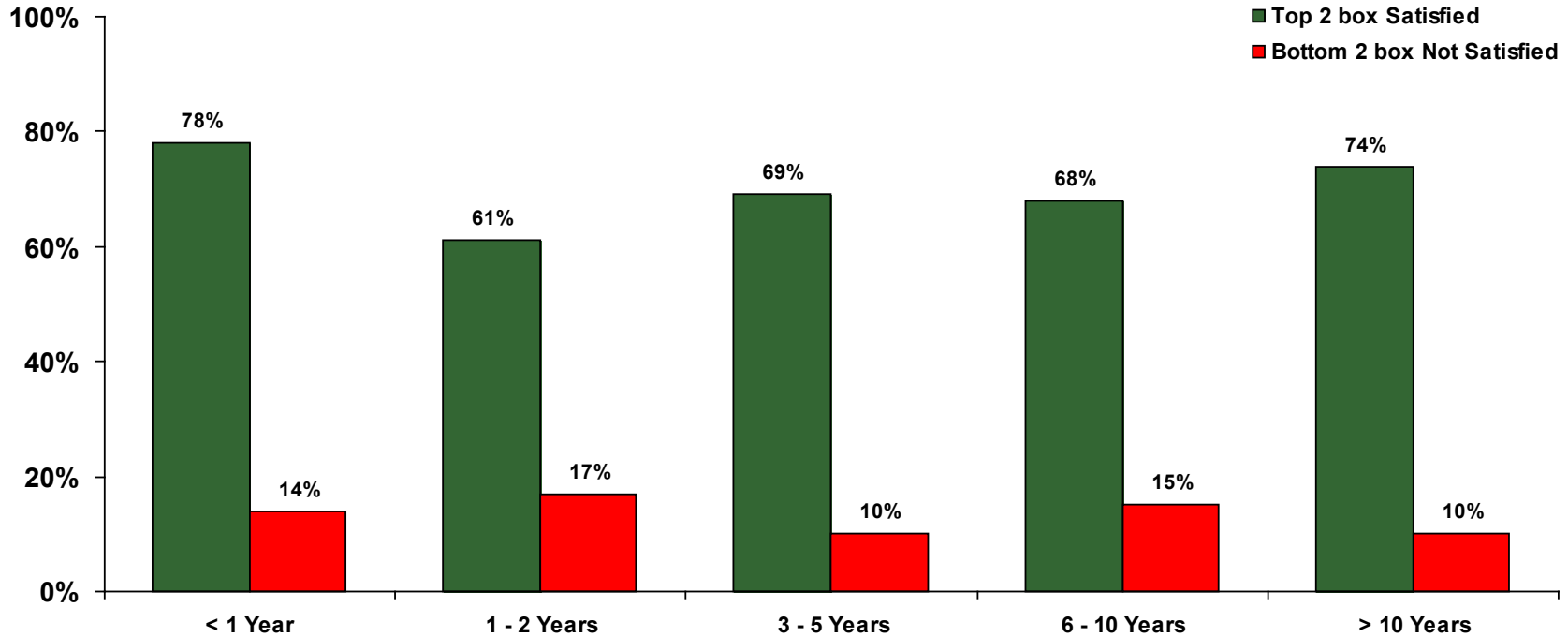




# Satisfaction with Current Position

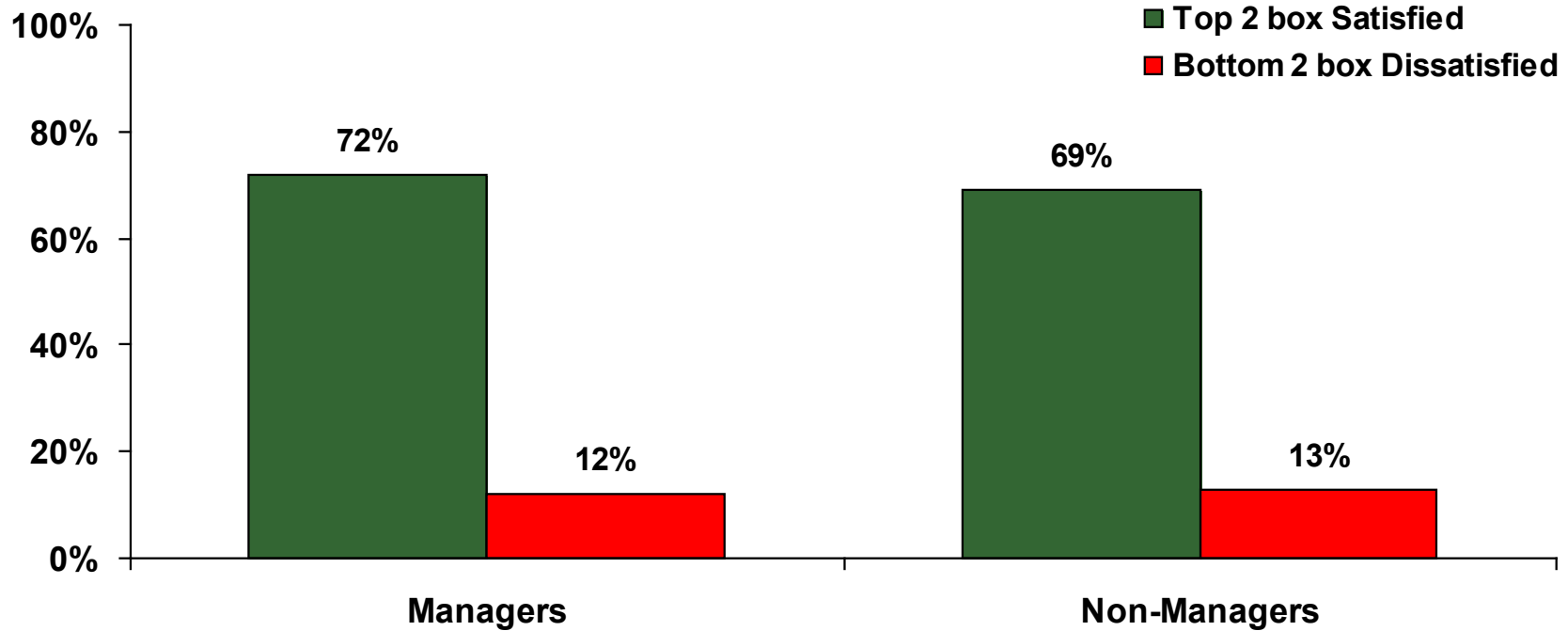
## Tenure with Current Company 2023

Below are the 2023 top 2 and bottom 2 box satisfaction scores by company tenure. Job satisfaction is somewhat higher for employees with tenure of less than a year and those with tenure of more than 10 years. However, there are no significant differences by tenure range categories.



