

Survey 2018

Driver Respect Study

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Methodology

The following report examines the results of a survey that was emailed to company drivers and leased owner-operators who receive *Overdrive* and *Truckers News*.

The purpose of the survey was to gather information on the impact respect has on drivers in the work place.

A total of 873 surveys were returned, including 577 company drivers and 296 leased owner-operators. In addition to the general analysis, a cross-tabulation by type of driver is included.

Lack of respect is second only to pay as the reason drivers say fleets have a hard time finding drivers.

What does being respected mean to you? Check all that apply.

For 83%, respect means "being treated as though what I do is of value to the company I work for."

	All Respondents	Company Drivers	Leased Owner-Operators
Being treated as though what I do is of value to the company I work for	83%	85%	80%
Having management know my name	45%	45%	43%
Receiving recognition for important milestones such as safe miles driven, customer satisfaction	54%	55%	52%
Being asked my opinion about company policies that will affect me	61%	63%	57%
Being treated as though what I do is of value to the community and the country	55%	55%	55%
Being asked for my ideas on how to improve fleet operations	57%	59%	54%
Consideration being given to my preferences for routes or home time	59%	59%	58%
Support from my fleet when dealing with shippers/receivers	65%	63%	68%
Support from my fleet when dealing with law enforcement	45%	44%	45%
Other	10%	10%	10%

On a scale of 1 to 10, with 1 being “not respected at all” and 10 being “extremely respected,” how respected do you feel in the following situations:

	All Respondents	Company Drivers	Leased Owner-Operators
At shipper and receiver docks	5	5	5
In communications with my dispatcher or driver manager	7	6	7
In dealings with truck stop employees	6	6	6
When you come in contact with four-wheelers on the road	3	3	3
When dealing with management at your fleet	6	6	6
When dealing with law enforcement	5	5	5
When you tell people you meet you drive a truck for a living	5	5	5

All Respondents	1 Not respected at all	2	3	4	5	6	7	8	9	10 Extremely respected
At shipper and receiver docks	15%	12%	14%	8%	17%	7%	10%	7%	6%	4%
In communications with my dispatcher or driver manager	6%	6%	7%	7%	11%	7%	10%	12%	14%	19%
In dealings with truck stop employees	5%	6%	9%	8%	17%	11%	12%	13%	12%	6%
When you come in contact with four-wheelers on the road	38%	18%	13%	11%	8%	4%	2%	2%	1%	2%
When dealing with management at your fleet	8%	8%	9%	8%	13%	8%	10%	11%	11%	15%
When dealing with law enforcement	11%	9%	8%	9%	18%	8%	9%	13%	10%	6%
When you tell people you meet you drive a truck for a living	8%	10%	12%	12%	21%	8%	10%	9%	5%	7%

On a scale of 1 to 10, with 1 being “not respected at all” and 10 being “extremely respected,” how respected do you feel in the following situations:

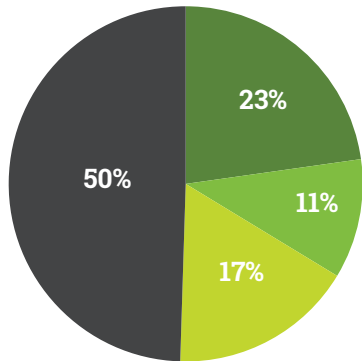
Company Drivers	1 Not respected at all	2	3	4	5	6	7	8	9	10 Extremely respected
At shipper and receiver docks	16%	13%	14%	8%	16%	6%	10%	6%	6%	5%
In communications with my dispatcher or driver manager	6%	8%	8%	8%	11%	7%	11%	12%	14%	17%
In dealings with truck stop employees	5%	6%	9%	6%	19%	11%	10%	12%	14%	8%
When you come in contact with four-wheelers on the road	38%	18%	13%	10%	9%	4%	2%	3%	2%	2%
When dealing with management at your fleet	10%	8%	10%	8%	14%	8%	9%	10%	9%	14%
When dealing with law enforcement	11%	7%	10%	9%	18%	8%	9%	13%	11%	7%
When you tell people you meet you drive a truck for a living	8%	9%	11%	11%	22%	9%	9%	8%	5%	7%

