KRONOS®

Symptom Checker:
Ready for an Updated Time and Attendance Solution?

Overview

If your time and attendance processes involve manual, semiautomated, and/or disparate systems, your organization is likely experiencing any number of symptoms that will tell you it's time to update your technology.

The best place to focus your efforts is in gaining a better understanding of your circumstances and identifying the symptoms that show your current solution isn't keeping up. To assist you in the process, we offer the following as a guide:

- Organizations scrutinizing escalating overtime costs are increasingly looking for ways to control unnecessary overtime. Review Too Much Unnecessary Overtime? to learn the five symptoms that indicate you need an automated time and attendance system.
- The effects of absenteeism can be felt across an organization, from decreases in productivity to negative impacts on employee morale and ultimately customer service. Review our document titled Absenteeism Issues? to identify the six signs you need automated time and attendance software.
- Scheduling employees who work shifts can be easy, or it can be a nightmare. Our document Scheduling Nightmares? offers eight symptoms that show you have a problem.
- Compliance isn't one of those things you can ignore. It's important to ensure your organization is not at risk for unnecessary compliance litigation and fines. Compliance Troubles? identifies five symptoms that show it's time to update your time and attendance practices.

If you're experiencing any of these symptoms, it could be time to consider a comprehensive time and attendance solution with the functionality you need to control labor costs, minimize compliance risk, improve workforce productivity, and support your business growth.

For more information, or to schedule an appointment with a Kronos® representative, contact us at +1 800 225 1561.

Too Much Unnecessary Overtime?

5 Symptoms That Say You Need Time and Attendance Software

Organizations that scrutinize their escalating overtime costs are increasingly looking for ways to control unnecessary overtime. At what point do you move from manual time management to automation? Here are five symptoms that suggest it's time to look at an automated time and attendance system.

Symptom #1
Overtime costs are getting excessive

Overtime has increased, and you know it's partly because you're having employees cover for other employees who've called in sick. But you can't break down your overtime to identify how much is due to absenteeism versus staff shortage or just increased workloads.

Symptom #2
Escalating overtime is creating burnout and turnover

With some of your staff working overtime to make up shortfalls, people are suffering burnout. As a result, sick days are escalating, which causes other employees to step in and take additional shifts or responsibilities. This can also lead to lower employee engagement, which may result in increased turnover.

Symptom #3
You suspect there might be overtime abuse

But without solid historical data into which you can drill down, you may never be able to identify and solve abuse issues.

Symptom #4
Some employees are getting more overtime assignments than others

With manual scheduling and a lack of visibility into employee history, you're finding that some employees regularly get prime shifts and overtime, while others do not. This not only causes morale issues, but can also put you in breach of specific collective bargaining agreements.

Symptom #5
You're struggling to assess the impact of overtime

While there will always be some overtime, to keep control of it you need to know why it's happening and how to change things. But with manual timekeeping and disparate systems, gathering meaningful data that allows you to identify trends and root causes is difficult, if not impossible. The result is that you're challenged to identify what's causing excessive overtime and how to keep it under control — in the short term and for longer-term planning.

Without an automated system, how can your organization consistently track, manage, and control employee time and attendance and keep a handle on overtime? Any one of the challenges outlined can be costing your organization time and money that could be better spent.

Absenteeism Issues?

6 Symptoms That Identify the Need for Time and Attendance Software

Absenteeism is more than a human resource issue. Its effects can be felt across an organization as decreases in productivity and as negative impacts on employee engagement and, ultimately, customer service. In every instance, the business suffers.

At what point does it make sense to look at automated time and attendance software to help control absenteeism? If you're experiencing any of the following symptoms, the time is now.

Symptom #1
You can't explain your excessive absenteeism

Employee absenteeism has increased, but you don't have any method of identifying trends that might help you address the root causes.

Symptom #2
Overtime costs have gone up

Overtime has increased, and you know that's in part because you're having some employees cover for absent ones. But you can't break down your overtime to identify how much is due to absenteeism versus staff shortage or just increased workloads.

Symptom #3
Escalating overtime is creating fatigue or burnout

With some of your staff working overtime to make up shortfalls, people are suffering burnout. As a result, sick days are escalating, which causes other employees to step in and take additional shifts or responsibilities.

Symptom #4
You're often understaffed

With little or no real-time visibility into when — or if — employees are clocking in for their scheduled shifts, you are regularly experiencing times when you don't have enough staff working. As a result, you must scramble to find replacement staff — which means additional pay and an overall loss in productivity.

Symptom #5
Your managers are struggling to control absenteeism

Without solid data to identify trends at the organizational, departmental, and individual levels, managers are struggling to identify what is driving absenteeism — and how to implement measures to better control and manage it.

Symptom #6
Productivity has decreased

While absenteeism numbers may not have spiked, you're seeing a distinct decrease in productivity. It could be that people are arriving late, leaving early, and taking longer-than-usual breaks, but you don't have any kind of data-gathering or reporting mechanism to help you identify those trends.

Without an automated system that provides real-time insight, how can your organization consistently track, manage, and control employee absenteeism? Any one of the challenges listed can be costing your organization time and money that could be better spent.

