

Employee Experience

The state of employee experience and the urgency to improve business outcomes

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Agenda

01 Third Annual Global Employee Experience Study Insights

02 Top Employee Experience Improvement Barriers

03 Key Takeaways



Pioneering Modern Workforce Management Solution Provider



~6 million
USERS



1,100+
ORGANIZATIONS



100+
COUNTRIES

Marquee Global Brands Including:



Strong Presence Across Multiple Industries Including:



Manufacturing



Healthcare



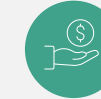
Retail



Energy & Utilities
(Includes Petrochem/Refining)



Government
(Public Sector + Education)



Financial Services
(Includes Insurance)



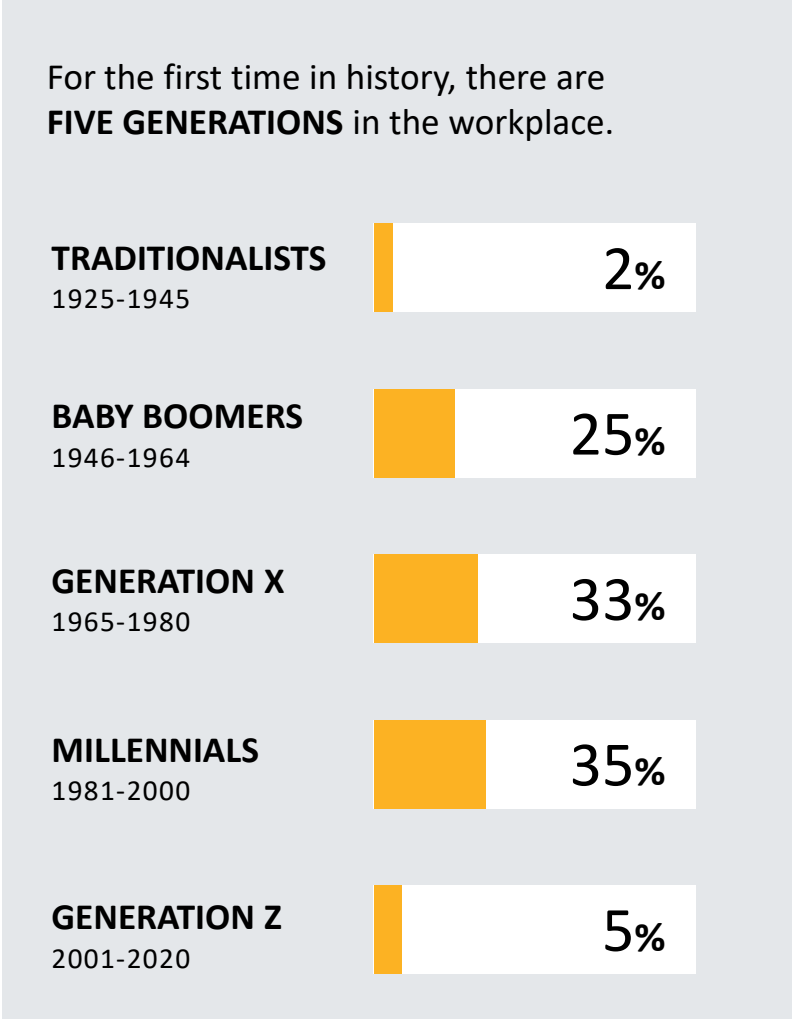
Increasingly Diverse Workforce

2.7B people (80% of the global workforce) are deskless

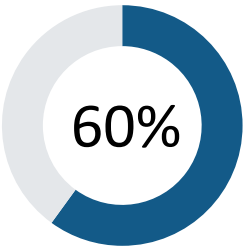
1% of enterprise software funding is on the deskless workforce

83% of frontline workers don't have a corporate email address

45% don't even have access to the company intranet when at work

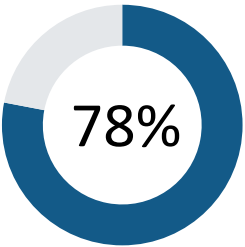


Of the five generations, **73%** percent of the workforce are digital natives.



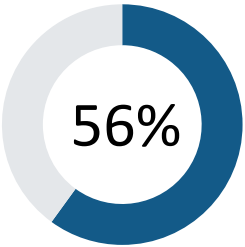
of deskless workers have access to a smartphone or tablet.

Technology is now a critical factor when deskless workers choose a job.



of the deskless workers surveyed consider the availability of technology when choosing a job.

Frustrated deskless workers are filling the technology gap themselves.



of respondents have used technology not provided by their employers to perform their jobs.



HR Investment Priorities to Drive Business Outcomes

Align Technologies Around Business Outcomes

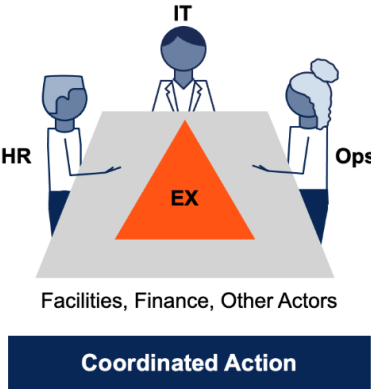


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Gartner

1 Deliver on Employee Experience

- Support employee experience as **business strategy** enabled by technology.
- Align with **prioritized** manager and employee moments that matter/journeys/personas to optimize ROI.



