

2024

I&R JOB SATISFACTION SURVEY

Introduction

The Job Satisfaction Survey is a new Inform USA survey created to complement the Salary Survey. It was open to the entire membership in September and October of 2024. An American and a Canadian version of the survey is available; however, the Canadian participant sample size was too low to include, so this report will only cover job satisfaction related to the identified Information and Referral (I&R) positions in the United States.

The goal was to gather feedback on aspects such as work environment, professional development opportunities, professional relationships, compensation, benefits, and overall career satisfaction.

Approximately 9,800 American individuals have access to Inform USA membership through their organization or Individual membership. 213 Inform USA members completed the survey, representing only 2% of the membership. The following results provide useful insights but are not reliable enough to represent the opinions of the entire membership.

Job Roles

The job roles used for this survey are the same as those used for the Salary Survey. Participants were provided with the following descriptions to choose from:

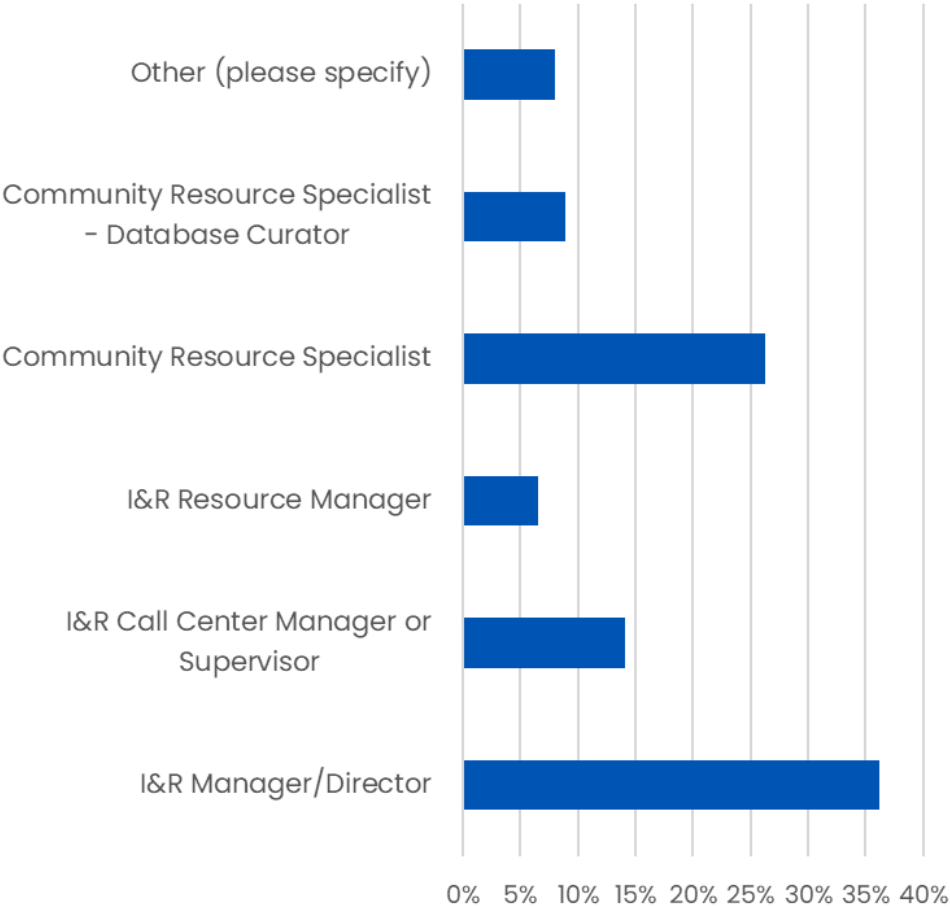
- **I&R Manager/Director:** the staff person with direct overall responsibility for the I&R services and staff.
- **I&R Call Center Manager or Supervisor:** the staff person with overall responsibility for the staff that take calls or otherwise interact directly with people.
- **I&R Resource Manager:** the staff person with overall responsibility for database curation functions and staff.
- **Community Resource Specialist:** the person directly interacting with clients.
- **Community Resource Specialist - Database Curator:** the person who manages the community resource information in a database.

Results from the Salary Survey and the Job Satisfaction Survey have highlighted that these roles and descriptions are very limited. Many participants left comments about other roles or chose 'Other' when their position did not fit neatly into one of these categories.

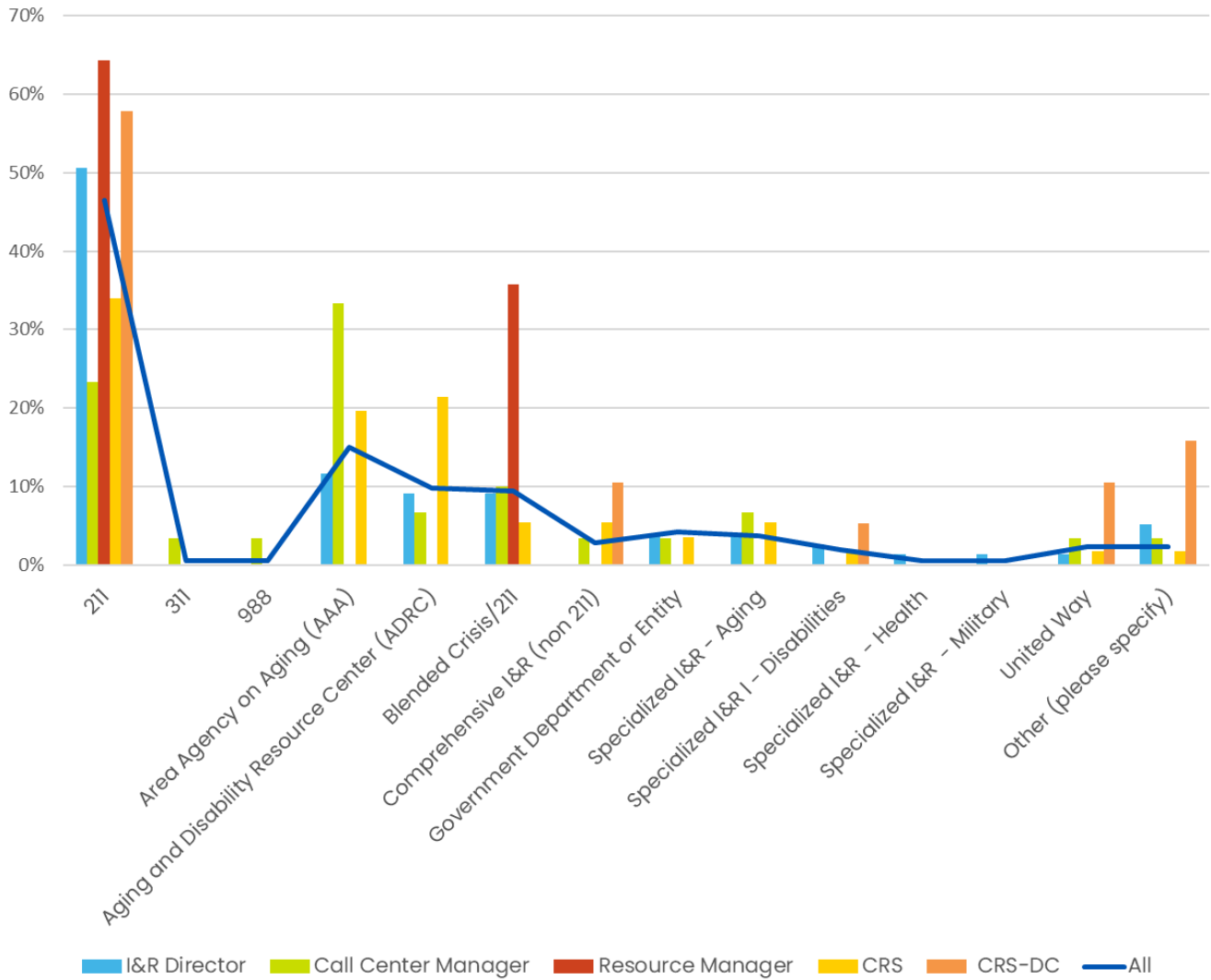
Demographics

Participants of this survey were asked three questions to help identify who they represented. They were asked to identify their organization's I&R type or primary focus, role, and state. 46% were from a 211, and another 9% were from a blended crisis/211 organization. 15% were from an Area Agency on Aging, and 10% were from an Aging and Disability Resource Center. 44 States had at least one person participate in the survey, with Illinois, Texas, and Wisconsin having the most representation.

The role with the most participation was I&R Director/Manager, most likely because the Salary Survey is targeted at the senior leadership of each organizational member, and there was a direct link to the Job Satisfaction Survey at the end of the Salary Survey.