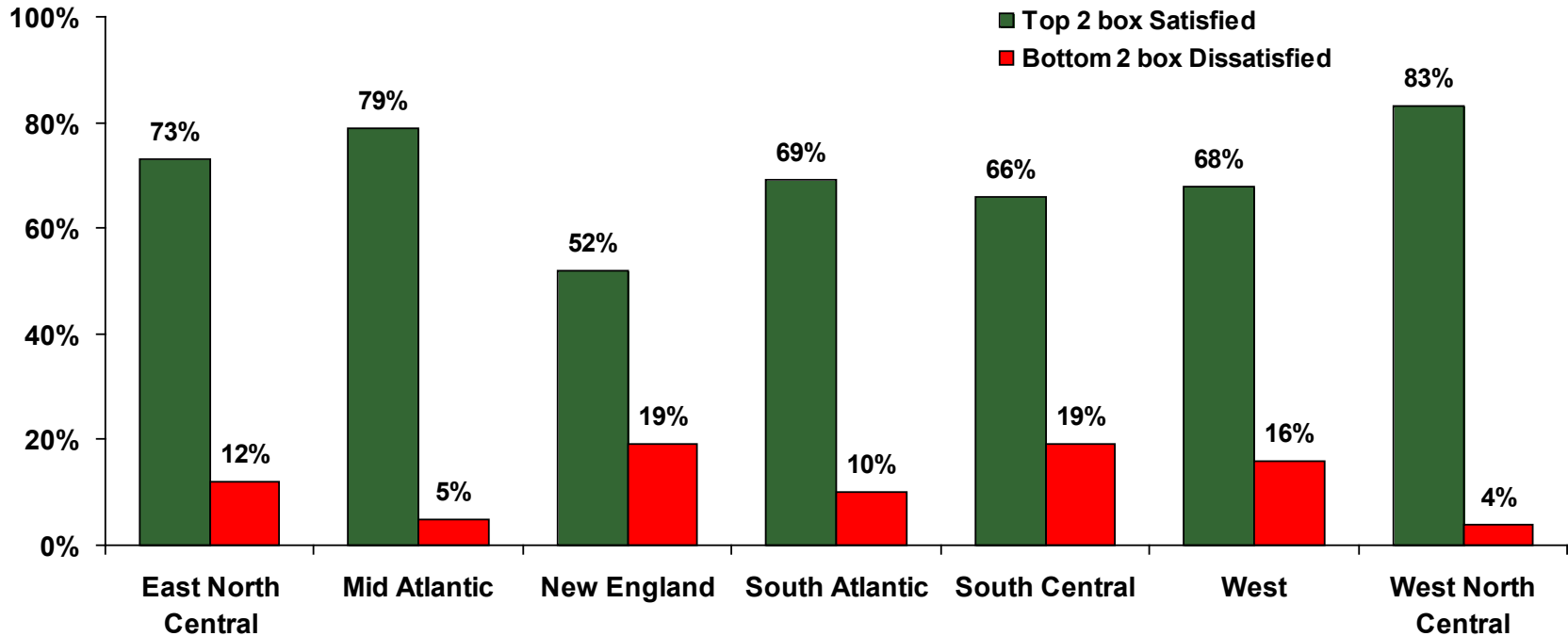
# Satisfaction with Current Position Managers / Non-Managers 2023

Below are the 2023 top 2 and bottom 2 box satisfaction scores for managers of employees versus non-managers. There are no notable differences.



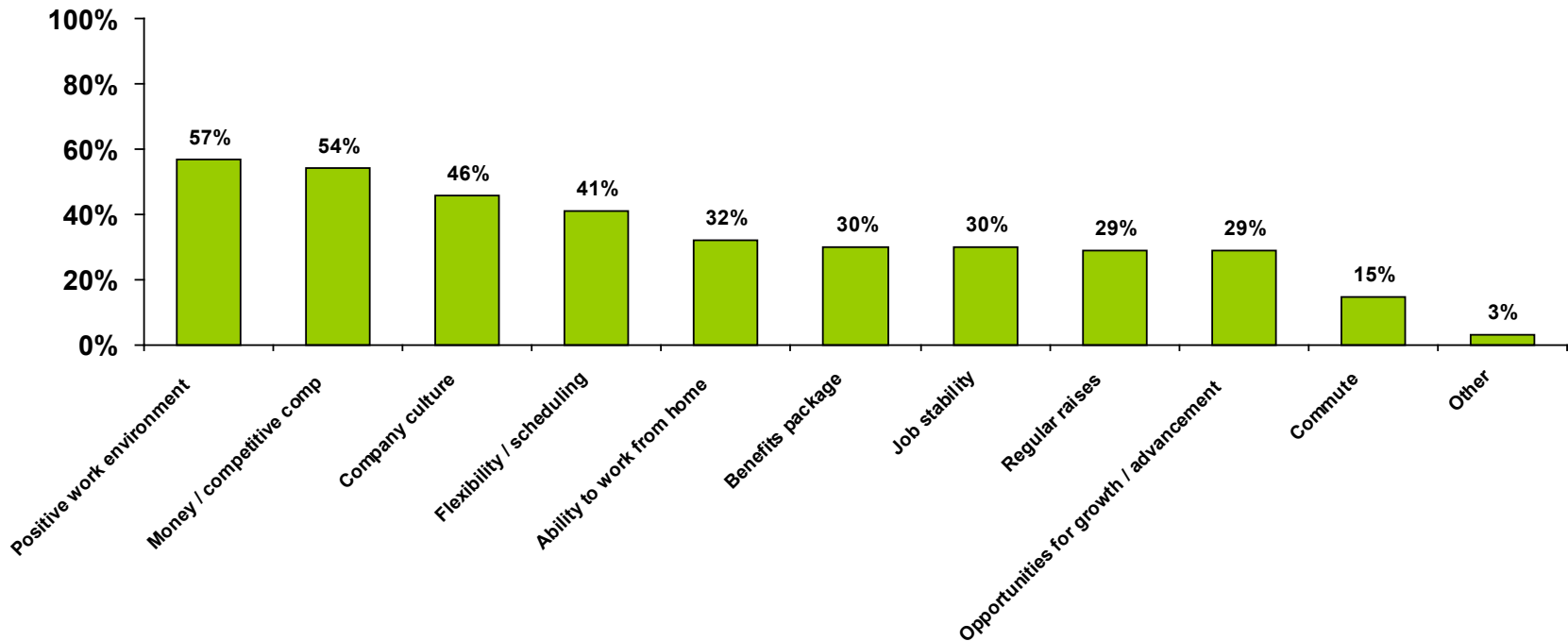
# Satisfaction with Current Position Region 2023

Below are the 2023 top 2 and bottom 2 box satisfaction scores by US region. Sample sizes vary, but in general, satisfaction appears highest in the West North Central (IA, KS, MN, MO, ND, NE, SD) and Mid-Atlantic regions and lowest in New England.



