

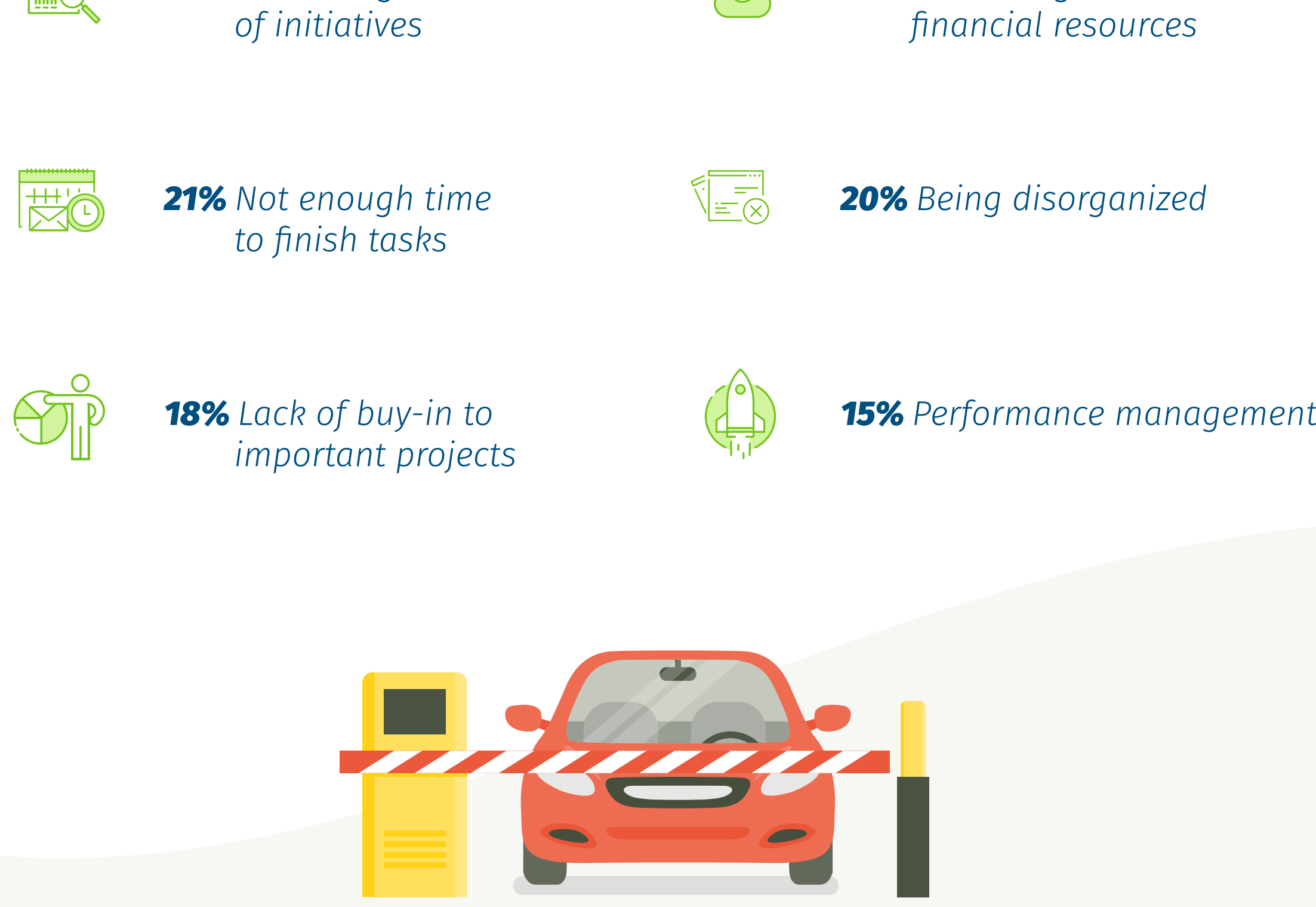
# Why Small Businesses Ignore HR

(AND WHY THEY SHOULDN'T)