Leased Owner-Operators	1 Not respected at all	2	3	4	5	6	7	8	9	10 Extremely respected
At shipper and receiver docks	14%	11%	15%	7%	18%	9%	11%	7%	6%	3%
In communications with my dispatcher or driver manager	6%	3%	5%	6%	10%	7%	10%	14%	15%	23%
In dealings with truck stop employees	6%	6%	11%	12%	13%	11%	16%	15%	8%	3%
When you come in contact with four-wheelers on the road	37%	18%	14%	13%	8%	4%	2%	2%	1%	1%
When dealing with management at your fleet	5%	7%	6%	8%	12%	8%	10%	12%	16%	17%
When dealing with law enforcement	11%	12%	5%	10%	19%	8%	8%	14%	9%	4%
When you tell people you meet you drive a truck for a living	6%	12%	12%	12%	20%	7%	11%	10%	3%	7%

Other than your dispatcher or driver manager, how much contact do you have with managers at your fleet?

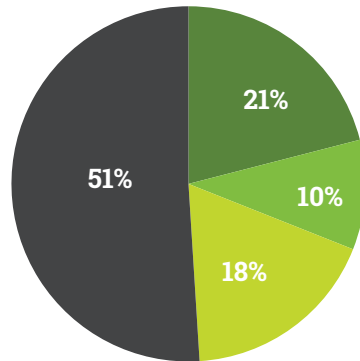
All Respondents

None.....	23%
Once per year	11%
Two to four times per year	17%
Five or more times per year	50%



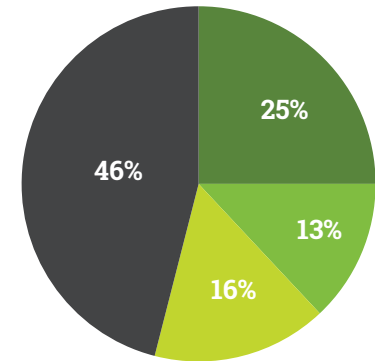
Company Drivers

None.....	21%
Once per year	10%
Two to four times per year	18%
Five or more times per year	51%



Leased Owner-Operators

None.....	25%
Once per year	13%
Two to four times per year	16%
Five or more times per year	46%



Engaged managers: 50% say they see fleet managers 5 or more times per year.

Thinking back to when you hired on with the fleet you currently drive for, on a scale of 1 to 10, how much would you agree with the following statements?

	All Respondents	Company Drivers	Leased Owner-Operators
The recruiter clearly explained the fleet's pay and benefits	6	6	7
The recruiter helped me understand why working for his fleet would be a good fit for me	6	6	6
After the orientation meetings I felt I understood the fleet's policies	6	6	7
The hiring process from my first contact with the recruiter to hauling my first load was a positive experience	7	7	7
I felt respected by everyone I came in contact with throughout the hiring process	7	7	7

23% strongly agree that their entire hiring process was positive.

All Respondents	1 Not respected at all	2	3	4	5	6	7	8	9	10 Extremely respected
The recruiter clearly explained the fleet's pay and benefits	11%	6%	8%	5%	12%	6%	6%	11%	11%	24%
The recruiter helped me understand why working for his fleet would be a good fit for me	10%	8%	9%	8%	16%	7%	8%	9%	9%	17%
After the orientation meetings I felt I understood the fleet's policies	7%	6%	7%	7%	15%	6%	10%	12%	12%	19%
The hiring process from my first contact with the recruiter to hauling my first load was a positive experience	7%	4%	6%	6%	15%	7%	10%	10%	14%	23%
I felt respected by everyone I came in contact with throughout the hiring process	6%	5%	6%	5%	13%	8%	8%	12%	15%	23%