# Factors that Contribute Most to Job Satisfaction Satisfied Employees 2023

Satisfied employees selected from a list those factors that contribute most to their job satisfaction. Positive work environment and competitive compensation rank first. Company culture and flexibility rank in the second tier. Several factors comprise the third tier: work from home capability, benefits, job stability, regular raises, and growth opportunities. “Other” includes a mix of factors: working with customers, appreciation, safety, travel, being a market leader, company leadership, challenges, quality people, the ability to innovate, and bonus structure.



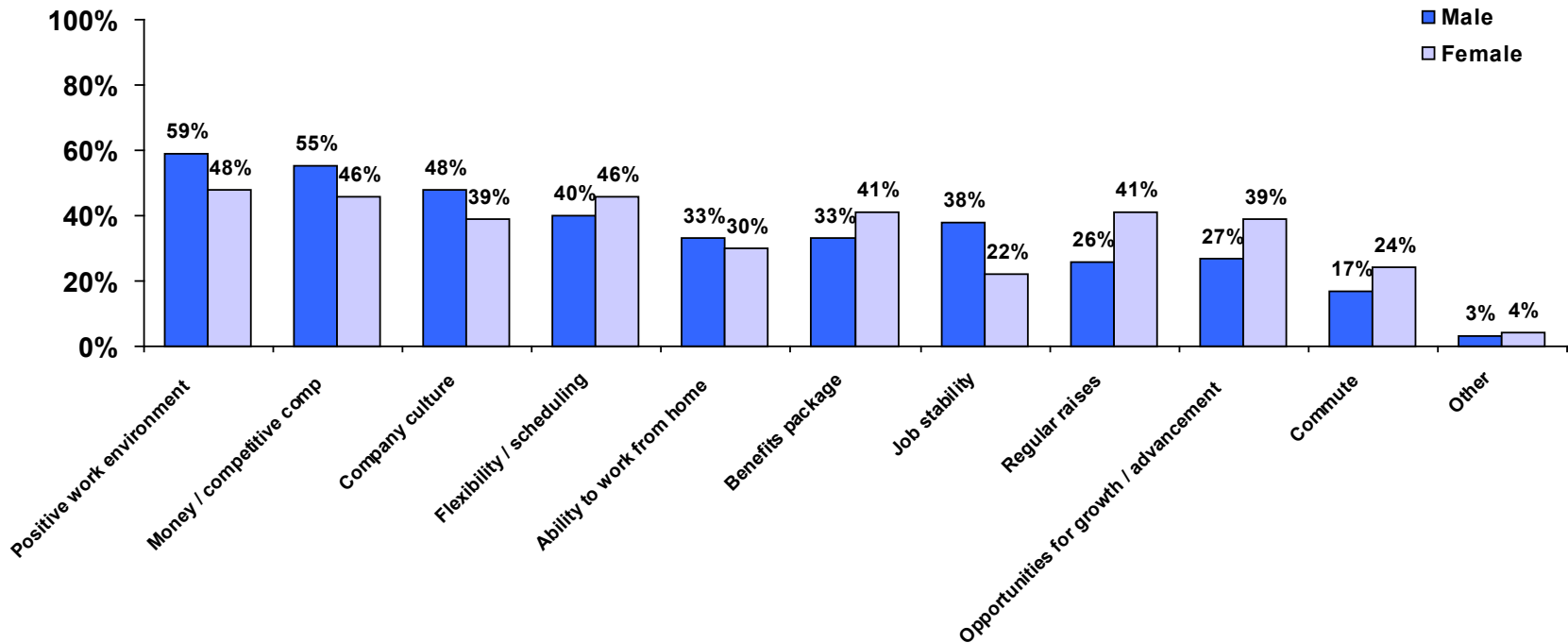
Base: Employees very and somewhat satisfied

N = 342

# Factors that Contribute Most to Job Satisfaction

## Satisfied Employees - Gender 2023

Satisfied employees selected from a list those factors that contribute most to their job satisfaction. Below are the ratings by gender. Factors are listed in descending order for the total sample of satisfied employees. Males rate work environment, competitive compensation, and culture somewhat higher than females do and rate job stability significantly higher. Females rate regular raises and opportunities for growth significantly higher as factors contributing to their job satisfaction.

