

LITTLE ROCK  
**REGIONAL**  
C H A M B E R

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2018

P U L A S K I  
C O U N T Y  
A N N U A L  
I N D U S T R I A L  
S U R V E Y

The  
CHAMBER OF COMMERCE  
**North Little Rock**  
The DIFFERENCE is YOU!



Survey conducted by



**Martin-Wilbourn Partners**  
Research. Consult. Create. Grow.

February 6, 2018

## 2018 PULASKI COUNTY ANNUAL INDUSTRIAL SURVEY EXECUTIVE SUMMARY

We would like to thank you for completing the Pulaski County Industrial Survey. We truly value the information you have provided. Your participation in the survey will help us in future programs and events and will also give your company a better understanding of the industrial workforce on a regional level.

This document includes an executive summary of the survey results. The summary will give you a snapshot of the questions answered for all the companies that participated in the survey.

Please let us know if you have any suggestions for future surveys. Once again, we are extremely grateful for your contribution.

Sincerely,



Jay Chesshir  
President and CEO  
Little Rock Regional Chamber of Commerce



Ben France  
Director, Business Attraction and Expansion  
Little Rock Regional Chamber of Commerce

# 2018 PULASKI COUNTY ANNUAL INDUSTRIAL SURVEY

## EXECUTIVE SUMMARY

The Little Rock Regional Chamber launched a new research initiative in January 2018 to better understand the resource and workforce needs of industrial businesses in central Arkansas. With the help of a crucial partnership with the North Little Rock Chamber of Commerce and the City of Maumelle, the goal of the survey was to gain insight to current challenges and opportunities.

Industry leaders in Pulaski County were invited to participate in an online, 51-question survey. The invited companies ranged in size, sales revenue, and employee count; however, each were geographically located in the metro area and provided the same survey questions.

The survey included questions on workforce, training, pay, and benefits. Participation was high, resulting in 88% of respondents completing the survey in its entirety or partially, where applicable.

# EMPLOYEES

## 1. Average number of employees, by category (full, part, and seasonal).

Full-time	145
Part-time	10
Seasonal/Temporary	30

## 2. Average number of hourly workers at your location.

Entry-Level Production	39
Engineers	11
Industrial Maintenance	14
Welders	21
Machinists (CNC)	19
Forklift Drivers	28







Other hourly worker positions reported are:

- Clerical
- Accounting
- Human Resources
- Logistics
- Production
- Managers
- Sales

## 3. Average turnover (in percentage) during the previous 12 months for hourly workers.

The average turnover during the previous 12 months for hourly workers is 17%.

**4. Reasons for turnover.**

Value		Percent
Leave for higher paid job		55.9%
Lack of employee engagement		23.5%
Lack of transportation to facility		5.9%
Released for drugs or other controlled substance		26.5%
Released for tardiness/attendance		67.6%
Not Listed (please specify)		41.2%

Reasons not listed:

- Retirement
- Performance
- Policy Violation
- Insubordination

**5. Average absenteeism days per month for hourly workers.**

The average absenteeism days per month for hourly workers is 4.1 days.

**6. Average wage for full-time hourly workers.**

The average wage for full-time hourly workers is \$18.00 per hour.

**7. Average wage for part-time hourly workers.**

The average wage for part-time hourly workers is \$12.00 per hour.

**8. Average wage for your temporary/seasonal workers.**

The average wage for temporary/seasonal workers is \$14.00 per hour.

**9. Average wage for your office workers/management (non-hourly).**

The average wage for office workers/management (non-hourly workers) is \$28.00 per hour.

**10. Starting average wage for entry-level hourly workers.**

The average starting wage for entry-level is \$14.00 per hour.