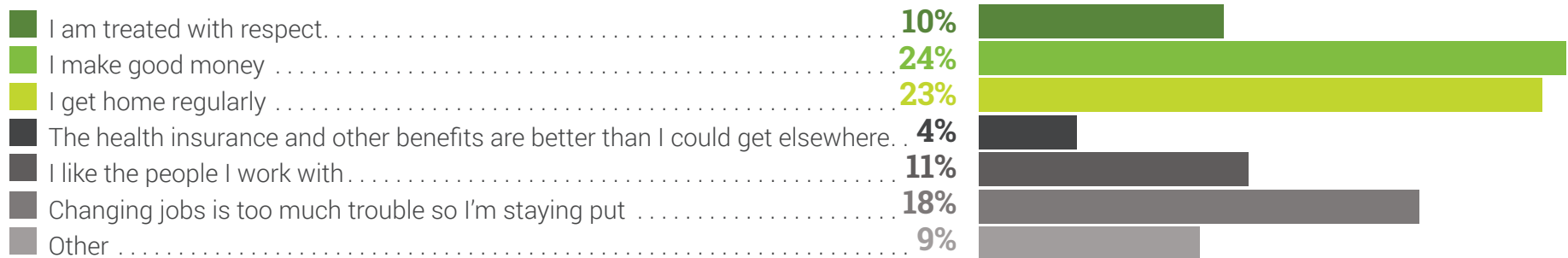
Thinking back to when you hired on with the fleet you currently drive for, on a scale of 1 to 10, how much would you agree with the following statements?

Company Drivers	1 Not respected at all	2	3	4	5	6	7	8	9	10 Extremely respected
The recruiter clearly explained the fleet’s pay and benefits	12%	7%	9%	5%	12%	6%	6%	11%	11%	22%
The recruiter helped me understand why working for his fleet would be a good fit for me	11%	9%	9%	8%	16%	8%	7%	9%	9%	16%
After the orientation meetings I felt I understood the fleet’s policies	8%	5%	8%	8%	17%	6%	10%	12%	10%	17%
The hiring process from my first contact with the recruiter to hauling my first load was a positive experience	8%	5%	7%	6%	15%	7%	10%	10%	13%	22%
I felt respected by everyone I came in contact with throughout the hiring process	6%	5%	6%	6%	14%	8%	7%	13%	13%	22%

Leased Owner-Operators	1 Not respected at all	2	3	4	5	6	7	8	9	10 Extremely respected
The recruiter clearly explained the fleet’s pay and benefits	9%	5%	6%	6%	13%	5%	7%	10%	12%	28%
The recruiter helped me understand why working for his fleet would be a good fit for me	8%	6%	9%	7%	15%	4%	10%	9%	11%	19%
After the orientation meetings I felt I understood the fleet’s policies	4%	8%	6%	5%	11%	7%	11%	13%	14%	22%
The hiring process from my first contact with the recruiter to hauling my first load was a positive experience	6%	3%	5%	5%	14%	6%	10%	10%	15%	25%
I felt respected by everyone I came in contact with throughout the hiring process	4%	5%	5%	5%	11%	6%	8%	12%	19%	25%

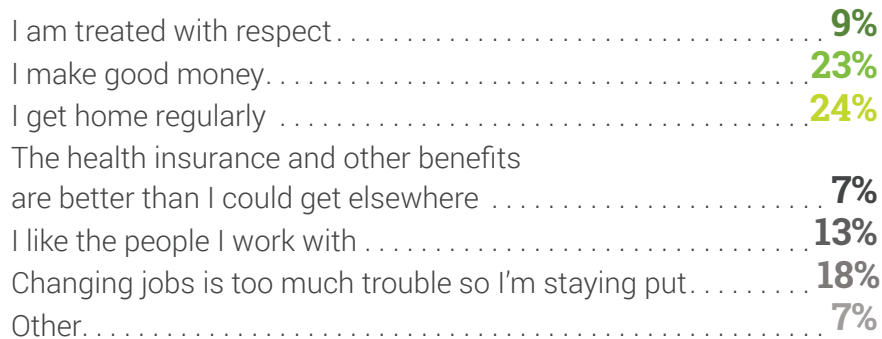
What is the biggest reason you are still with the fleet you currently drive for? Check only one.

All Respondents

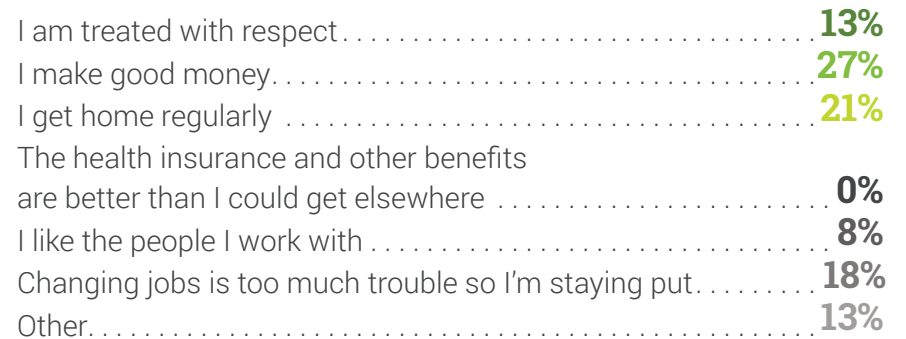


Only 10% say they are with still with the fleet they currently drive for because they are treated with respect.