Scheduling Nightmares?

8 Symptoms That Indicate It Might Be Time for Time and Attendance Software

Scheduling employees who work in shifts can be easy, or it can be a nightmare. Even with the best of efforts, unavoidable mistakes lower productivity and increase costs. Not enough people working means that productivity and morale suffer. Too many people working causes labor costs to increase. The wrong people scheduled to work can lead to employee grievances and increased risk of labor law violations. All of these symptoms can affect employee engagement, compounding their impact. If you're experiencing any of the following symptoms, it's definitely time for time and attendance automation.

Symptom #1
Staff scheduling is now a full-time position

As things have become busier, you've found that scheduling is taking longer and longer. This task requires a full-time person — something that your budget is struggling to accommodate.

Symptom #2
Supervisors and managers are being pulled into scheduling issues

There are so many issues each day — with conflicts in schedules, people calling in sick, and the inability to easily find replacements — that supervisors and managers have to pitch in to make decisions or help fill empty shifts. This means their work is suffering while they try to cope with scheduling challenges.

Symptom #3
You never have an accurate daily schedule

Because everything is manual, daily schedules are never accurate — last-minute sick leave means someone else must take an additional shift, and last-minute shift trades mean people aren't where you expect them to be.

Symptom #4
You're often understaffed

With little or no real-time visibility into when — or if — employees are clocking in for their scheduled shifts, you are regularly experiencing times when you don't have enough staff working. And if you have no easy mechanism for tracking previous workloads and using this data to predict future trends, you may always be challenged to create accurate schedules.

As a result, productivity can be significantly eroded, which directly impacts customer service. And to make up for your shortfall in staff, you must scramble to call in backups, cancel days off, or pay overtime — which can significantly increase your staffing costs.

Symptom #5
Sometimes you're overstaffed

With the time lag that comes from manual processes — and multiple people trying to fill open shifts at the last minute — you often end up with more people than you need. Even if you send some workers home, you're still on the hook for minimum callout hours, which inflate your costs.

Employees are working back-to-back shifts

And it's burning them out. One easy method to compensate for gaps in scheduling is to have employees work longer shifts or take on a second shift after a short break. But that can have longer-term consequences, such as increased sick days or inflated overtime costs.

Symptom #7

You're experiencing inequality in shift assignments

With manual scheduling and a lack of visibility into employee history, you're finding that some employees regularly get prime shifts and overtime, while others do not. This not only causes morale issues, but in union environments, it can put you in breach of specific collective bargaining agreements.

Symptom #8

You can't get the worker you really want

Aligning specific skill sets or certifications with specific work assignments can be difficult with manual scheduling, as you may find the resources you want are already assigned elsewhere. Without the ability to identify desired resources and perform some long-term scheduling and forecasting, you're constantly challenged to get the right person for the job.

Without automated scheduling that provides real-time insight and comprehensive reporting, your organization will continue struggling to:

- **Optimize the scheduling**, communications, and deployment of personnel and other critical resources
- **Minimize compliance risk** by conforming to your unique scheduling rules, labor laws, and union rules
- **Improve workforce productivity** with position, shift, and vacation bidding, while ensuring supervisors and managers don't spend inordinate hours managing schedules
- **Improve employee engagement** with their schedules and overtime opportunities

Compliance Troubles?

5 Symptoms That Suggest It Might Be Time for Time and Attendance Software

Compliance isn't one of those things you can ignore. It just puts your organization at risk for unnecessary compliance litigation and fines. If you're experiencing any of the following compliance troubles, it might be time for a fully automated time and attendance solution.

Symptom #1
You're struggling with compliance complexity

Federal, state, and local legislation are complex enough without adding the requirements of collective bargaining agreements. With your manual, paper-based processes, it's extremely difficult to keep up with all compliance requirements and update your records as rules and regulations change.

Symptom #2
Noncompliance fines are too high

Because you can't comply with all labor laws, rules, and policies adequately when processing payroll, you're on the hook for hefty violation fines.

Symptom #3
Compliance violations are creating an administrative burden

In addition to fines, every claim against you must be investigated, which means pulling payroll timecard records to respond to the claim. And if you're mired in paper-based systems, looking through archives can eat up valuable resource time.

Symptom #4
Employees are being misclassified, which is causing violations

Manual, paper-based systems and silos of information often mean that employee classifications may be made in error somewhere between the timecard and the paycheck. And with employee churn, it's difficult to keep classifications up to date and accurate, which leads to reworks and violations.

Symptom #5
Different union rules are becoming problematic to administer properly

Employees may be subject to different union rules in specific circumstances, and it's extremely difficult to keep up with that. This creates an extra administrative burden, as staff must track back to the timesheet to verify which rules are in force to ensure that employees are paid properly per set rules and agreements. And when rules are improperly applied, there is increased risk of grievances and failure to meet compliance requirements.

You need an automated scheduling and timekeeping system that can automatically apply and update various regulations and pay rules to achieve your organization's compliance goals.

Put Kronos to work for you.

Visit **kronos.com/products/time-and-attendance**
or for more information or to schedule a meeting,
contact us at +**1 800 225 1561.**

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