Source [Apply Gartner's EX-Ready Model to Optimize Employee Experience Technology Initiatives](#) (G00765677)

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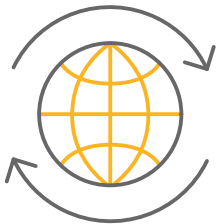
Gartner



Narrowing Perception Gaps Do Not Mean Better Experience



THREE YEARS OF GLOBAL EMPLOYEE EXPERIENCE RESEARCH	2021	2022	2023
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✔ Significant gaps in perception between employees and employers on Job Training, Scheduling, Communication, and Recognition.

✔ Greater alignment on experience perceptions shows organizations are aware of employee needs and inability to meet them.

✔ Continued agreement on the importance of employee experience creates an urgent call to action for organizations to meet employee needs.



Employees Recognize the Experience They Want

Growing Significance of Requirement for Better Experience Creates Urgent Call to Action

2021 – 2023



IMPORTANCE OF
EASY ACCESS TO
JOB TRAINING



66% – 84%



IMPORTANCE OF
SCHEDULING
FLEXIBILITY



59% – 84%



IMPORTANCE OF
EMPLOYEE
RECOGNITION



77% – 75%



IMPORTANCE OF EASY
COMMUNICATION AND
COLLABORATION



65% – 85%



IMPORTANCE OF
ASKING FOR
REGULAR FEEDBACK



74% – 80%

○ This global survey, conducted by Pollfish on behalf of WorkForce Software, was completed by 1,684 employees and 1,701 employers from a wide range of industries across 17 global regions.
○ The survey was composed of 28 distinct questions, both open-ended and single-selection.



Dissatisfied Sentiments Offer Roadmap to Improved Retention



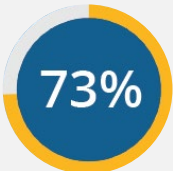
By reexamining the survey questions through the lens of dissatisfied employees, we can better understand the depth of challenges organizations face in meeting their employees’ needs.

What can we learn from their sentiment?

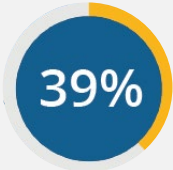
- ✔ Give employees autonomy over their time
- ✔ Invest in frontline employee development
- ✔ Integrated platforms keep employees engaged



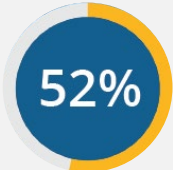
Based on our survey, unhappy employees have three common characteristics:



Open to leaving their place of work in the next six months



Don’t feel valued by their employer



Struggle to maintain work/life balance due to poor communication technology

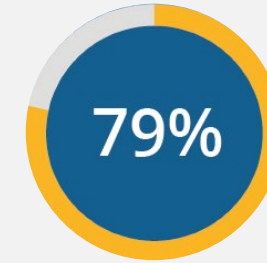


Lack of Flexibility Risks More Turnover



Flexible Scheduling Options Are Table Stakes for the Deskless Workforce

- ✓ Reliance on outdated scheduling practices impedes employee work/life balance
- ✓ Often lack access to workforce management tools for forecasting, self-service, and schedule control
- ✓ Many are willing to leave their current job to find one who provides scheduling flexibility



Want to work for an employer offering scheduling flexibility

62%

Don't see their schedule more than a week in advance

41%

Can't swap shifts with other employees

73%

Are open to leaving in the next six months

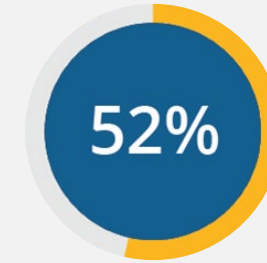


Unengaged Workers Don't Feel Valued by Their Employer



Integrated Platforms Merge Flexibility, Communication, and Recognition

- ✓ Effective communication between managers and among team members is fundamental for engagement
- ✓ Decentralized work communications create fragmented experiences and security vulnerabilities, leaving employees without convenient access to critical work information
- ✓ Consistent opportunities for employee feedback and recognition boost engagement and cost nothing



Say technology used to communicate makes it hard to maintain a positive work/life balance

46%

Say work interactions occur on a mix of messaging or social platforms

40%

Don't agree that their employer recognizes their contributions

39%

Don't feel valued by their employer

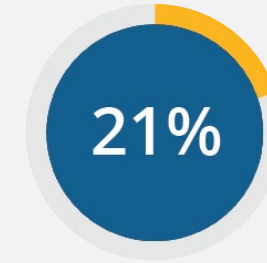


Stagnant Career Advancement Hurts Employee Advocacy



Deskless Workers Want to Improve Skills as Part of an Ongoing Career Path

- ✓ Most unhappy employees want mobile training access, few have this option
- ✓ Upskilling barriers cause employees to think of their roles as short term
- ✓ Urgent need to invest in frontline staff development



Have access to training digitally

53%

Prefer to access training through a mobile device

35%

Don't agree that their employer trains them properly

30%

Would not recommend their employer





Job Training

Mobile Training Preferred But Not Widely Available

Invest in your workers to enhance their skills and nurture their intrinsic desire to contribute, innovate, and excel. Deliver micro-training when and where work happens with an easy-to-use mobile app to keep their skills sharp.