Company Drivers

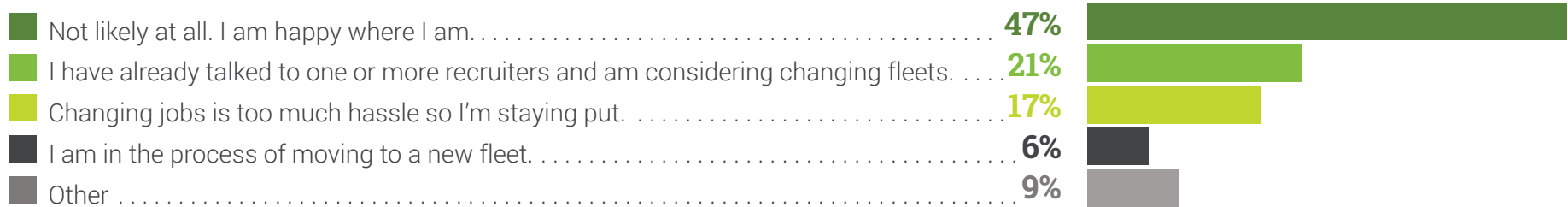


Leased Owner-Operators



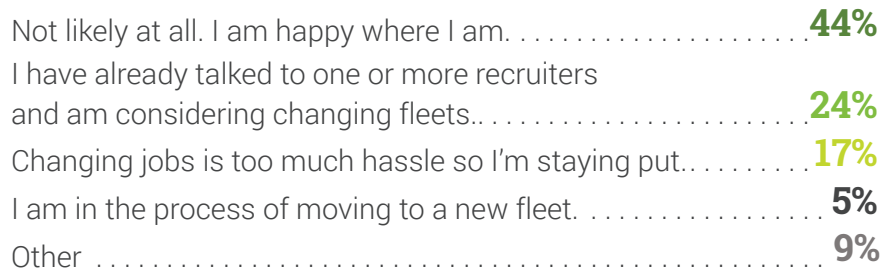
With so many fleets raising pay this year, how likely is it you will change jobs?

All Respondents

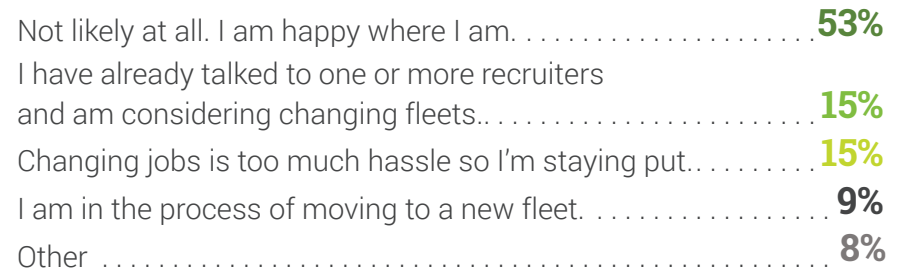


Despite recent pay increases, only 27% are considering changing jobs.

Company Drivers



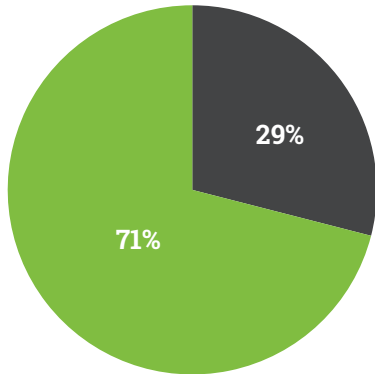
Leased Owner-Operators



Choose just one of the following. I would rather....?