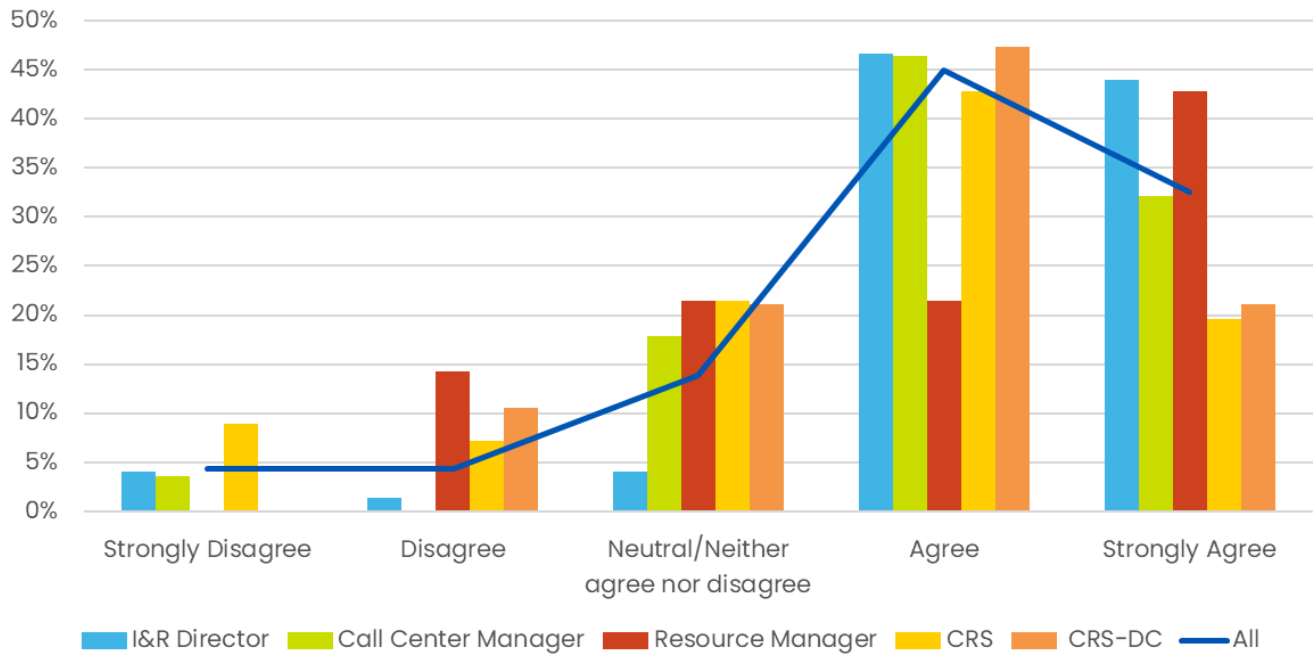
The following chart further breaks down the responses by job role and type of I&R. The most represented population is individuals from 211s.



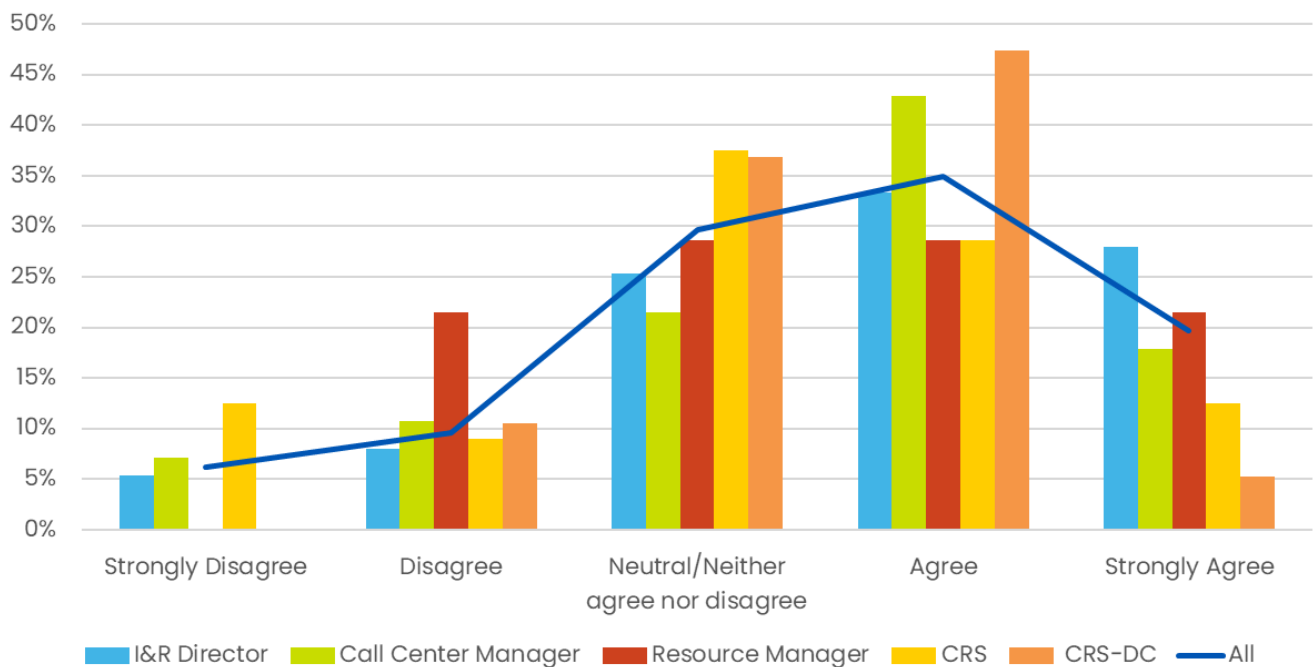
Work Engagement

Four engagement-related statements were included in the survey to gauge how invested I&R professionals are in their work. For each statement, participants were asked to indicate their level of agreement. Most participants agreed or strongly agreed with the statements.

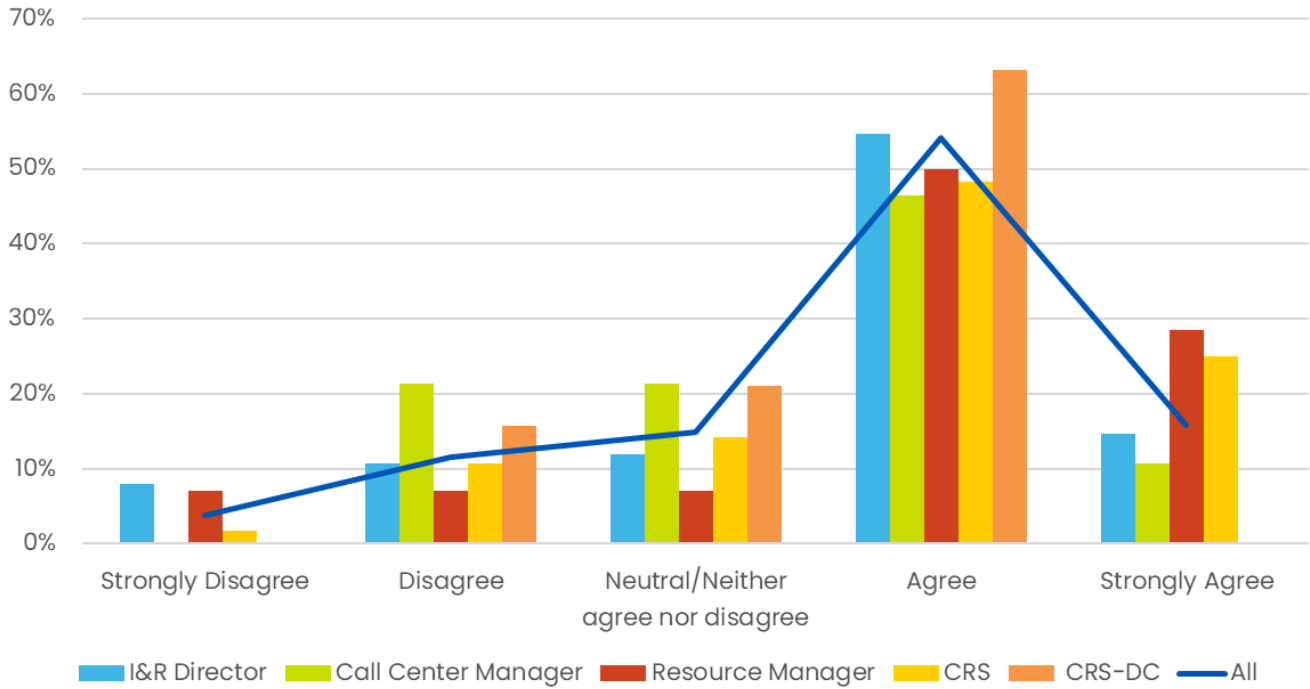
I am inspired to meet my goals at work.