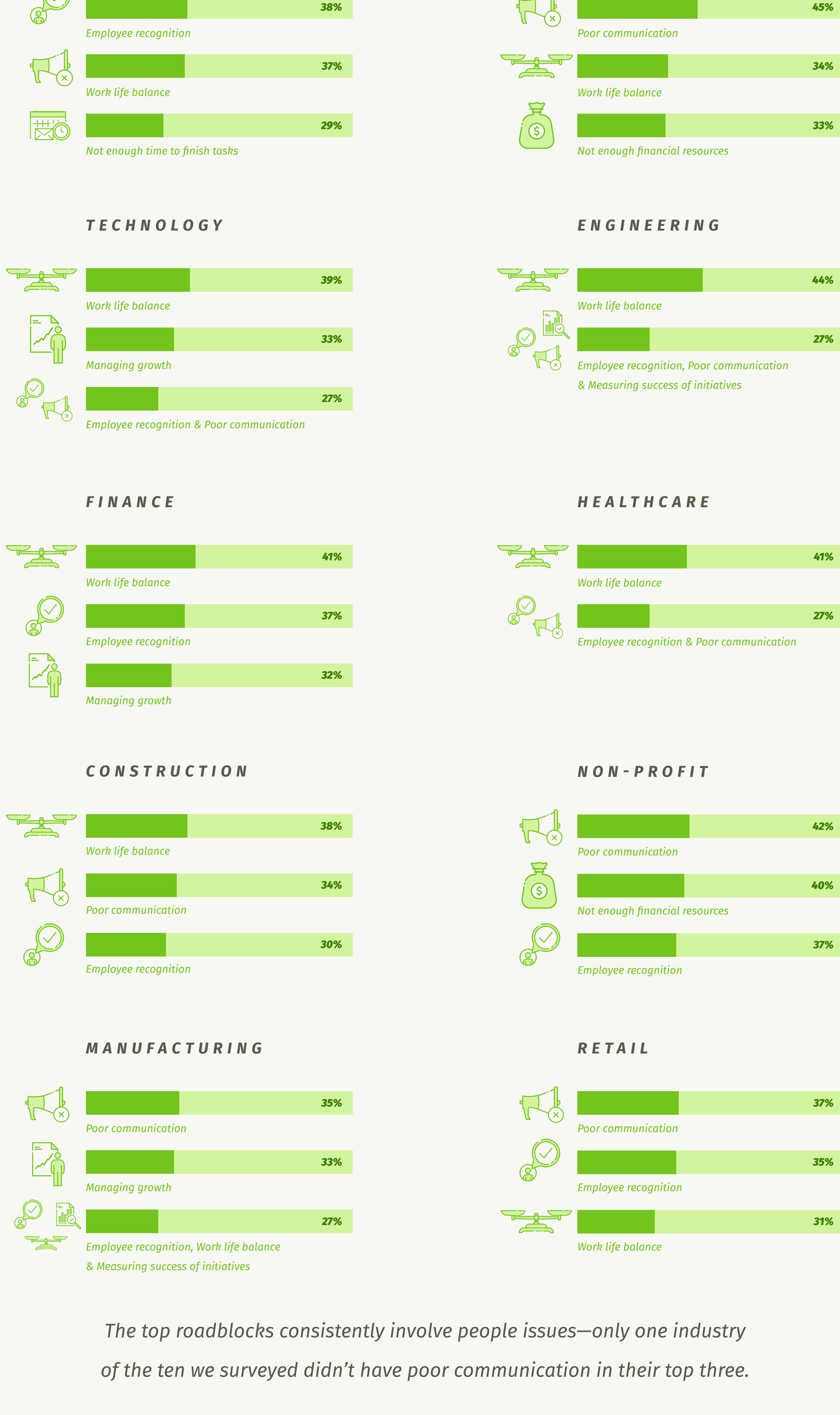


What do people really think of HR? Is it a necessity for a successful business or an afterthought to keep the lawyers away? To find out, BamboohR sent out a survey to HR professionals and other leadership in more than a thousand small and medium businesses across 26 different industries.

