Evercrest Services Group

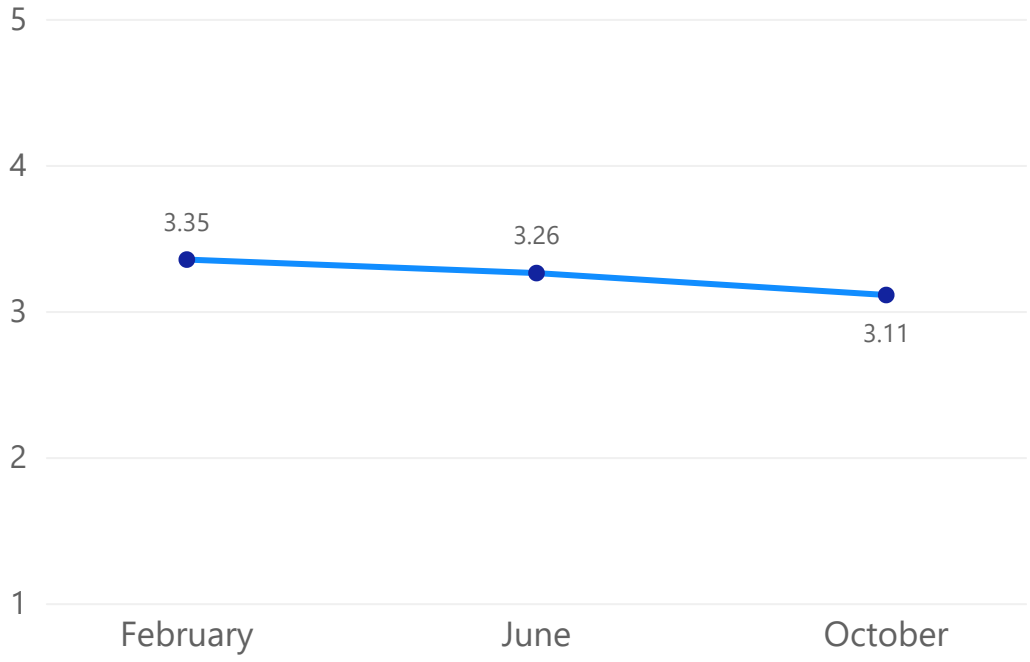
2026 Employee Pulse Study

Executive Workforce Insights | February - October 2026

Survey Responses	Participation Rate	Leadership Trust Change
1,560	80.00%	-0.24

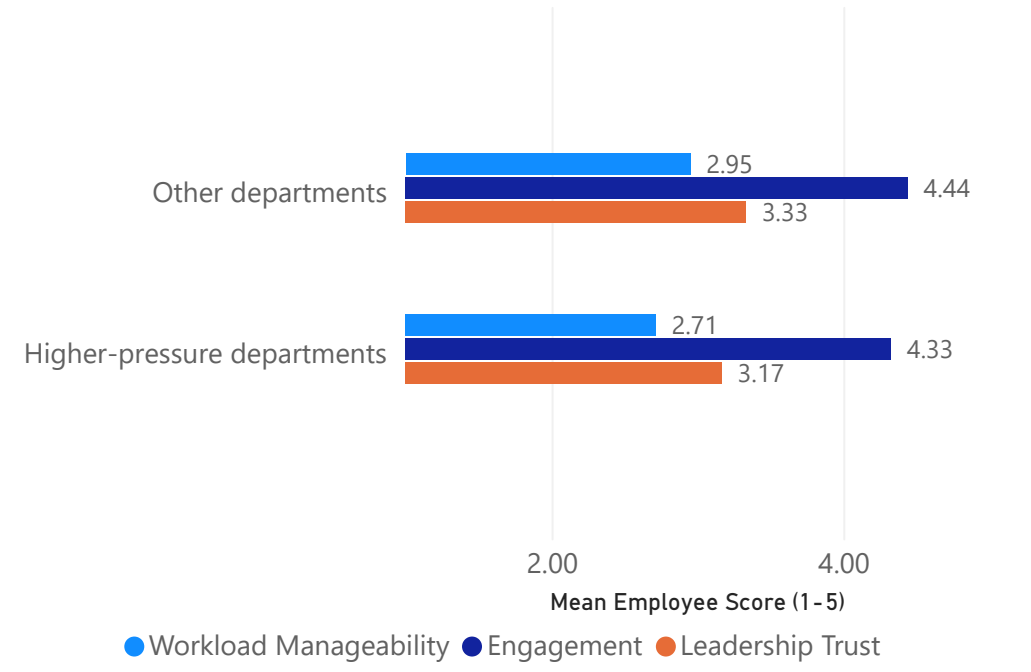
Leadership Trust Over Time

Average Leadership Trust Scores Across 2026 Survey Waves (1-5)



Employee Experience by Department Group

Average Employee Scores Across 2026 Survey Waves (1-5 scale)



Factors Associated with Intent to Stay

Standardized regression coefficients (β)



Executive Takeaways

Key Findings & Implications:

- **Leadership Trust:** Mean scores declined from 3.35 to 3.11 across three survey waves. The difference between the first and final waves was statistically significant, warranting further investigation into employee perceptions of organizational leadership.
- **Workload Manageability:** Operations and Customer Services reported significantly lower Workload Manageability, Engagement, and Leadership Trust than other departments. Workload Manageability demonstrated the largest departmental group effect.
- **Retention Intentions:** Workload Manageability, Career Growth, and Leadership Trust were each positively associated with Intent to Stay. Together, these variables explained 25.4% of the observed variance in the Wave 3 regression model

Recommended Next Steps:

- **Diagnose the Core Challenges First:** Begin with a targeted workload and resource review inside Operations and Customer Services. At the same time, open confidential feedback channels to understand why leadership trust has dropped. We should use these direct insights to map out the real, underlying issues before choosing a specific solution.