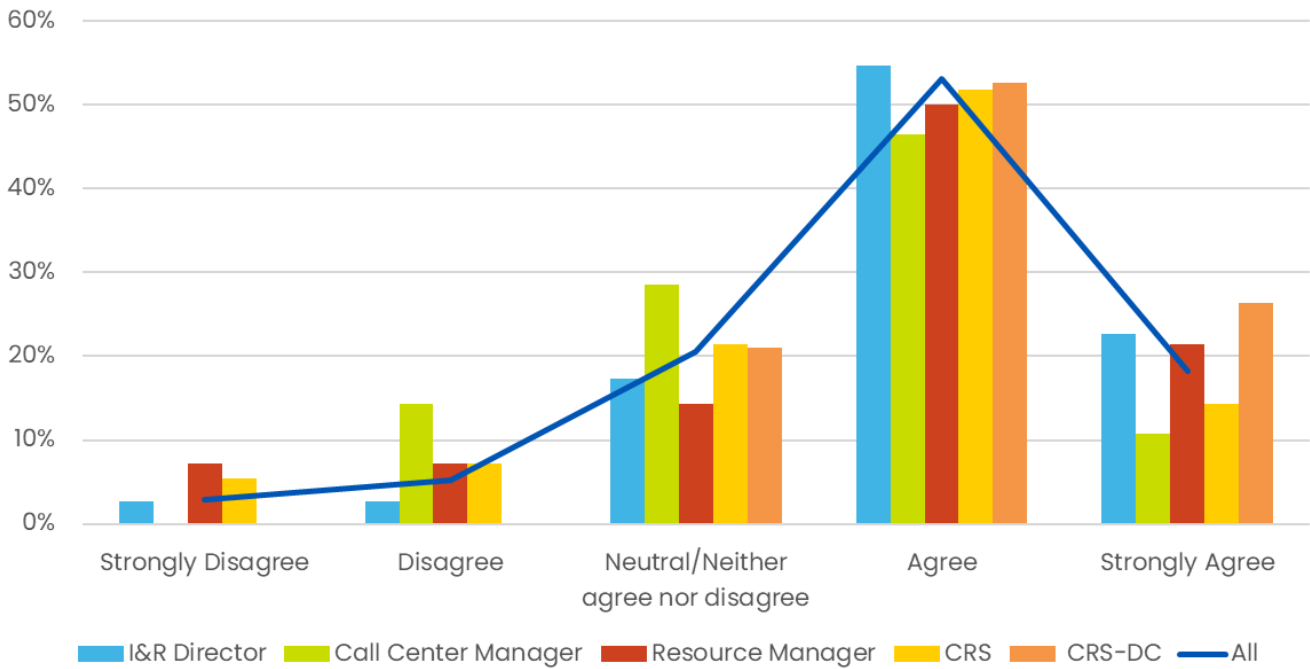
I get excited about going to work.



When at work, I am completely focused on my job duties.



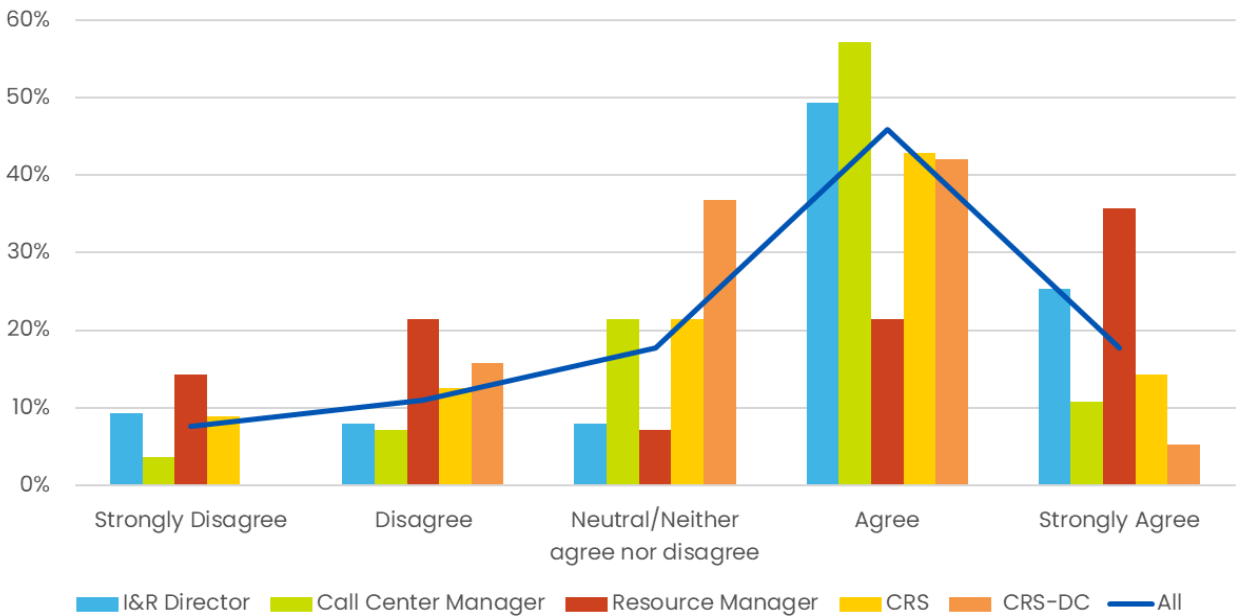
In my organization, employees adapt quickly to difficult situations.



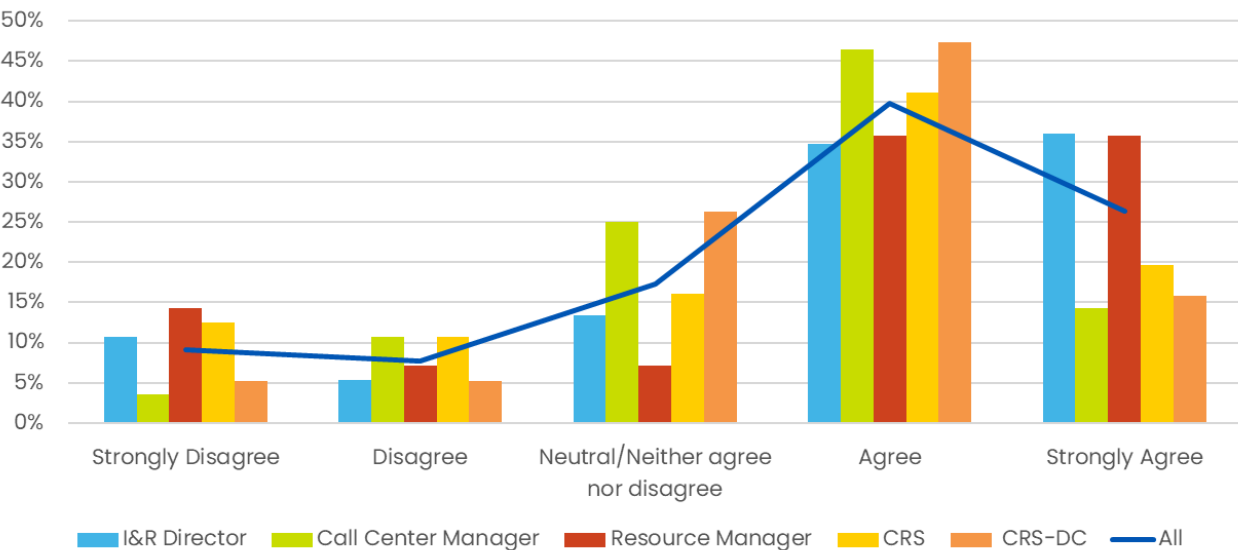
Career Development

The next section of the survey asked about career growth and development to gauge if I&R professionals feel supported in their careers and the sector.

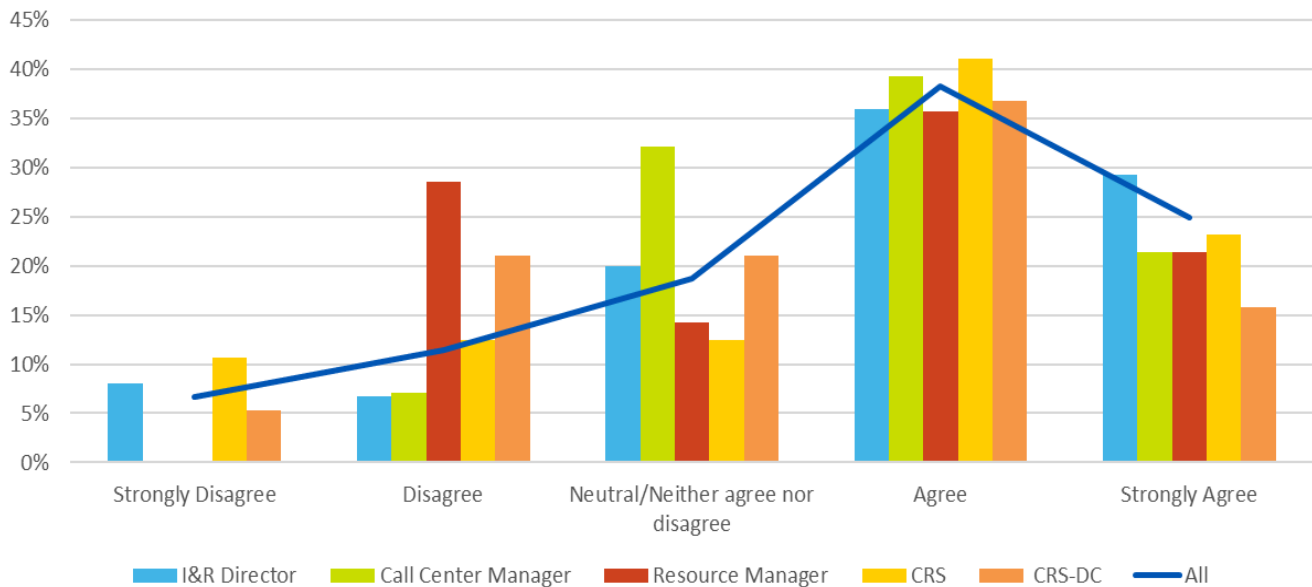
I am satisfied with my opportunities for professional growth.