**11. Overtime rate of pay for work performed.**

Over 8 hours (per day)	1.5
On Saturday	1.5
On Sunday	2.5
On Holidays	1.5-2.5
Over 40 hours (per pay period)	1.5

**12. Pay differentials for each shift.**

1st Shift	N/A
2nd Shift	+ \$0.25-\$1.00
3rd Shift	+ \$0.25-\$2.00
4th Shift	+ \$0.50

# BENEFITS INFORMATION

## 13. Average paid vacation for hourly workers.

After one year	1-2 weeks
After two years	1-2 weeks
After five years	2-3 weeks
After ten years	3-4 weeks

## 14. Average paid vacation for salaried workers.

After one year	1-2 weeks
After two years	2 weeks
After five years	2-3 weeks
After ten years	3-4 weeks

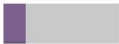
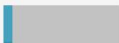


## 15. Average sick leave for hourly workers.

After one year	3.5 days
After two years	3.5 days
After five years	3 days
After ten years	4 days

## 16. Average sick leave for salaried workers.

After one year	4 days
After two years	3.5 days
After five years	3.5 days
After ten years	4 days

**17. Period for when benefits start for hourly employees.**

Value		Percent
At hire		19.4%
After six months		8.3%
After one year		8.3%
Not Listed		66.7%

**18. Paid holidays provided per year.**

Average 11 paid holidays.

**19. Company offered health insurance.**

95% of companies offer their employees group health insurance, while 5% do not.

**20. Monthly premium for health insurance.**

Company plans vary depending on individual or family plans, with a range of \$40-\$600 premiums.

**21. Average copay.**











Copays vary from \$15-\$90, depending on individual or family plans.

**22. Annual deductible.**

Company annual deductibles range from \$400-\$5,000, based on individual or family plans.



**23. Average benefits offered (selection of all that apply).**

Value		Percent
Life insurance		97.3%
Dental coverage		94.6%
Prescription coverage		81.1%
401-K		83.8%
Pension		13.5%
Bonuses for hourly employees		45.9%
Short-term disability		89.2%
Long-term disability		94.6%
Incentive pay for hourly employees		27.0%
Not listed (please specify)		59.5%

Additional benefits reported are:

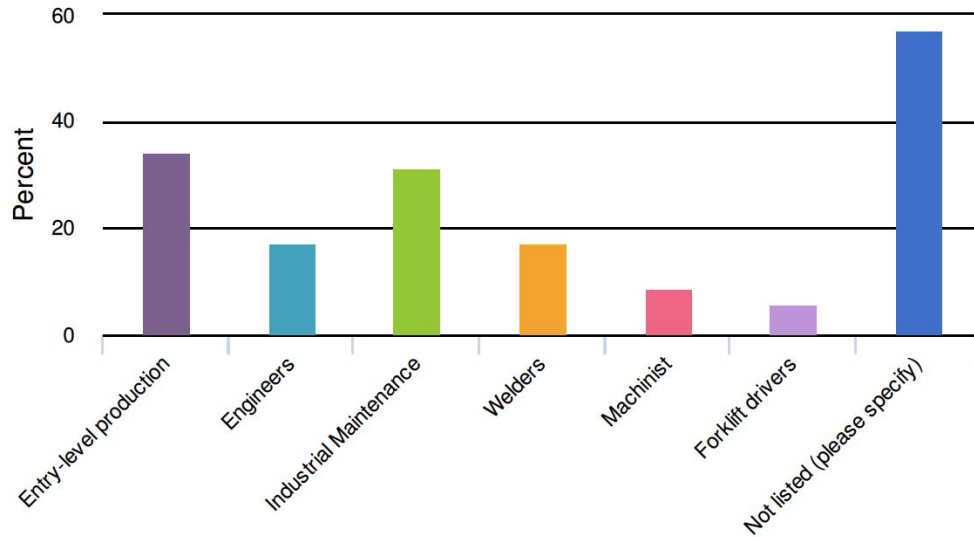
- Stock Options
- Profit Sharing Bonus
- Child Care
- Counseling & Chiropractor
- FSA
- Vision Insurance/Plan
- Gym Membership
- Thrift Retirement

**24. Companies that offer 401(k) matching.**

93% of companies offer a 401(k) plan.