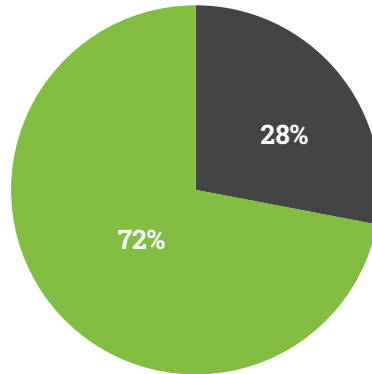
All Respondents

Work for a fleet that paid more but didn't respect me **29%**
Work for a fleet that paid less but where I felt respected..... **71%**



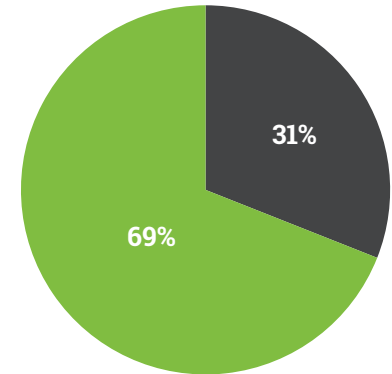
Company Drivers

Work for a fleet that paid more but didn't respect me **28%**
Work for a fleet that paid less but where I felt respected..... **72%**



Leased Owner-Operators

Work for a fleet that paid more but didn't respect me **31%**
Work for a fleet that paid less but where I felt respected..... **69%**

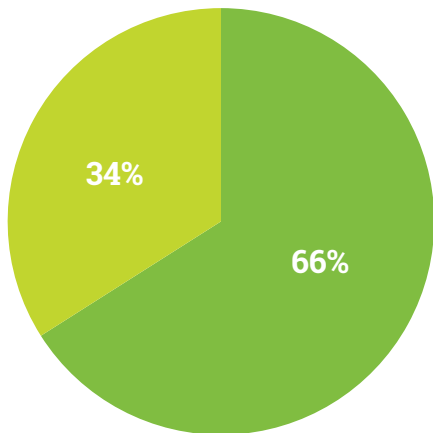


71% would work for less pay if they felt respected.

Total respondents: 873
 Company drivers: 577
 Leased owner-operators: 296

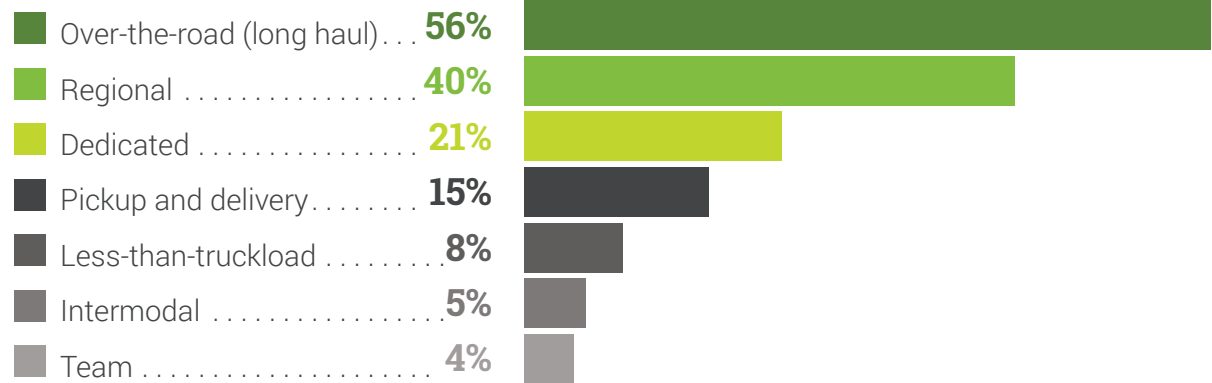
Are you a:

Company driver? **66%**
 Leased owner-operator? **34%**

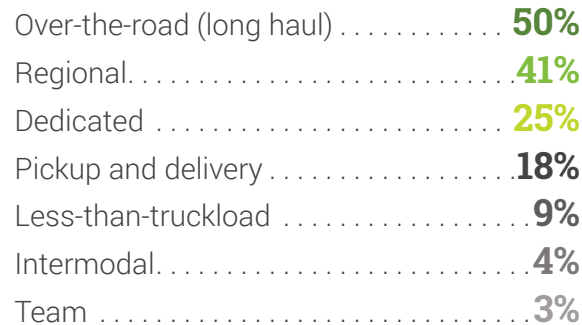


What type of trucking do you do?
 Check all that apply.