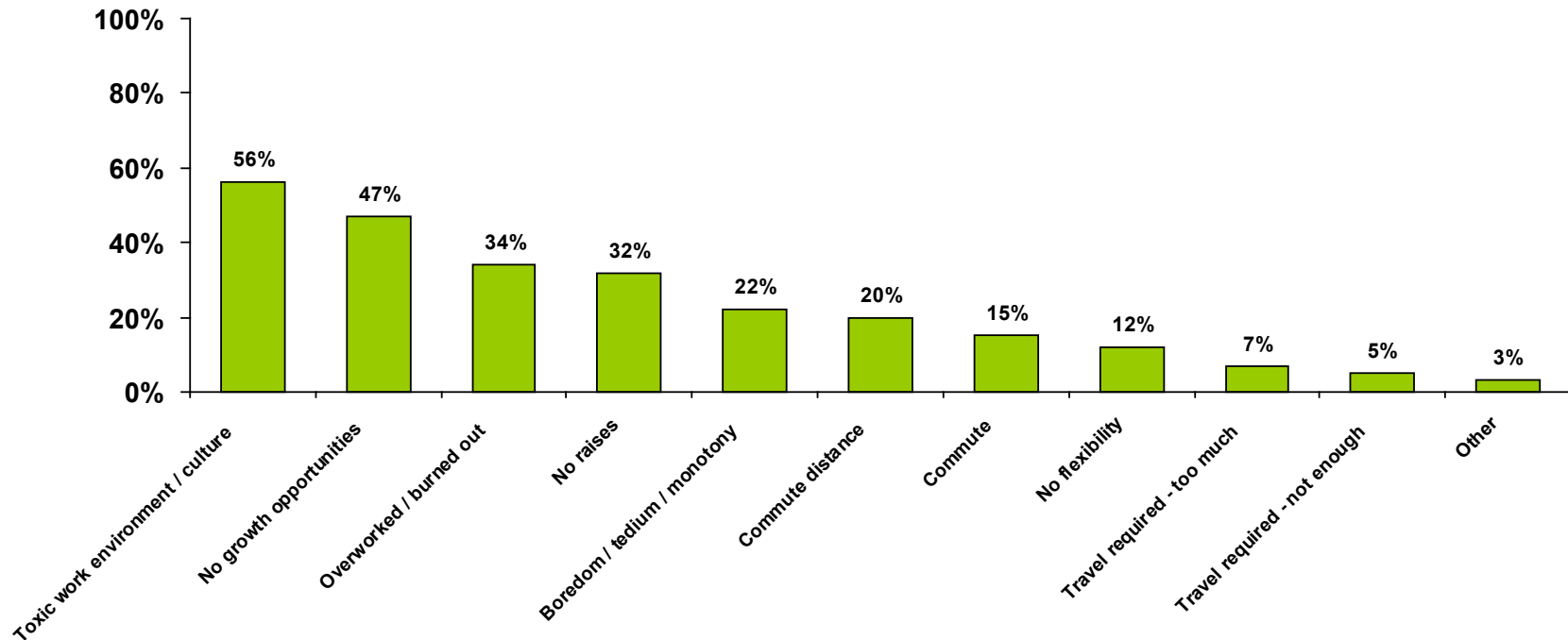


Base: Employees very and somewhat satisfied

Male N = 288 Female N = 54

# Factors that Contribute Most to Job Dissatisfaction Dissatisfied Employees 2023

Dissatisfied employees selected from a list of those factors that contribute most to their job dissatisfaction. A toxic work environment/culture and a lack of growth opportunities rank first - cited by over 40% of dissatisfied employees. Feeling overworked and not receiving raises rank second. Travel-related factors were seldom cited as contributing to dissatisfaction. “Other” includes unreliable assets, top-down management style, private equity ownership, poor leader/manager, “never ending” restructuring, lack of support, a culture not conducive to achieving results, company direction, and company financial struggles.



Base: Employees very and somewhat dissatisfied

N = 59

# Likelihood of a Job Change / Influencers

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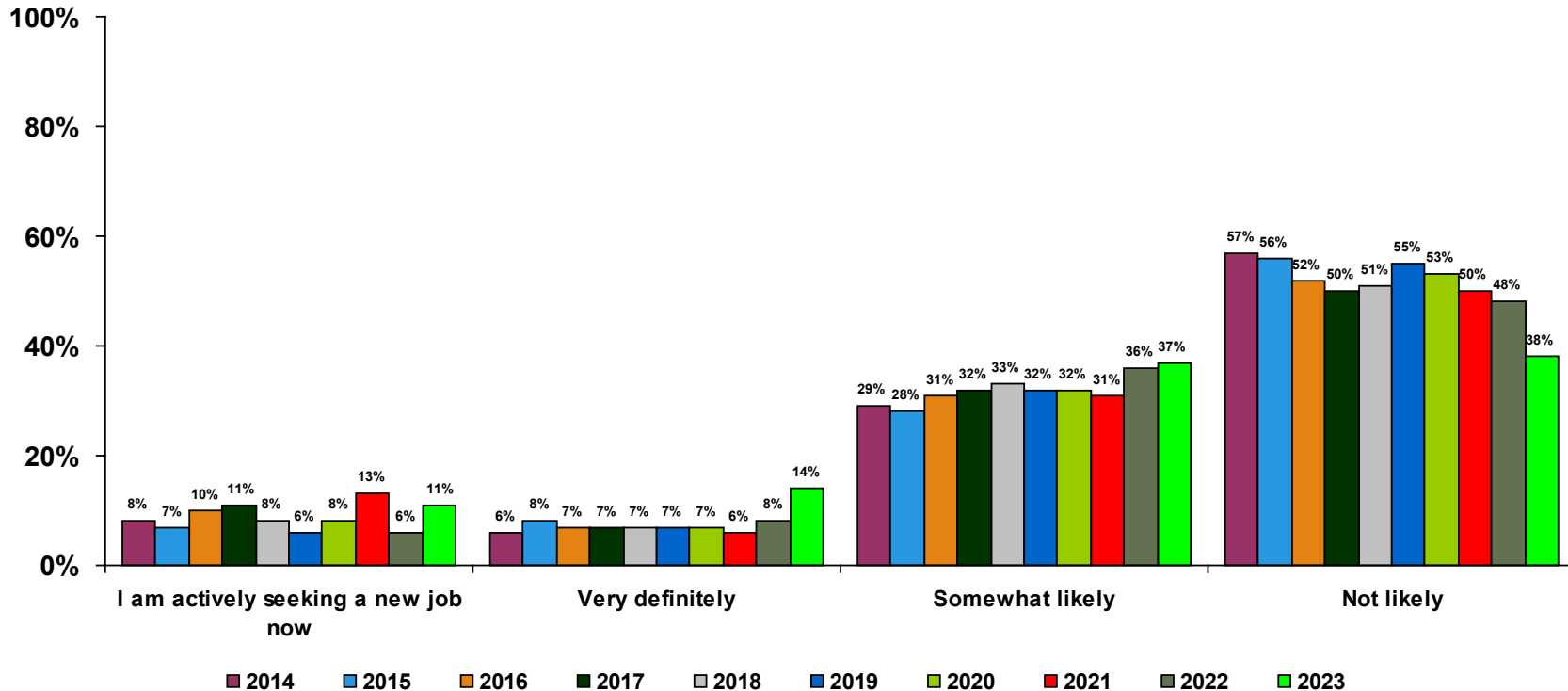
This section examines the trend for the likelihood that employees would seek a job change in the next 12 months. It also summarizes 2023 ratings on this topic by gender and age.

This section includes an analysis of the influential factors that could impact the desire to work for another company - what people would be looking for.