## RECRUITMENT & TRAINING

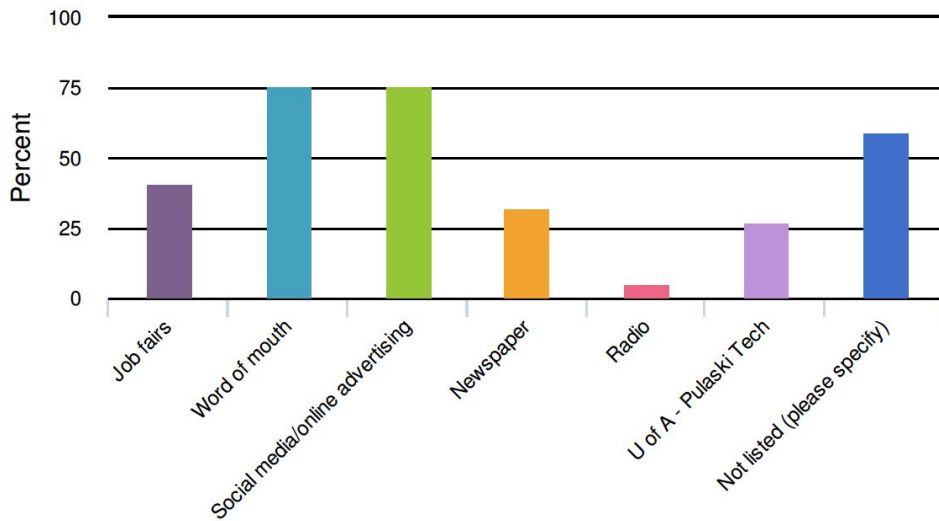
### 25. Positions that are most difficult to fill (selection of all that apply).



In addition to the positions shown in the bar graph, other positions that are difficult to fill are:

- Mid-level Managers
- IT
- Accounting
- Inside Sales
- Specialty Roles
- Mold Tech
- Production/Machine Operators
- Off-shift Jobs
- Mechanics

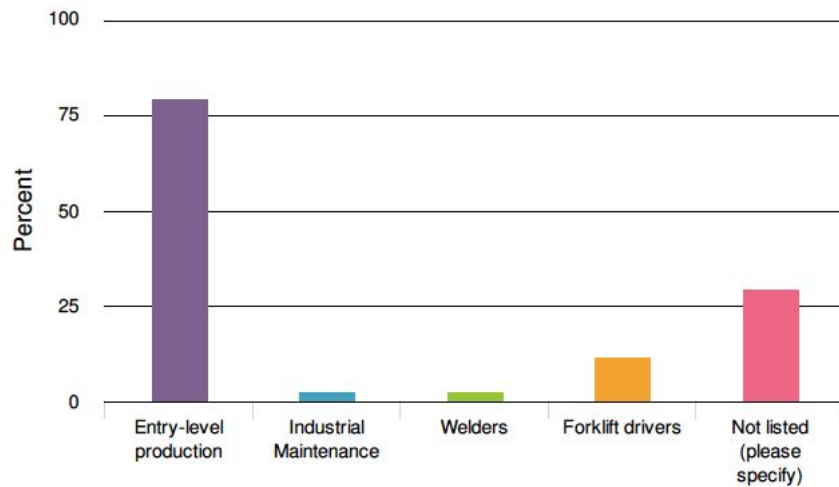
**26. Resources used by companies to recruit new employees (selection of all that apply).**



In addition to the resources shown in the bar graph, others specified are:

- Recruiters/Staffing Agencies
- Company website
- Our House, Goodwill & Work Release Programs