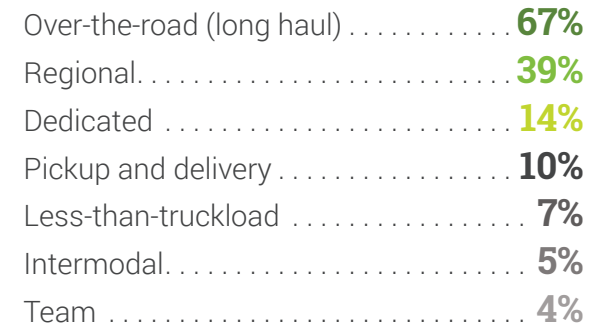
All Respondents



Company Drivers

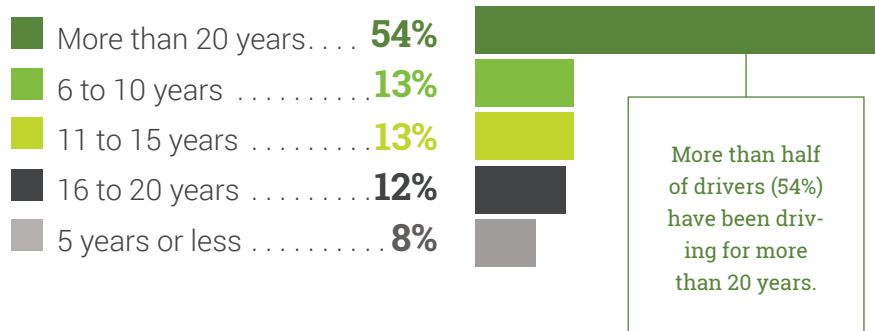


Leased Owner-Operators



How long have you been a truck driver?

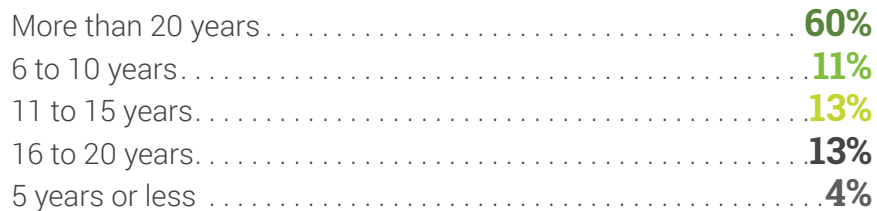
All Respondents



Company Drivers

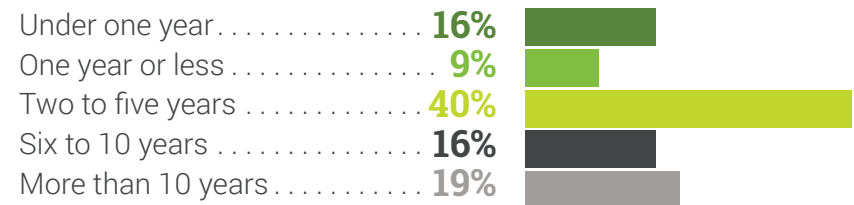


Leased Owner-Operators

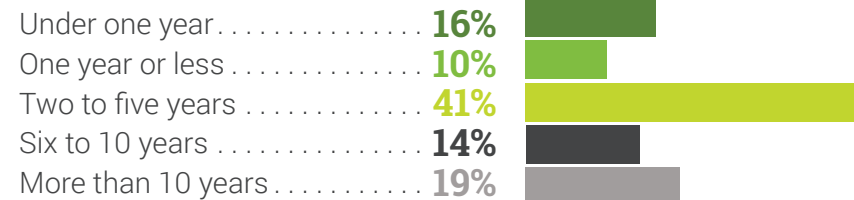


How long have you been with your current fleet?

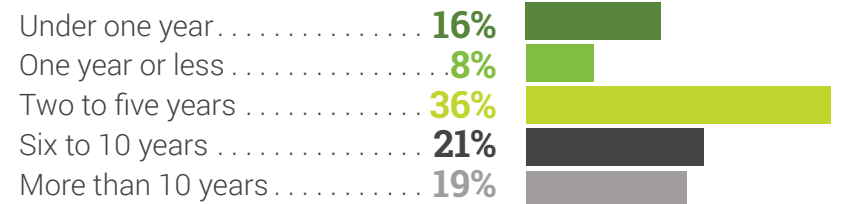
All Respondents



Company Drivers



Leased Owner-Operators



More than one-third have been with their current fleet for more than 6 years.

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