My organization is dedicated to my professional development.



I am satisfied with the investment my organization makes in training.



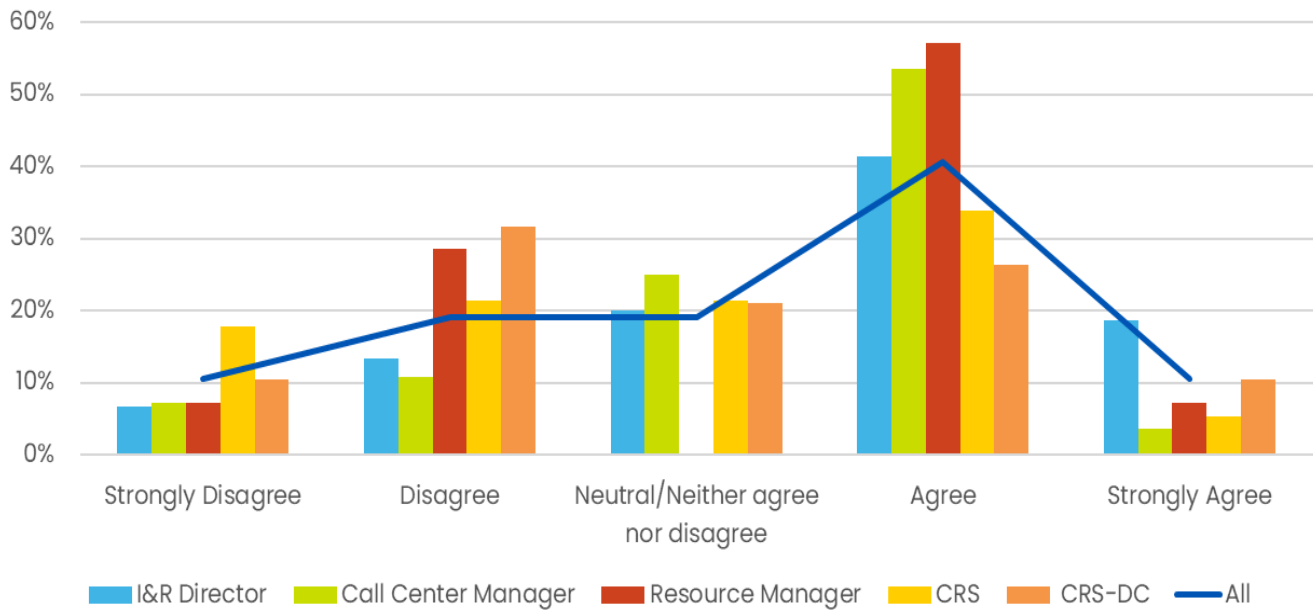
Once again, there is general agreement with all three statements. The most notable difference is the 29% disagreement in the chart above from Resource Managers when asked about their organization's investment in their training.

Compensation

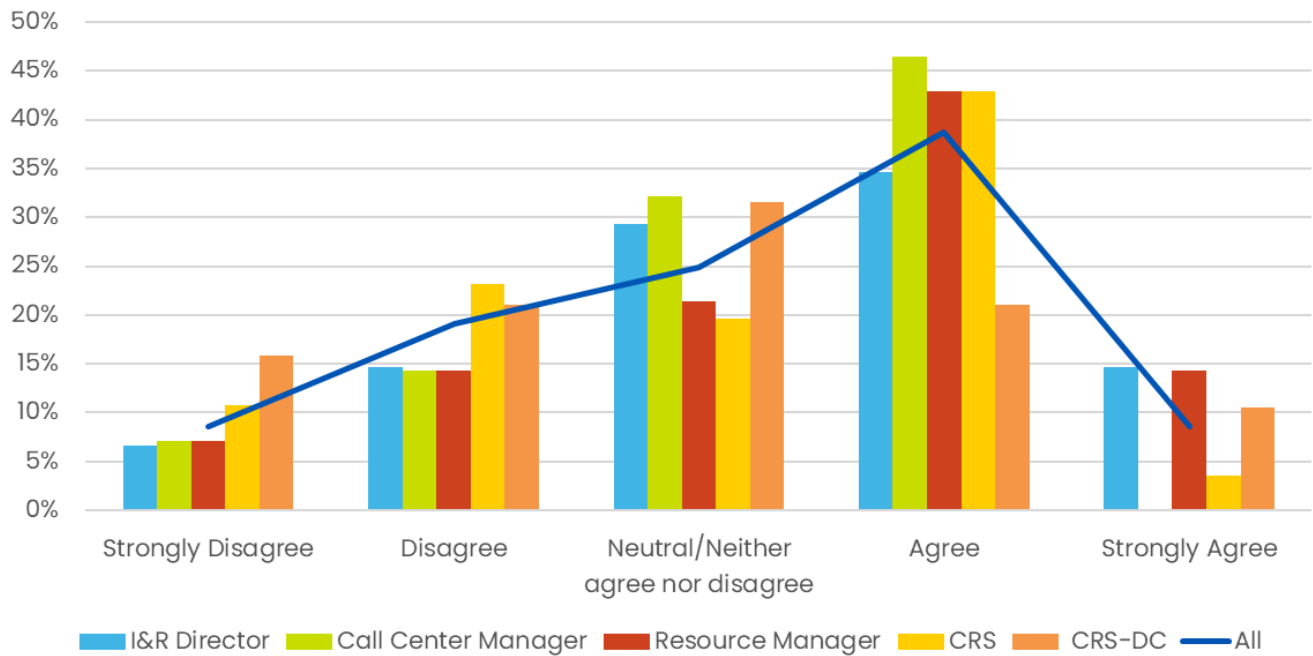
Compensation is one of the most direct and influential factors in job satisfaction. Employees who feel fairly compensated for their skills, effort, and performance are more likely to be satisfied with their jobs. The survey included two questions about compensation and four questions about benefits.

The first question about overall compensation generated more disagreement than the previous and following questions. Resource Managers and Database Curators expressed more dissatisfaction than the other positions.

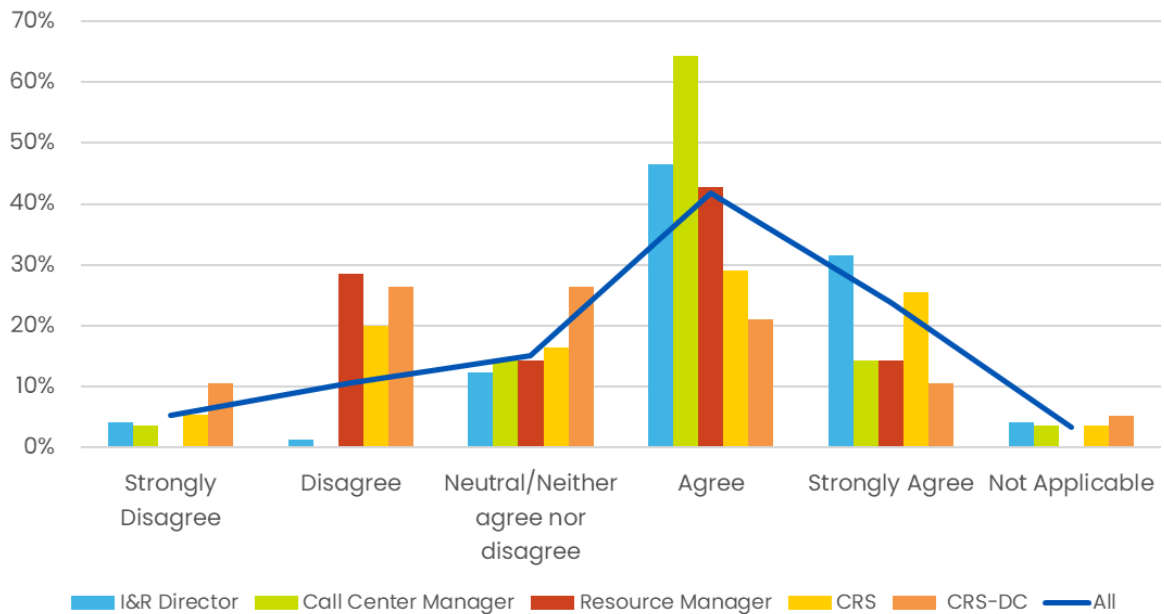
I am satisfied with my overall compensation (exclusive of non-financial benefits).



I am compensated fairly relative to my local market.