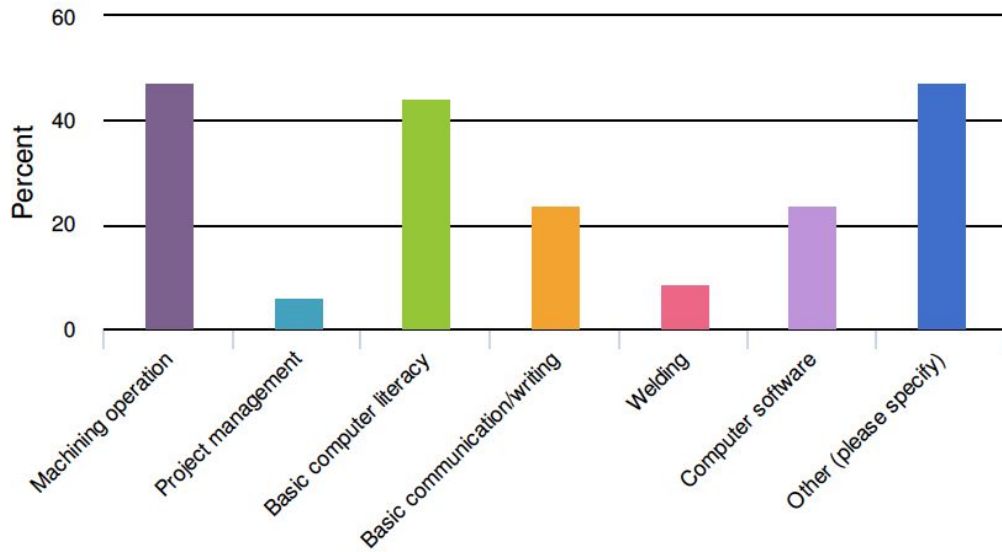
**27. Type of hourly workers with the highest turnover (selection of all that apply).**



Not specified:

- Warehouse
- IT
- Specialists
- Customer Service

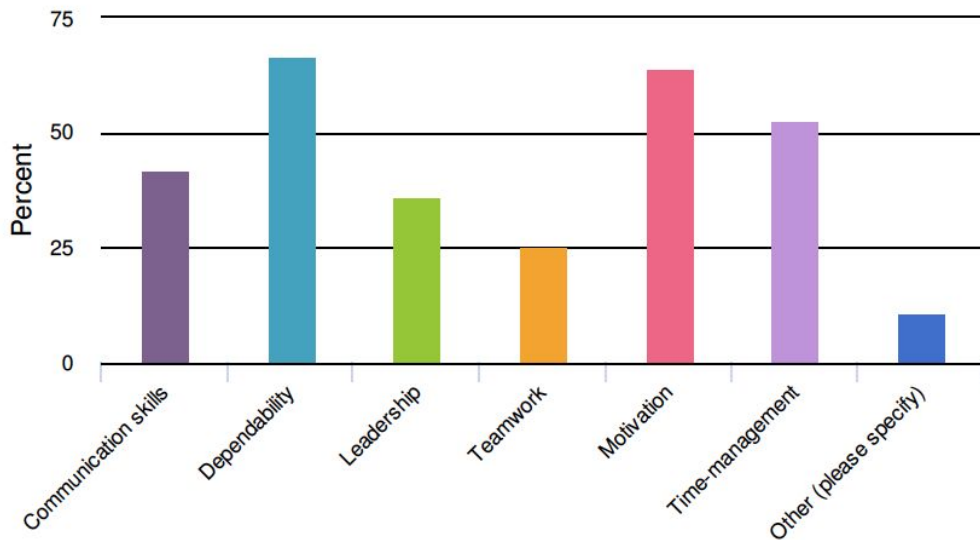
**28. The technical/occupational skills hourly applicants are lacking.**



In addition to the technical/occupational skills shown above, other skills lacking includes:

- Assembly/Operator
- Manufacturing/Mechanical/Electrical Skills
- Technical Troubleshooting