# Likelihood of Actively Seeking a New Job in the Next 12 Months

## Total Sample Trend

Respondents who are actively, very definitely, or somewhat likely to seek a new job in the next 12 months are on the rise. Continuing the trend over recent years, only 38% are **not likely** to seek a new job in the next 12 months, which is the lowest this figure has been over the past 10 years. Taken together, the ratings below suggest some job-hunting activity in the coming months.

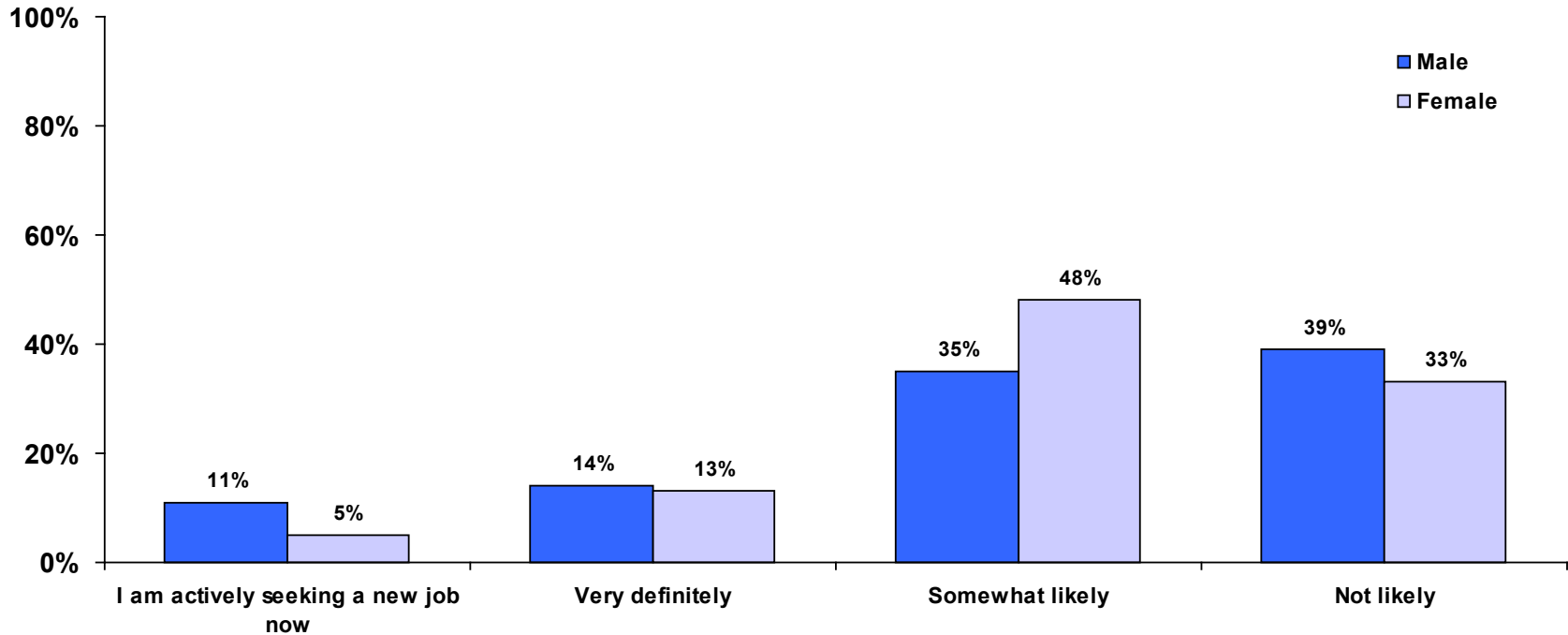




# Likelihood of Actively Seeking a New Job in the Next 12 Months

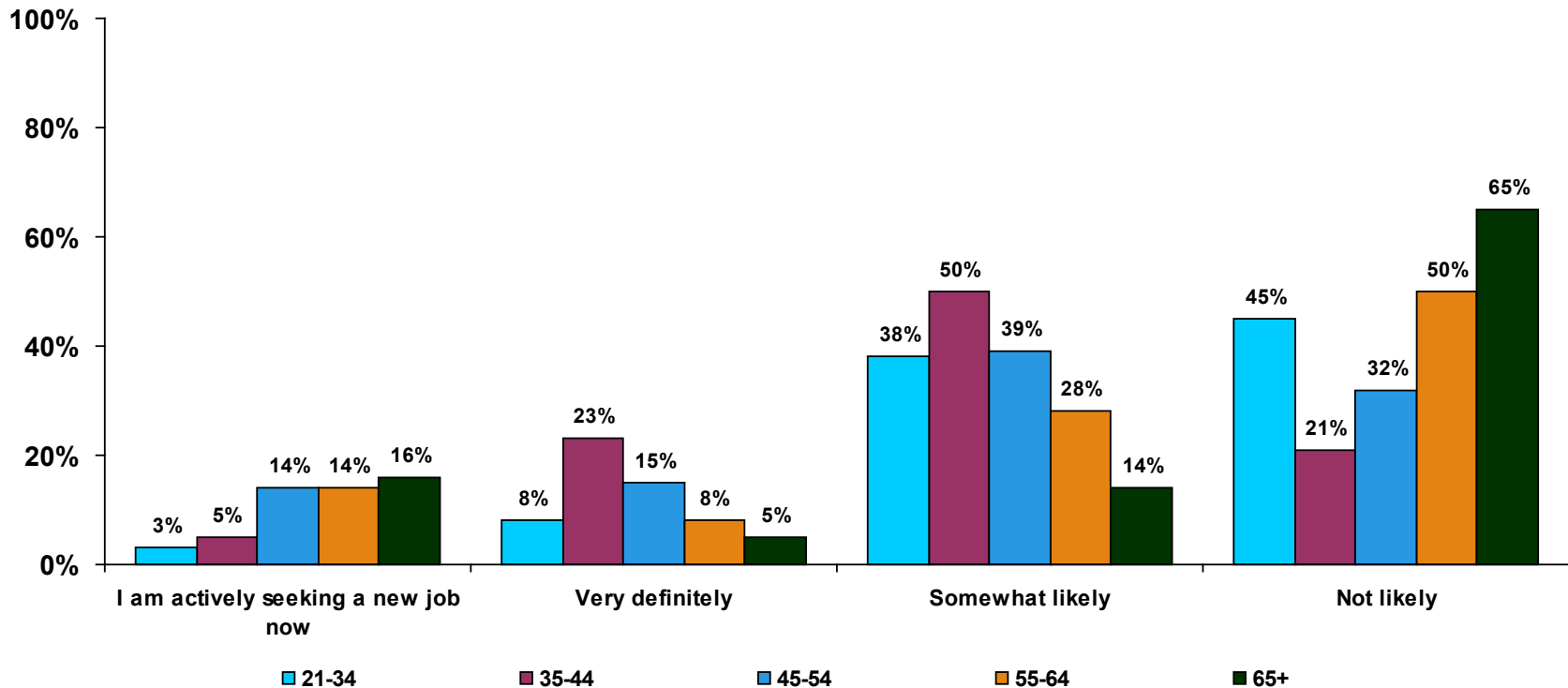
## Gender 2023

11% of males and 5% of females are actively seeking a new job right now - significantly higher for males than for females. Females are significantly more likely than males to report they are “somewhat likely” to be looking for a new job over the coming year.