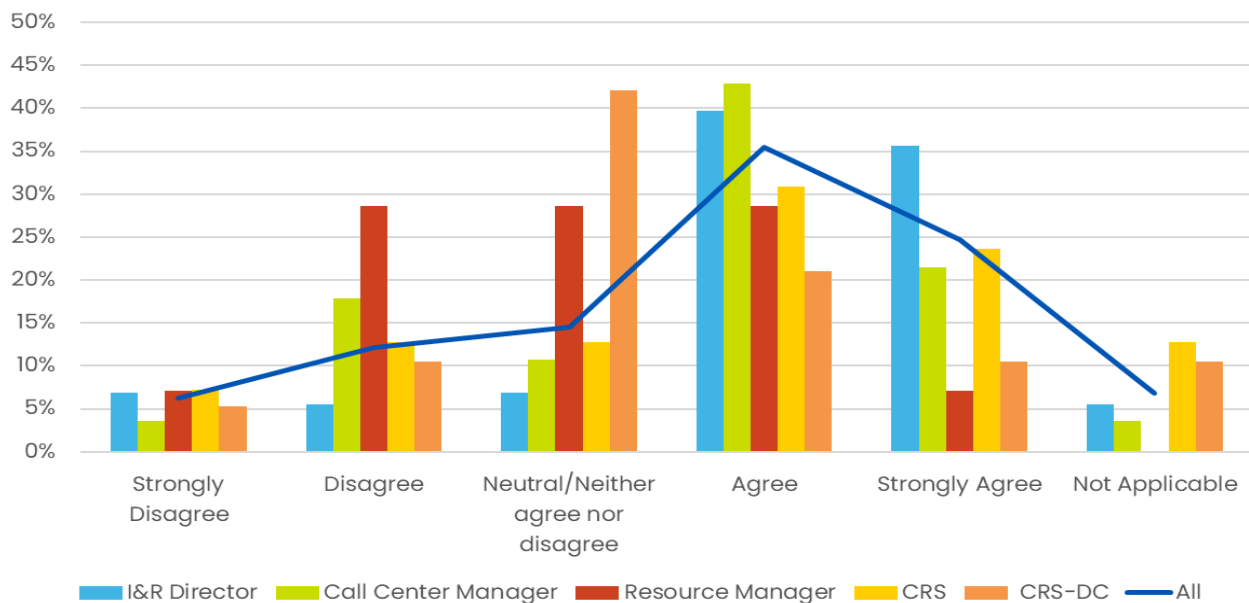


I am satisfied with my total benefits package.



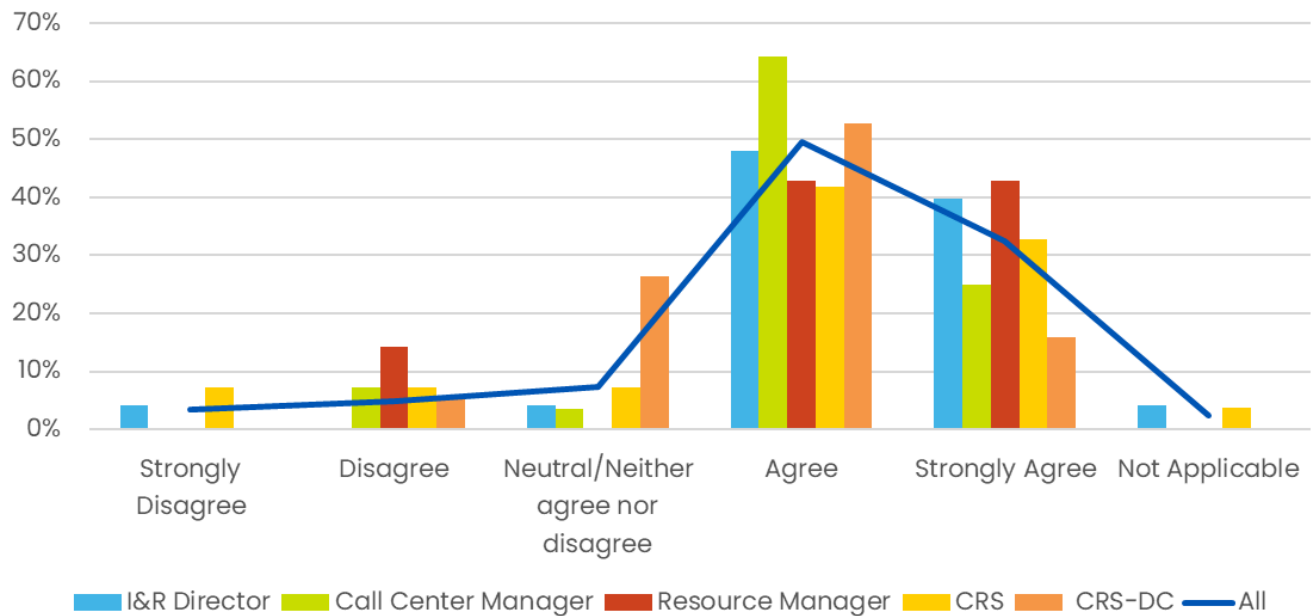
The following questions about healthcare-related benefits received some of the most varied responses. Again, Resource Managers and Database Curators expressed more dissatisfaction or neutrality with their benefits over the other roles.

I am satisfied with the healthcare-related benefits offered by my organization.

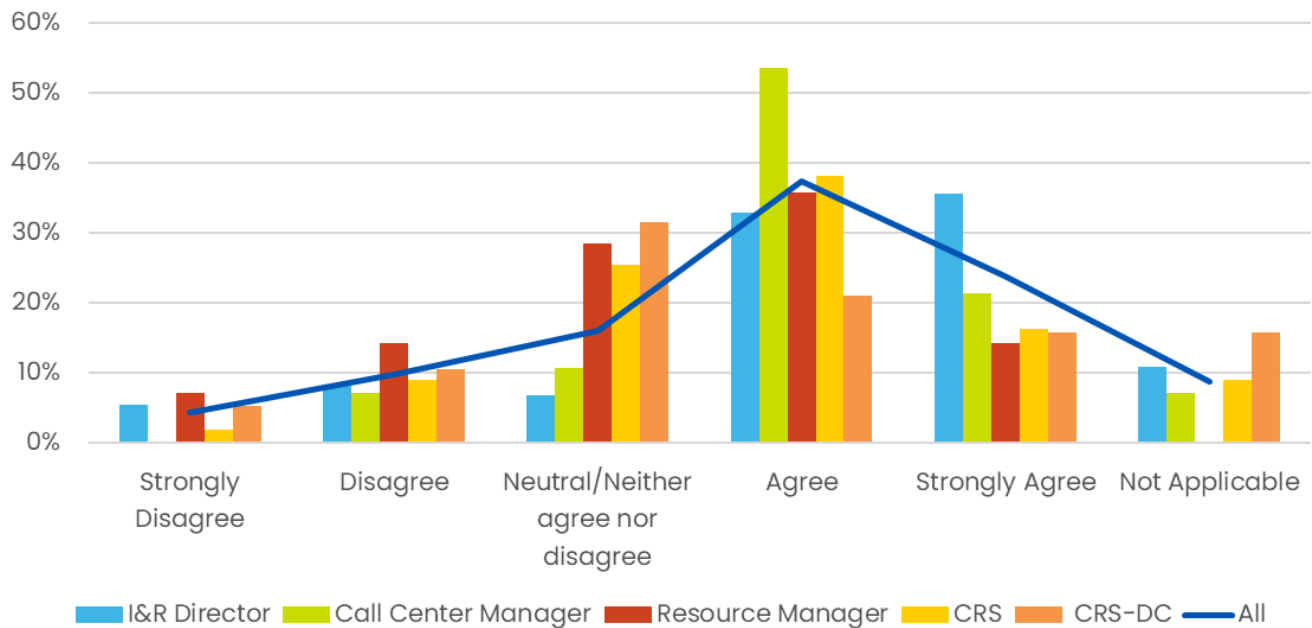


One benefit that almost everyone was happy with was paid leave. Call Center Managers and I&R Directors were particularly satisfied with their benefits in this regard. Retirement plans were also satisfactory.

I am satisfied with the amount of paid leave offered by my organization.



I am satisfied with the retirement plan offered by my organization.



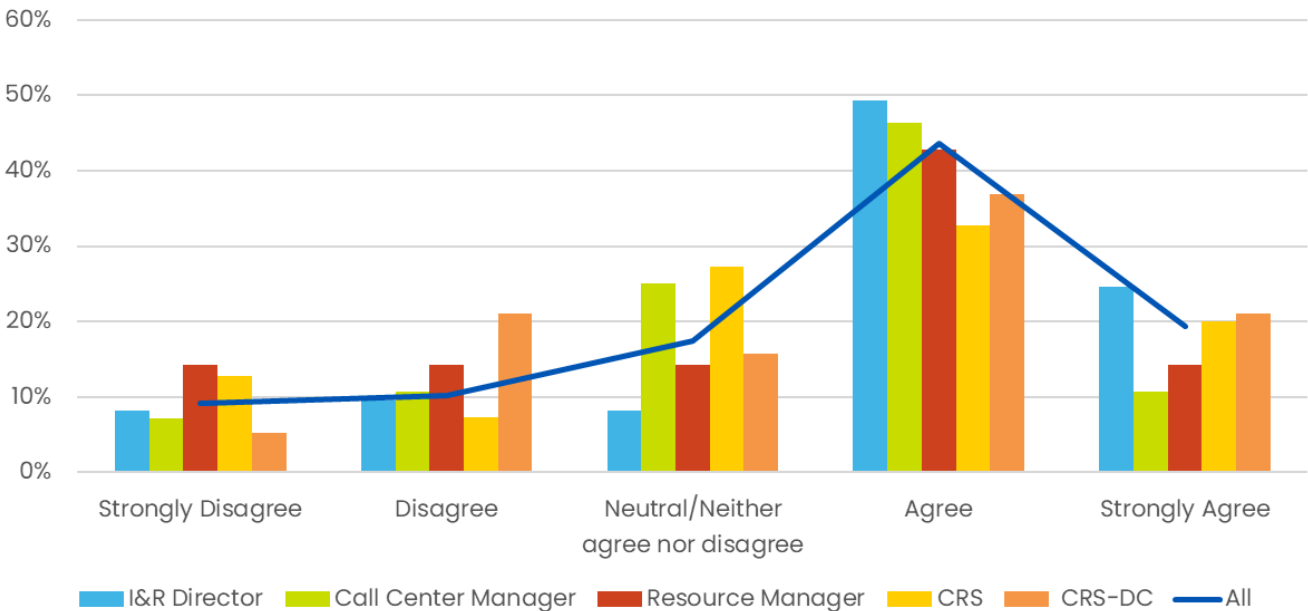
Professional Relationships

Relationships with leadership and coworkers can directly affect workplace culture and play a key role in job satisfaction. The final two sections of this survey included statements about professional relationships within the workplace and the workplace environment.