**29. The “soft” or interpersonal skills applicants are generally lacking (selection of all that apply).**



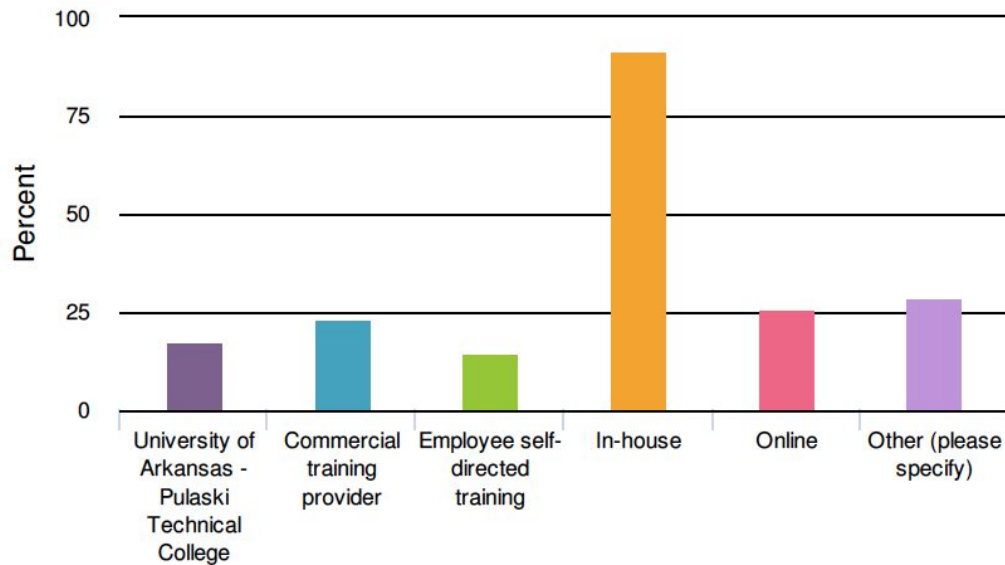
In addition to the “soft” or interpersonal skills shown above, other skills lacking includes

- Work Ethic
- Drive
- Loyalty

**30. Training opportunities provided for employees.**

89% of companies offer training opportunities to employees and 11% do not.

**31. Where hourly employees are sent for training (selection of all that apply).**



Other training specified includes:

- Vendor/Manufacturer
- Arkansas State University-Beebe
- Employees choice

**32. Organizations interested in working with a local education provider to setup a program for training employees.**

Of the responses, 62% are interested in working with a local education provider to setup a program for training employees, and 38% are not.

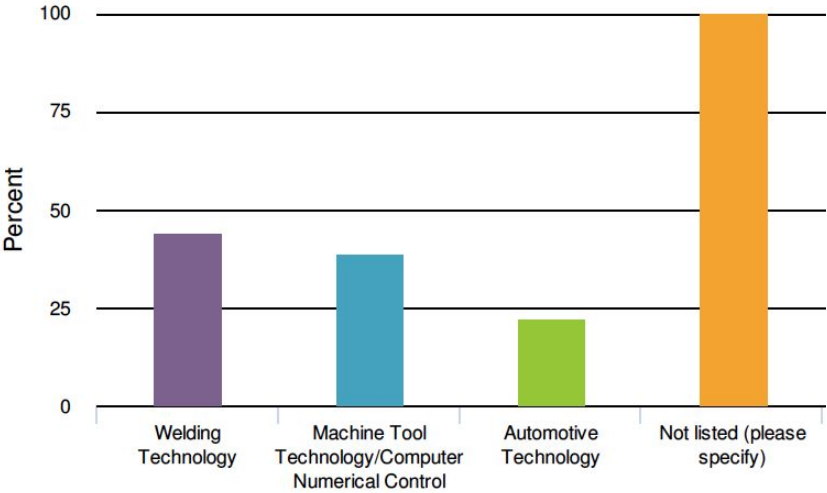
**33. Awareness of Office of Skills Development.**

72% are not aware of the Office of Skills Development, and 28% are aware.

**34. Preference to applicants that have obtained certifications or certificates.**

An average of 51% of companies show preference to applicants with certifications or certificates, and 49% do not.