## We asked respondents to select the largest roadblocks in their organization:



## Here's how these roadblocks vary by industry:



The top roadblocks consistently involve people issues—only one industry of the ten we surveyed didn't have poor communication in their top three.

## This pattern holds true no matter how many HR professionals a business employs:



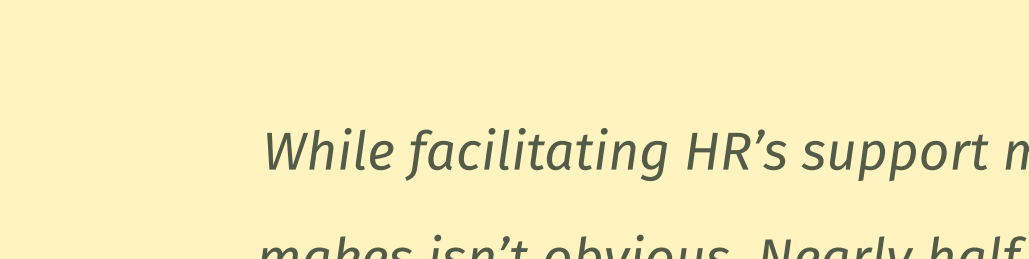
Not every company believes that HR is capable of handling these roadblocks. But as businesses invest in hiring HR professionals, confidence in their value increases.

## How capable do you feel HR is in helping with this/these roadblock(s)?

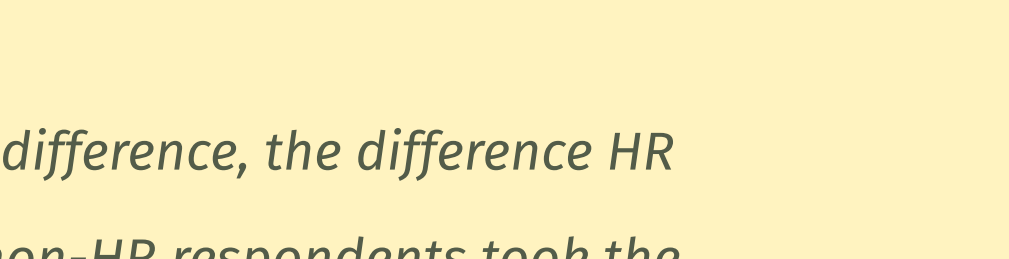
**16%** said completely incapable or not very Capable

**45%** said Capable or very Capable

By size of HR:



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While facilitating HR's support makes a difference, the difference HR makes isn't obvious. Nearly half of our non-HR respondents took the middle route when asked how capable HR is in helping with roadblocks.

## How capable do you feel HR is in helping with this/these roadblock(s)?

### HR Responses



### Non-HR Responses



HR knows that it can provide important insights to help small and medium businesses grow. But before that can happen, HR must demonstrate to their leadership that their job is more than just hiring and firing employees.

## What do you feel prevents HR in your organization from receiving resources?

**30%** Management decision-makers could use more education about the details of the requested resources

**27%** Requests from HR could better identify how the requested resources add value to the organization

**27%** Resource needs of other departments are determined to be a higher priority

**24%** Requests from HR could better identify how the resources further the current strategic aims of the company

**24%** Requests from HR could more clearly communicate the business need for the resources

**22%** There is a perceived lack of value for the resources among management decision-makers

**21%** Requests for resources from HR exceed the available budget

**18%** Timing of requests from HR could better align with spend decision timelines

**16%** HR in my organization receives all of the resources it requests

Put simply, if HR doesn't want to be taken for granted, it needs to make a case for its importance and show the difference it can make with the proper support.

For more on communicating with leadership about supporting HR initiatives, download our [HR Tech Buyer's Guide](#).

This survey was conducted in March and April of 2019 among 1112 small- and medium-sized businesses with 26–1000 employees across all industries.