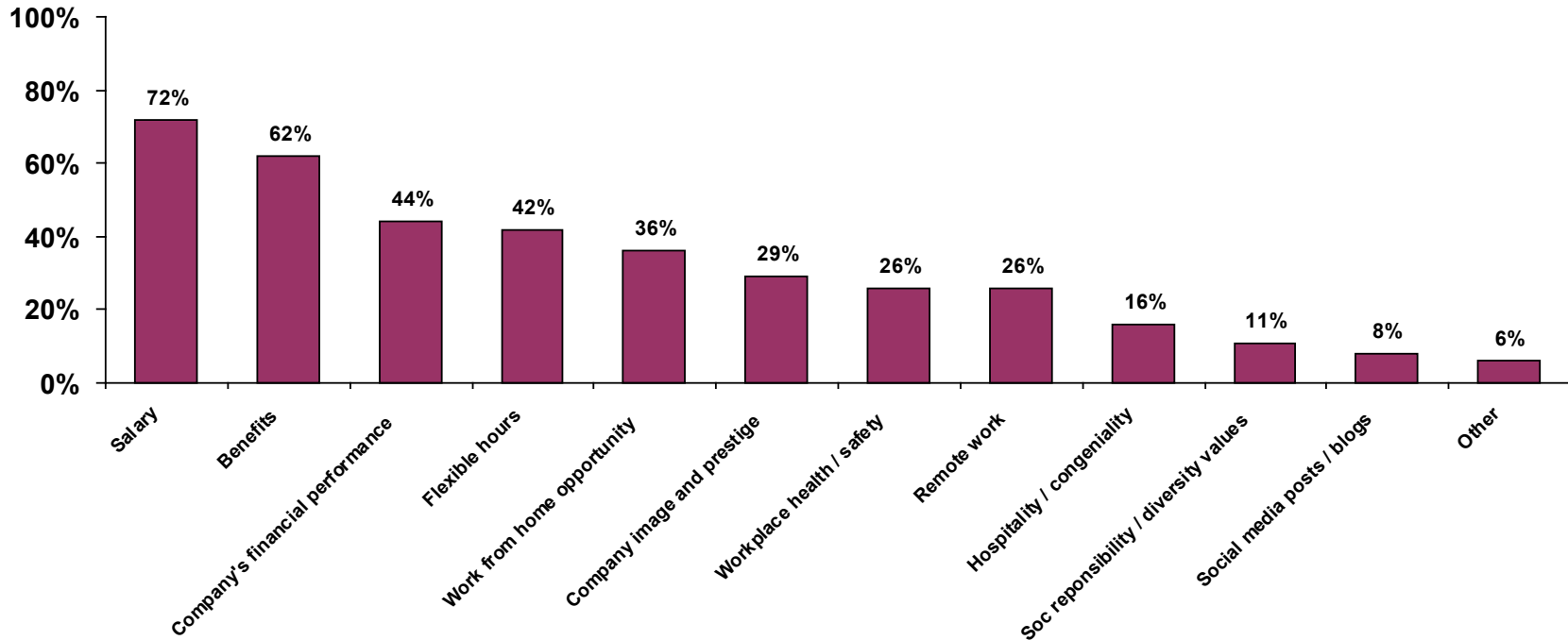
# Likelihood of Actively Seeking a New Job in the Next 12 Months: Age 2023

Below are the 2023 expectations for seeking a new job by age. As one might expect, the percentage who are not likely to do so is higher for the oldest respondents (65%). In keeping with previous survey periods, the percentage reporting they are somewhat likely to seek a new job decreases with increasing age. Employees age 35 - 44 stand out as more likely to seek a new job over the course of the year - 73% very definitely or somewhat likely.



# What People Would Look for in Another Company 2023

As in previous years, salary and benefits rank first in what people look for in another company. Financial performance and flexible hours ranking in the second tier. Social responsibility/diversity values and social media presence anchor the low end of the ratings.



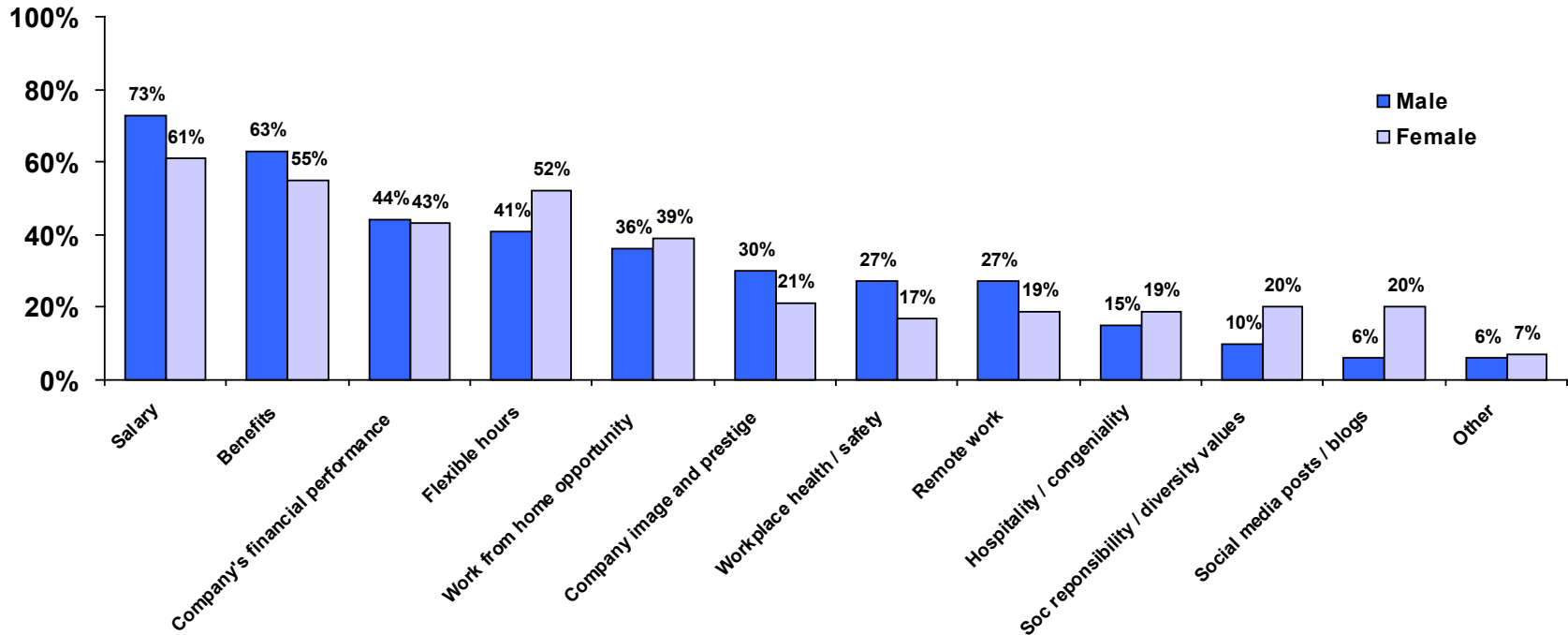
Question: If you were to seek a job at another company, what would you look for?