In 2023, employees rate the importance of easy access to job training and information 18 points higher than in 2021, underscoring the urgency for employers to offer mobile capabilities.

I would choose to work for an employer who provided easy access to information and training for my job over one who did not.

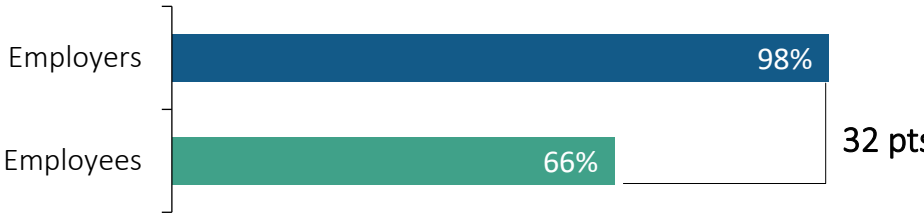
2023 RESULTS



2022 RESULTS



2021 RESULTS





Scheduling

True Flexibility Demands Improved Technology

Scheduling control is one of the most important aspects of employee experience. Enable scheduling flexibility, where company requirements can be blended with employee data such as personal leave, available hours, and even skill level.



The importance of flexible scheduling for employees has grown by 25 points in the last three years, from 59% to 84%, making it an urgent imperative for employers to enable.

I would choose to work for an employer who offered more flexibility in scheduling over one who did not.

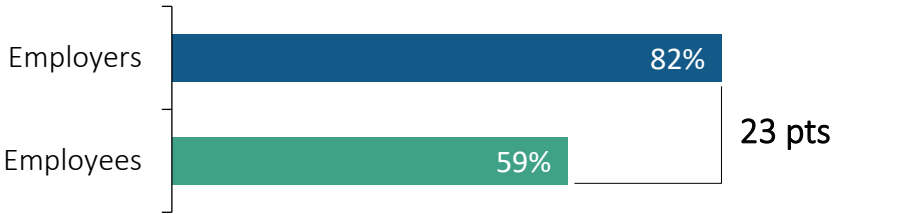
2023 RESULTS



2022 RESULTS



2021 RESULTS





Employee Recognition

Recognizing Success Improves Retention

Recognizing employee achievements is a relatively low-cost action that can contribute to better engagement and optimized workflows. Establish consistent recognition opportunities to celebrate employees for their successes.



The 2-point decrease, from 77% to 75%, in employees who feel their employer recognizes their contributions indicates the need for better strategies to recognize employee achievements.

My employer recognizes my contributions.

2023 RESULTS



2022 RESULTS



2021 RESULTS





Communication

Unsecured, Non-Integrated Communications
Create Security Risks

Most people want to do a good job and feel like part of the team. Two-way communication through secure, consumer-grade digital tools help teams get company updates, reach each other, collaborate, and get answers fast.



The significance of integrated communications for employees has grown by 20 points since 2022, from 65% to 85%, highlighting the need to balance security and real-time communication.

I would choose to work for an employer who makes it easy to collaborate and communicate with employees and my manager over one who did not

2023 RESULTS



2022 RESULTS





Employee Feedback

Regular Feedback Opportunities Demonstrate Value

Employees want to be heard and for their feedback to influence company decisions. Use mobile-enabled tools to run sentiment surveys on topics such as unplanned overtime or extended work hours.



Asking for regular feedback is rated high by employees, 74% in 2022, and 80% in 2023 showcasing the need for employers to establish dedicated, consistent feedback loops.

I would choose to work for an employer who asked for my feedback on a regular basis over one who did not.

2023 RESULTS



2022 RESULTS



Go Forward Recommendations

Addressing the Top Barriers to Improvement



All workers must **have access and incentive to use** modern technology – fewer tools

Easy-to-use, familiar, commercial grade apps – **no training required**

Support workers' needs to **avoid use of alternative apps** – compliant with IT policies



ADOPTION

Provide integrated platforms for **easy access to scheduling, updates, and self-service actions**

Implement **mobile training** to enable **skill development** seamlessly integrated into the flow of work.

Leverage **real-time data** to identify improvement actions and **reduce the time from feedback to action** – making it easy for managers to act



ACTION



Embracing Change Builds Better Experiences



Mobility Means Engagement

Embrace Mobile Technology to Manage a Digitally Savvy Workforce

56%

receive training through analog methods, a key opportunity for change



Flexibility Promotes Balance

Promote Work/Life Balance with Flexible and Predictive Scheduling Solutions

84%

of employees recognize the importance of scheduling flexibility



Listening to Feedback Builds Value

Ask Employees for Feedback and Show Them They are Heard

80%

of employees would choose an employer who regularly asks for feedback





Thank You

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