The first statement about communication between senior leaders and employees, and the second statement about management recognizing strong job performance had the least agreement.

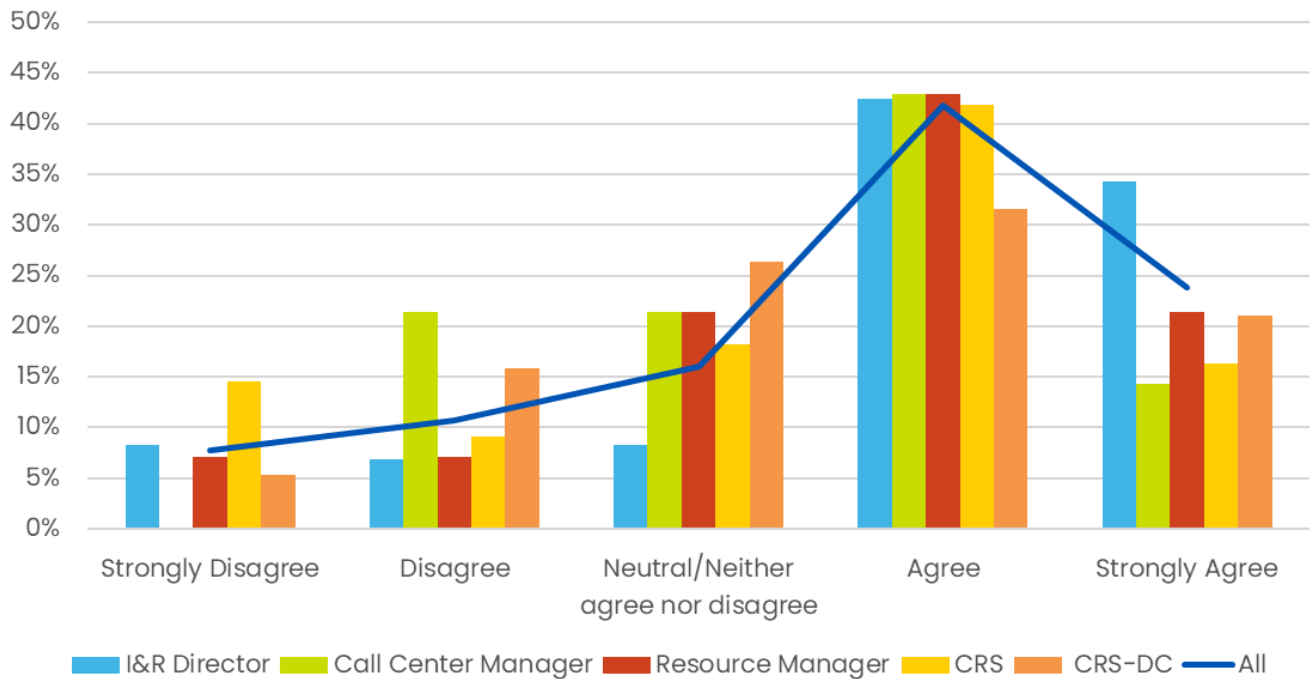
Database Curators expressed the most disagreement about communication with senior leaders in their organizations.

Communication between senior leaders and employees is good in my organization.



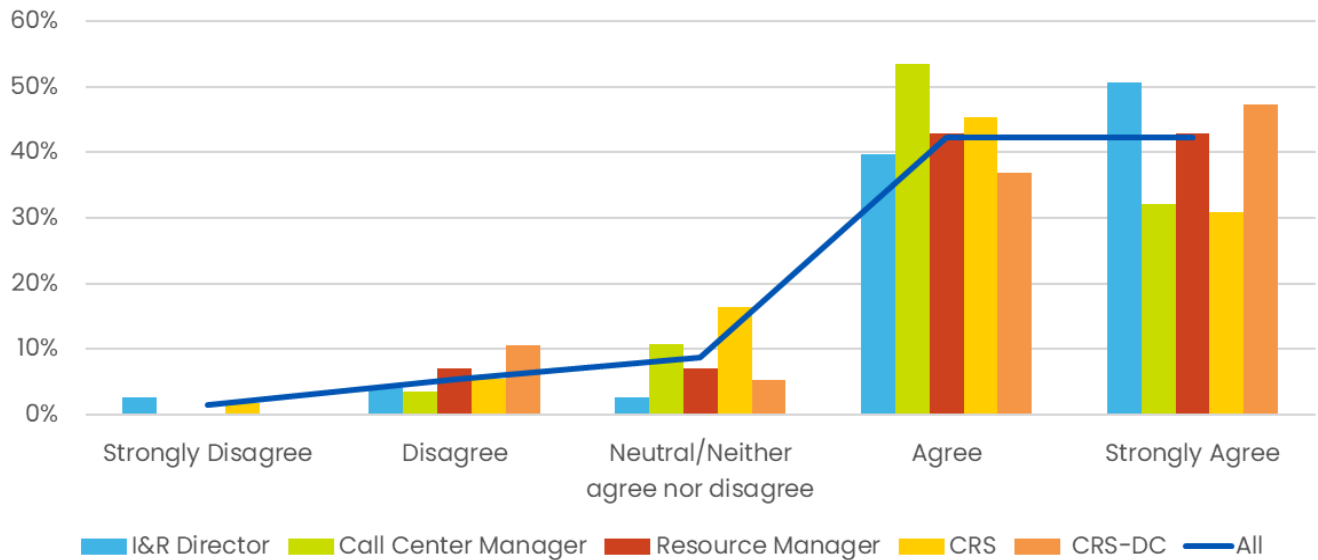
On the other hand, Call Center Managers, followed by Database Curators, expressed the most disagreement with the statement about managers recognizing strong job performance.

Management within my organization recognizes strong job performance.

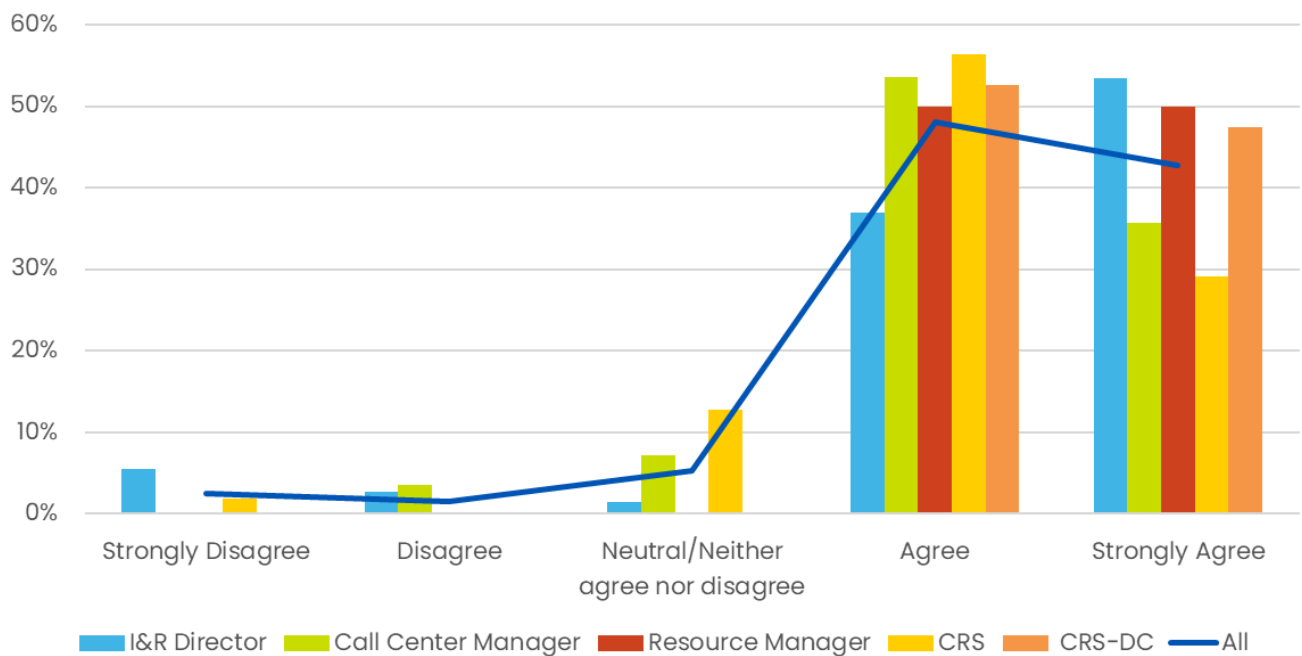


The final three statements about relationships with supervisors and coworkers demonstrated that I&R professionals generally have great relationships with the people they work with, which will likely increase their job satisfaction. Good workplace relationships reflect a thriving and cooperative environment where trust, communication, and respect are fundamental.