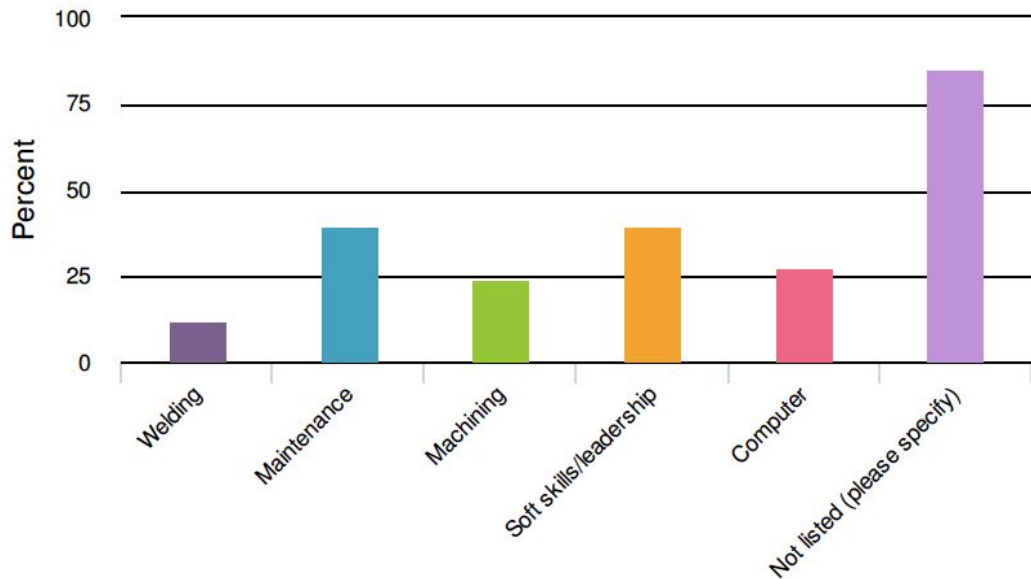
**35. Preferred certifications or certificates (selection of all that apply).**



In addition to certification types shown in the bar graph, other training specified includes:

- Programming
- ASE
- IT Certs
- DHI Training
- Maintenance
- Graphics Programs

**36. Employee training either in-house or outsourced (selection of all that apply).**



In addition to the training shown in the bar graph, other training specified includes:

- Installation and repair of wire harnesses
- Safety (Food, MSHA, OSHA)
- Injection Molding
- Composite layup, molding and painting
- DHI Training
- Forklift/Crane
- Electronics assembly
- Electrical and Mechanical
- Leadership
- Employee choice

**37. Training conducted on-site utilizing outsourced training.**

An average of 16.5% of companies conduct on-site training using outsourced trainers.

**38. Employees travel out of town for training.**

56% of companies send employees out of town for training where 44% do not.

**39. Participation in random drug testing.**

Of the responses, 51% of companies participate in random drug testing while 49% do not.

**40. Participation in drug testing post-accident.**

87% of companies do participate in drug testing post-accident, while 14% do not.

**41. Employee eligibility for rehire after testing positive for drugs.**

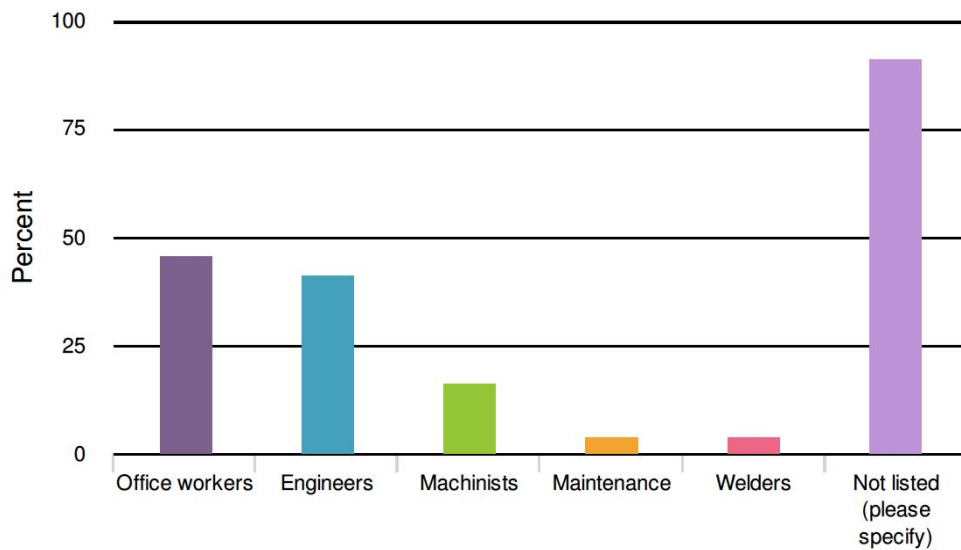
After testing positive for drugs, 67% of companies do not allow employees eligibility for rehire, while 33% do.