- **Launch a Parallel Career Initiative:** In tandem, roll out a small-scale career development pilot. This pilot should focus on mentorship opportunities, skills training, or structured career growth conversations. Tracking participation and direct employee feedback during this pilot will tell us if it is ready for a wider, company-wide rollout.

Methodology & Limitations

This analysis uses synthetic employee pulse survey data collected across three waves (February, June, and October 2026), with 650 eligible employees per wave. Survey items were measured on a 1–5 scale. Departmental comparisons use employee-level averages across available responses, while the leadership trust change compares overall wave averages rather than matched individuals. Findings are observational and should not be interpreted as evidence of causation.

Analysis & Validation

Evercrest Services Group | 2026 Employee Pulse Study

Unique Respondents

641

Overall Leadership Trust

3.25

Wave-Level Validation

Wave	Survey Responses	Participation Rate	Average Leadership Trust
February	556	85.54%	3.35
June	521	80.15%	3.26
October	483	74.31%	3.11
Total	**1,560**	**80.00%**	**3.25**

Employee-Level Department Comparison

Department Group	Average Workload	Average Engagement	Average Trust
Higher-pressure departments*	2.71	4.33	3.17
Other departments	2.95	4.44	3.33
Total	**2.83**	**4.38**	**3.25**

**Higher-pressure departments comprise Operations and Customer Services.*

Statistical Analysis Summary

Supporting analyses | 2026 Employee Pulse Study

Leadership Trust Over Time

- Friedman $\chi^2(2) = 9.80$, $p = .008$
- Significant difference between the first and final waves (Holm-adjusted $p = .003$).

Department Group Comparisons

- Workload, Engagement, and Leadership Trust
- All three employee-level group comparisons remained significant after Holm correction.

Intent to Stay Regression

- $R^2 = .254$ | Adjusted $R^2 = .249$ | $N = 455$
- All three predictors were positively associated with Intent to Stay ($p < .001$).