



## Survey results 2022

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MAPAL Group conducted a survey of over 200 attendees at the Shine People & Culture Summit last month. Leaders from across the hospitality sector were asked:

### In comparison to 2019, how would you describe your current team turnover levels?

Greatly increased	39%
Somewhat increased	29%
About the same	19%
Slightly decreased	8%
Greatly decreased	5%



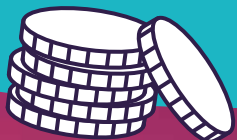
### What's the biggest challenge in your business right now?

Recruitment & retention 79%



### Which factors have the most impact in retaining people in your company?

Company culture	58%
Progression opportunities	53%
Work life balance	49%
Salary	46%
Working/shift patterns	37%
Poor management	25%
Learning opportunities	14%
Other	11%



### What initiatives do you plan to implement in the next 12 months?

Enhanced learning & development	75%
Coaching and mentoring programme	51%
Performance reviews	49%
Improved benefits package	46%