## RELOCATION ASSISTANCE

**42. Firm offers relocation assistance.**

Of the responses, 66% of companies offer relocation assistance, while 34% do not.

**43. Types of employees that receive relocation assistance (selection of all that apply).**



Other positions/roles that receive relocation assistance were specified as:

- Sales
- Managers
- Entry-Level
- Salaried
- Specialized roles

**44. Relocation assistance offered in terms of percentage of salary.**

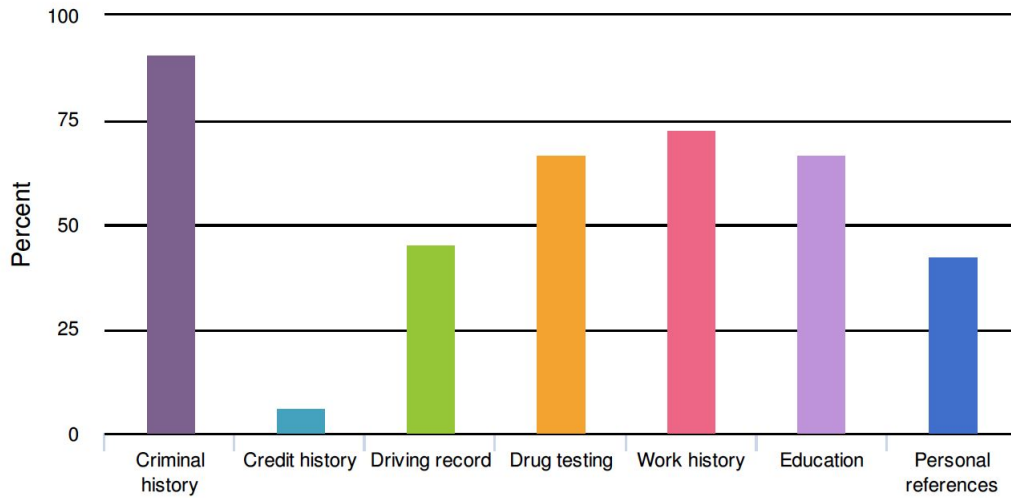
The average percentage of salary offered for relocation assistance is 11.5%.



**45. Required prior background checks.**

84% of companies require a pre-hire background check, while 16% responded no.

**46. Pre-hire background screening includes:**



**47. Applicants who fail the required drug test.**

The average percentage of applicants who fail company required drug test is 7.9%.

**48. Hire people with a felony record.**

18% do not hire people with felony record. In the percent that do hire these individuals, the requirements include: type of crime, how recent the crime, and the position for hire.

- Type of crime
- How recent the crime
- The position for hire

## REGARDING MANUFACTURING COMPANIES ONLY

### 49. Manufacturing processes that are manual labor compared to automatic.

An average of 53% of manufacturing processes are manual labor.

### 50. Production area temperature controlled.

Approximately half of the respondents have a temperature controlled production area, and half do not.

### 51. Company shifts (selection of all that apply).

All companies have first shift, where 62.3% have second shift, 37.5% have third shift, and only 3.1% have fourth shift. Other shifts reported are weekend shifts and adding a second shift later this year.