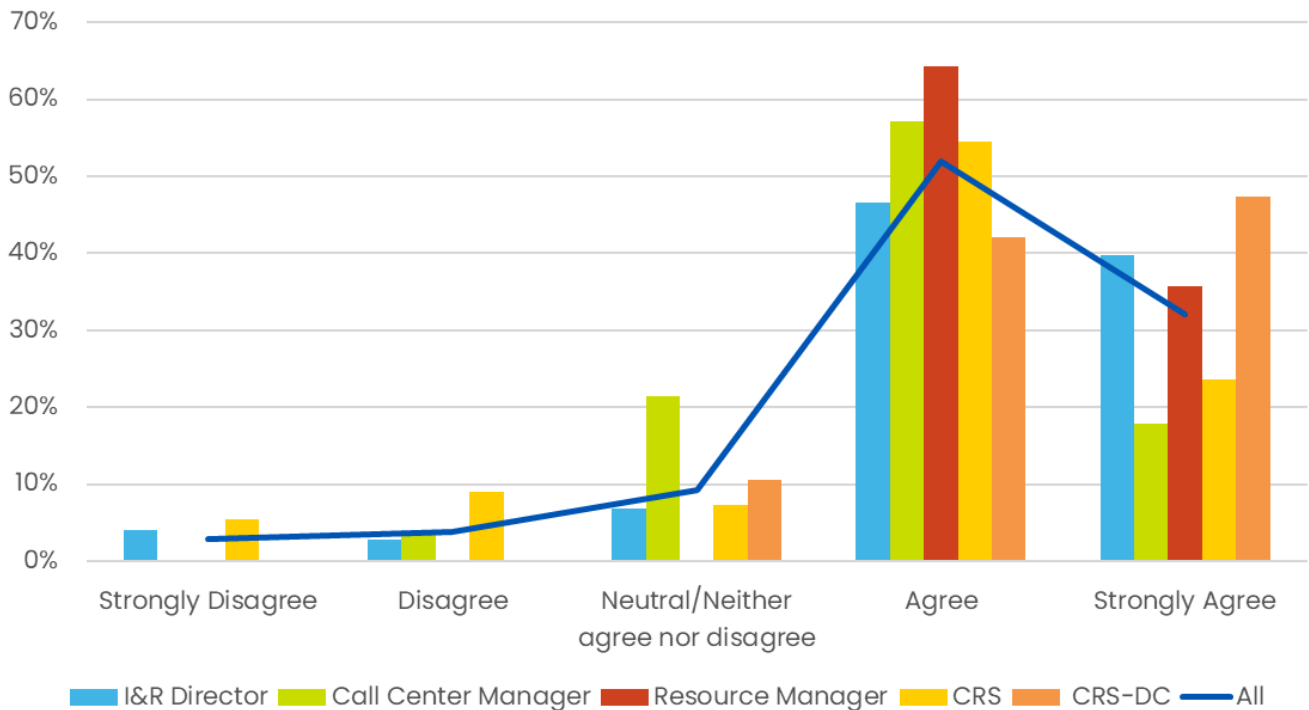
My supervisor and I have a good working relationship.



My coworkers and I have a good working relationship.



Employees treat each other with respect.

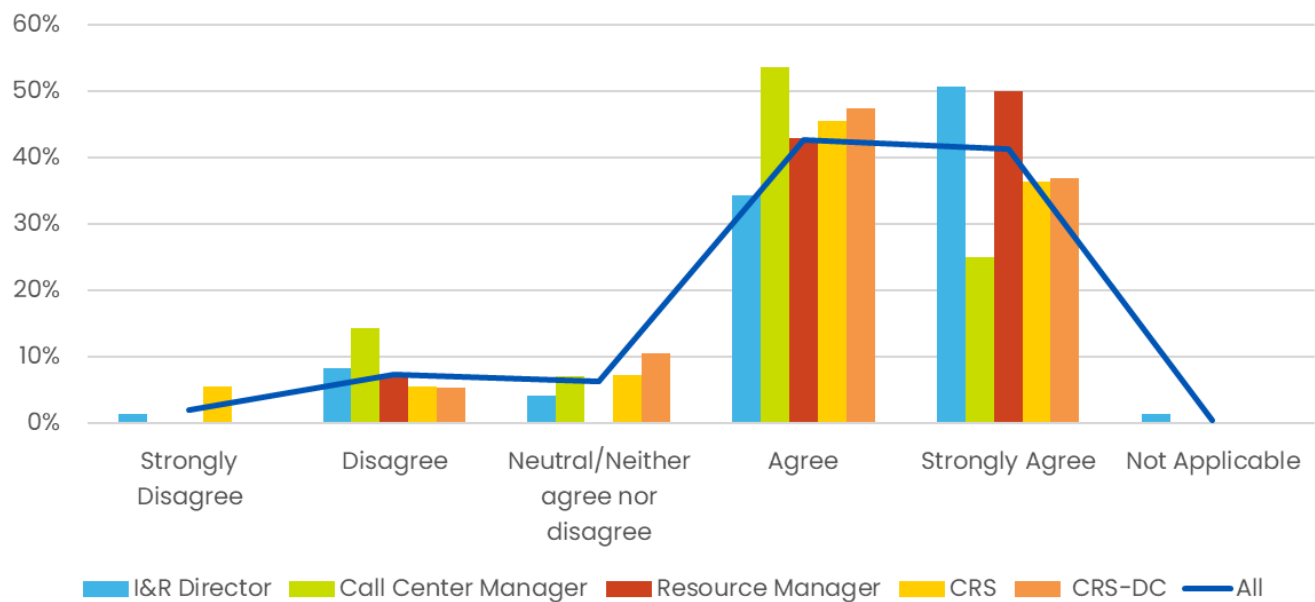


Work Environment

One of the Salary Survey findings was that most I&R organizations offer a high degree of flexibility for their employees. Depending on the role and other localized factors, many positions within the I&R sector are either fully remote or offer some sort of flexible or hybrid strategy.

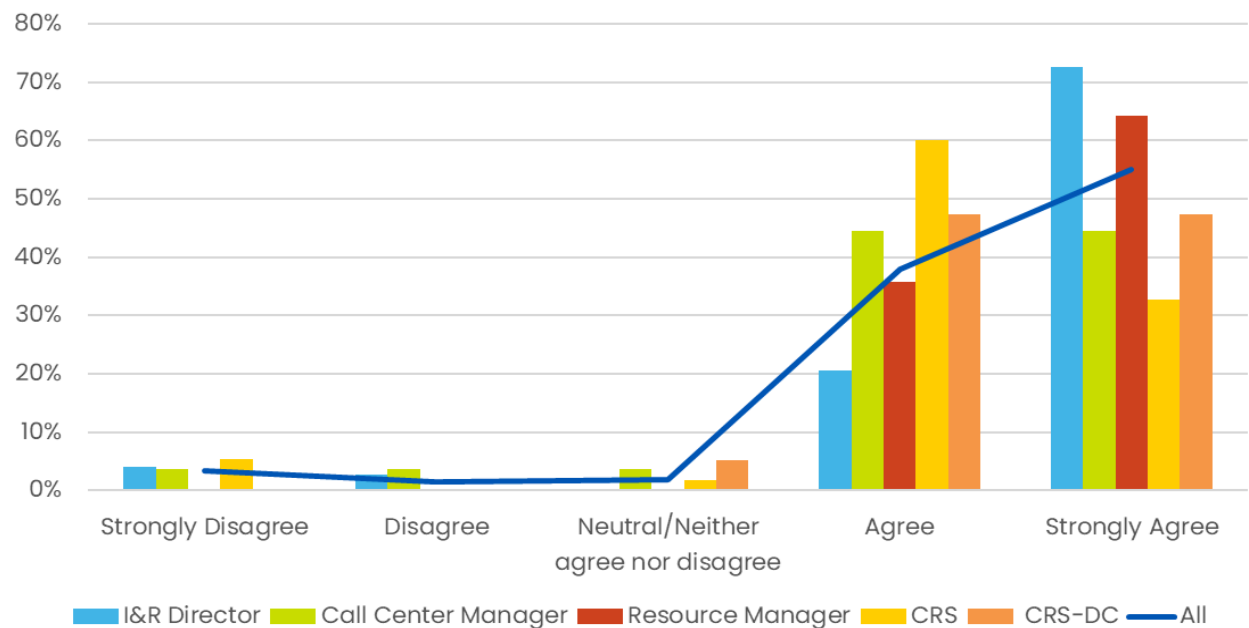
The survey participants are very satisfied with this flexibility overall. 43% agreed, and 41% strongly agreed that they were satisfied with the flexibility offered by their organization.

I am satisfied with the workplace flexibility offered by my organization.