Respondents selected all choices that apply from a list.

# What People Would Look for in Another Company

## Gender 2023

Factors are listed in descending order for the total sample. Salary ranks significantly higher for males while flexible hours ranks significantly higher for females. Further, social responsibility/diversity values and social media rank significantly higher for females.



Question: If you were to seek a job at another company, what would you look for?

Respondents selected all choices that apply from a list.

# What People Would Look for in Another Company

## Age 2023

Factors are listed in descending order for the total sample. Shading highlights some notable differences. Salary and benefits are notably lower importance for the 35 - 44 age group. Company financial performance stands out most for the 55 - 64 age group. Work from home is stronger for those age 55 - 64. Company image/prestige are less meaningful to those age 35 - 54. Social media presence are significantly more prominent among employees under age 45.

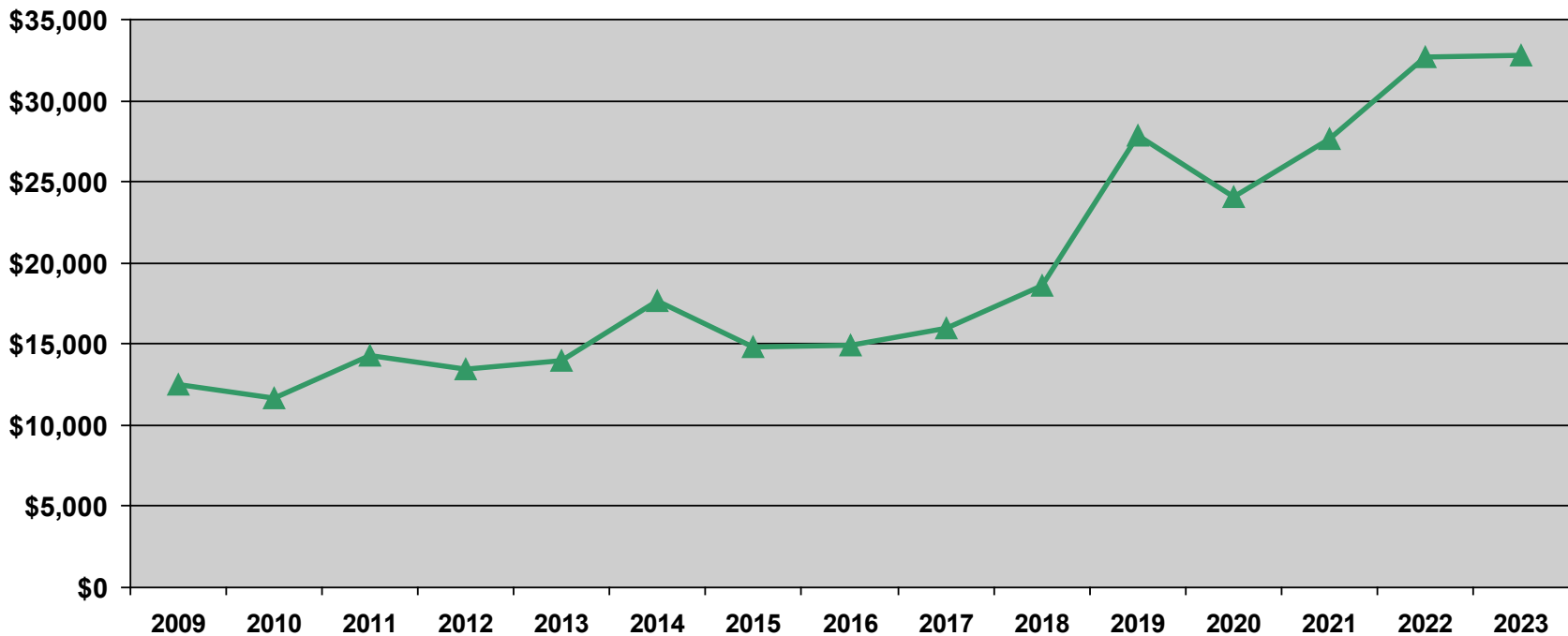
	21 - 34	35 - 44	45 - 54	55 - 64	65 +
Salary	82%	49%	68%	91%	78%
Benefits	63%	48%	64%	73%	59%
Company's financial performance	45%	40%	40%	51%	38%
Flexible hours	47%	43%	41%	43%	39%
Work from home opportunity	38%	37%	29%	45%	30%
Company image and prestige	37%	19%	25%	36%	38%
Workplace health / safety	25%	23%	30%	24%	30%
Remote work	32%	17%	24%	29%	35%
Hospitality / congeniality	22%	15%	16%	13%	16%
Social responsibility / diversity values	15%	13%	11%	6%	19%
Social media posts / blogs	13%	17%	7%	2%	0%
Other	0%	2%	7%	10%	13%

Question: If you were to seek a job at another company, what would you look for?

Respondents selected all choices that apply from a list.