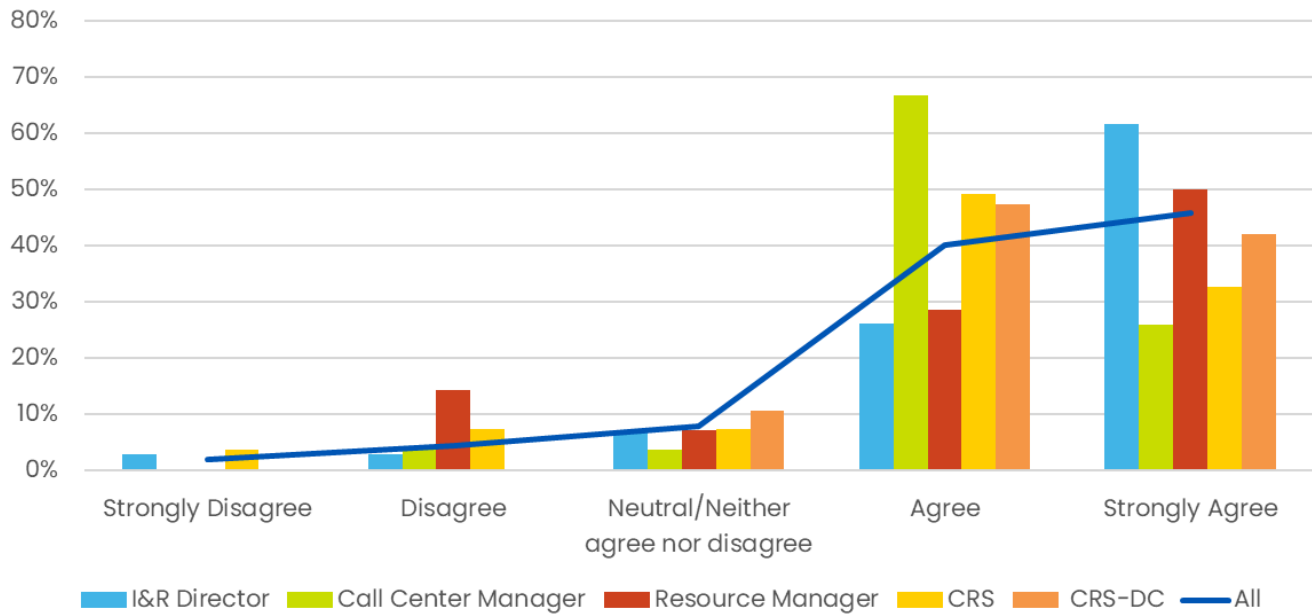


There was also general agreement that their work and the organizations they work for positively impact people's lives. This statement had the strongest agreement of any other on this survey, suggesting that people are passionate about the work that they do.

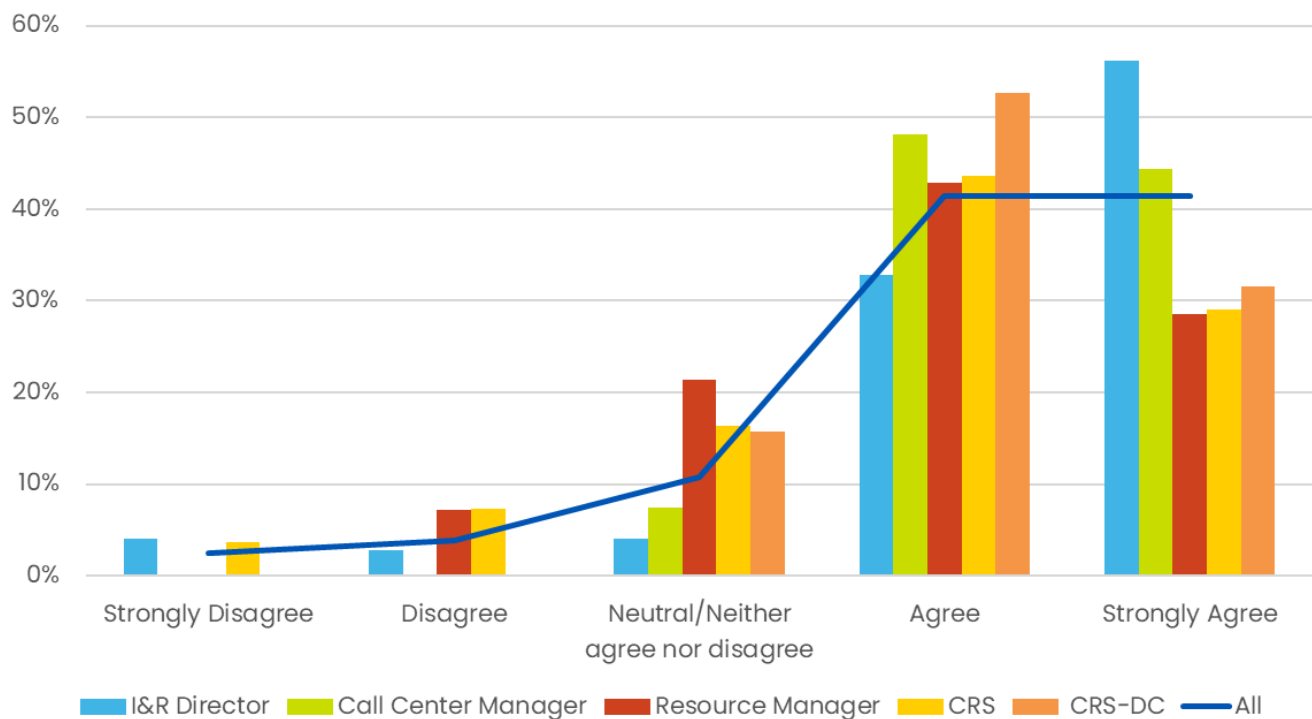
My organization's work positively impacts people's lives.



My organization operates in a socially responsible manner.

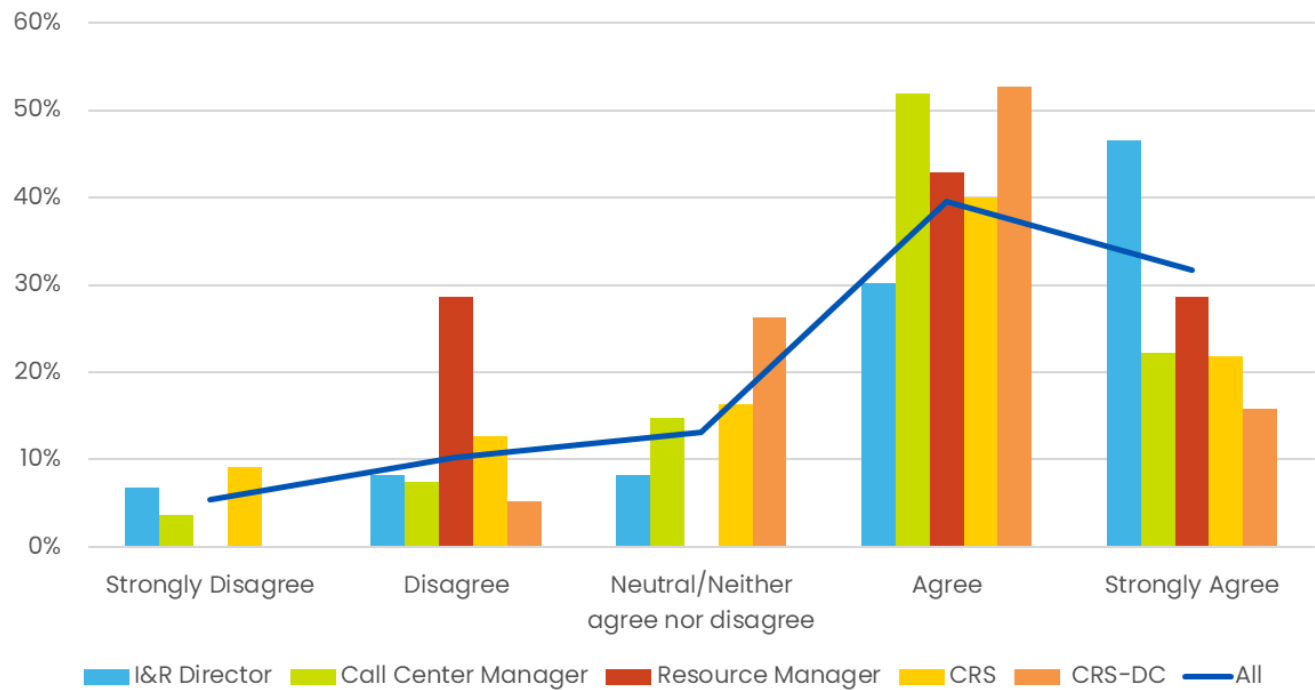


My organization is dedicated to diversity and inclusiveness.



The only question in the work environment section that got any real disagreement was about workplace culture. Surprisingly, 43% of Resource Managers expressed disagreement with their workplace culture, going against the general satisfaction in the professional relationships section. It is unclear exactly what part of the culture Resource Managers are unsatisfied with.

I am satisfied with the culture of my workplace.



Conclusion

Overall, I&R professionals expressed high levels of satisfaction with their roles, workplace relationships, and environment. Key areas such as work engagement, high levels of trust and communication, and workplace flexibility were particularly noted as strengths, contributing significantly to the positive survey results.