# Average Bonus / Commission / Incentive by Year 2009 - 2023

The graph below depicts the average bonus / incentive / commission by year from 2009 to 2023. Performance-based compensation appears to have leveled off after increases the last two years. The average additional compensation for 2023 was \$32,741 - an increase of only 0.31% from 2022. It should be noted that the majority of respondents to this survey are in sales and management roles (see Current Professional Role page 25).



Salary figures above are based to respondents who were employed in the plastics industry at the time of each survey.

Year to year comparisons vary based on random participation of different individuals each year.

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# Respondent Profile 2023

# Respondent Profile 2023

## Company's Primary Manufacturing Processes

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Automation	2%
Auxiliary Machinery	2%
Blow Molding - Industrial	2%
Blow Molding - Packaging	5%
Blown or Cast Film	5%
Compression Molding	2%
Contract Packaging	3%
Converting - Film	4%
Corrugated Box	3%
Distributor - Mfg Rep	4%
Folding Cartons	2%
Form - Fill - Seal	2%
Injection Molding	32%

Labels	1%
Lumber	1%
Other Services	2%
Paper	1%
Pipe - Profile Extrusion	3%
Recycling	1%
Resin - Compounding - Additives	12%
Rotomolding	1%
Sheet Extrusion	2%
Thermoform Heavy	1%
Thermoform Packaging	2%
Tooling - Molds	1%
Other	7%



# Respondent Profile 2023

## Current Professional Role

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Sales Manager	6.8%
Salesperson or Account Manager	4.7%
Engineering Manager	4.1%
Chief Executive Officer	3.1%
Process Engineer	2.9%
Automation Engineer	2.5%
Chief Financial Officer	2.5%
Color Specialist	2.5%
Applications Engineer, in the office	2.3%
Chief Operating Officer	2.3%
Controller	2.3%
Sales and Marketing Director	2.3%
Sales and Marketing VP	2.3%
Applications Engineer, in the field	2.1%
Chief Information Officer	2.1%
General Manager	2.1%
Other (please specify)	2.1%
Consultant	1.9%
Engineering Director or VP	1.9%
R&D Engineer, chemicals, resins, additives	1.9%
R&D or Laboratory Manager	1.9%
CNC Machinist	1.6%

Plant Manager	1.6%
Technical Support, in the field	1.6%
Materials Engineer	1.4%
Operations Director or Manager	1.4%
Cost Analyst	1.2%
Packaging Engineer	1.2%
President	1.2%
Program or Project Manager	1.2%
Project Engineer	1.2%
R&D Engineer, mechanical	1.2%
Tooling Engineer	1.2%
Die Designer	1.0%
Human Resources Manager	1.0%
Maintenance Manager, process machinery	1.0%
Marketing Manager	1.0%
Process Technician	1.0%
Production Manager	1.0%
Quality Director	1.0%
R&D Engineer, other	1.0%
Advertising or Marketing Specialist	0.8%
Manufacturing Director	0.8%
Manufacturing Engineering Manager	0.8%

# Respondent Profile 2023

## Current Professional Role (continued)

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Owner	0.8%
Product Designer or Engineer	0.8%
Product Manager or Product Specialist	0.8%
Purchasing Director or Manager	0.8%
Administrative Support	0.6%
Diemaker	0.6%
Facility or Building Manager	0.6%
Lab Technician	0.6%
Manufacturing Engineer	0.6%
Manufacturing Manager	0.6%
Manufacturing VP or Director	0.6%
Production Supervisor	0.6%
Purchasing Agent	0.6%
Quality Engineer	0.6%
Quality Manager	0.6%
Supply Chain Manager	0.6%
Technical Support Manager	0.6%
Technology Manager	0.6%
Tooling Manager	0.6%
Finance VP or Director	0.4%
Maintenance Specialist, process machinery	0.4%
Mold Designer	0.4%

Moldmaker	0.4%
Product Development VP or Manager	0.4%
Accounts Payable/Receivable	0.2%
Industrial Engineer	0.2%
Machine Designer	0.2%
Planner or Scheduler	0.2%
Quality Technician	0.2%
Safety Engineer	0.2%
Safety Manager	0.2%
Simulation Design Engineer	0.2%
Technical Support, in office	0.2%
Training Manager	0.2%

# Respondent Profile 2023

<b>Gender</b>	
Male	85%
Female	15%
<b>Age</b>	
21 - 34	12%
35 - 44	26%
45 - 54	27%
55 - 64	27%
65 +	8%
<b>Tenure in the Plastics Industry</b>	
< 1 Year	1%
1 - 5 Years	7%
6 - 10 Years	19%
11 - 15 Years	18%
16 - 20 Years	11%
> 20 Years	44%
<b>Tenure with Company</b>	
< 1 Year	7%
1 - 2 Years	12%
3 - 5 Years	28%
6 - 10 Years	21%
> 10 Years	32%

<b>Education</b>	
High School	6%
Professional Certificate Program	8%
Associates Degree	14%
Bachelor's Degree	41%
Master's Degree	25%
Doctoral Degree	6%
Other	1%
<b>Number of Employees</b>	
< 10	4%
10 - 25	8%
26 - 99	19%
100 - 249	23%
250 - 499	15%
500 - 999	10%
1,000 - 2,499	7%
2,500 - 4,999	4%
5,000+	11%
<b>Direct Manager of Employees</b>	
Yes	63%
No	37%
<b>Country</b>	
United States	95%
Other	5%

# Respondent Profile 2023 by Region

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<b>Region</b>	
East North Central - IL, IN, MI, OH, WI	27%
West North Central - IA , KS, MN, MO, ND, NE, SD	10%
Mid Atlantic - NJ, NY, PA	12%
South Atlantic - DC, DE, FL, GA, MD, NC, SC, VA, WV	15%
South Central - AL, AR, KY, LA, MS, OK, TN, TX	15%
New England - CT, MA, ME, NH, RI, VT	9%
West - AK, AZ, CA, CO, HI, ID, MT, NM, NV, OR, UT, WA, WY	8%
Outside the United States	5%

# More Information

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This report was created by MBS Advisors and was included as an appendix to comprehensive **2023 Wage and Salary Report** published by the [Manufacturer's Association for Plastics Processors'](https://www.mappinc.com/) (MAPP).

To see the fully-detailed, 121-page report, including salary information by job title, department, shift differential, tenure, and so much more, you can download it for a fee from MAPP's website:

## 2023 Wage and Salary Report

<https://www.mappinc.com/resources/benchmarking-publications/>