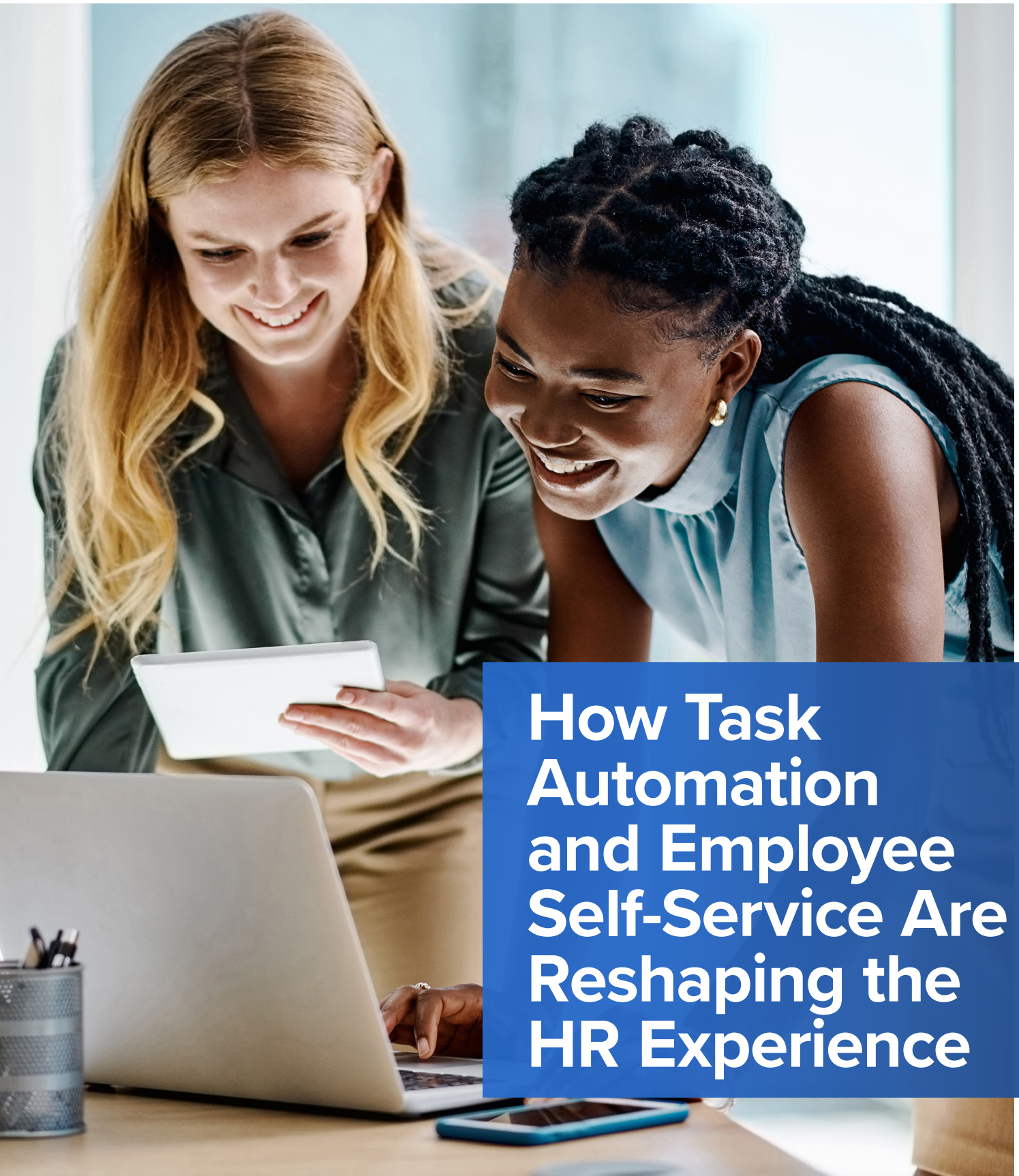




How Task Automation and Employee Self-Service Are Reshaping the HR Experience

ABOUT THE SURVEY

In our “HR Task Automation and Employee Self-Service” survey conducted in mid-2023, we collected responses from 831 HR professionals about the significant role of technology in their industry. The findings highlight that certain HR tech tools assist teams in transitioning to more automated work processes while enabling employees to have more autonomy in their employment journey, resulting in a rapidly shifting HR landscape.

Paycom and the HR Daily Advisor research group warmly thank everyone who contributed to the survey. Our readers and participants have played a vital role in enhancing our perspective on the dynamic world of HR professionals.

HR Daily Advisor research bases its reports on surveys we conduct to discover the “real-world” status of policies and practices in areas of interest to HR managers. We maintain strict rules of confidentiality and only report survey data in the aggregate.

All percentages in this report have been rounded up to the nearest whole percent, sometimes making values add up to a little more or a little less than 100%. If you have any questions or comments about the “HR Task Automation and Employee Self-Service” survey and this accompanying report, please contact us at media@simplifycompliance.com.

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SUMMARY

The digital transition has ushered in notable advancements to HR operations, highlighted by task automation and employee self-service platforms. As companies navigate changing global workforce dynamics, maintaining a strong employee experience is fundamental to success. Shifting from manual to automated processes is paramount for organizations striving to nurture a dedicated and proactive workforce in the coming years.

In our recent survey, “HR Task Automation and Employee Self-Service,” we examine the perspectives of HR professionals regarding integrating automation and self-service tools into their daily routines, the influence on their operational efficiency and the subsequent effect on the overall employee experience. Below are key insights from our research:

> Companies With Fewer HR Platforms Experience Greater Efficiency. **53% of HR teams juggle four to 10+ software solutions.** Yet the survey shows that organizations have better performance when using fewer tools. For example, **70% of HR teams with 1-3 tools report significant improvements in efficiency and productivity versus 55% with 4-6 tools and 47% with more than 10 tools.**

> Employees Are the Make-or-Break for Tech Tools.

The efficacy of a software platform is deeply intertwined with user experience. Employees will notice and cease usage if platforms aren't secure, seamless and user-friendly. Notably, nearly half (49%) of companies report an enhanced overall employee experience since adopting a self-service platform, emphasizing the importance of intuitive systems employees crave.

> Integration Issues Are Forcing Companies to Rethink Their HR Tech Strategy.

Even as new tools promise efficiency and innovative solutions, integration stands out as a stumbling block for many. A substantial 64% of respondents face challenges, ranging from “some” to significant, when blending these new tools into their existing operations, highlighting the need for a single software that doesn't require integration with other systems.

> The Modern Workforce Demands Employee-Driven Solutions.

Respondents classify their workforce as predominantly (83%) millennials, which spotlights the urgency for HR tools and systems to resonate with this dominant demographic's needs and preferences. Members of this younger generation expect their technology to be seamless, relevant to their daily lives and secure. They also want tools that give them peace of mind for critical parts of their job, like pay accuracy.

THE RISING TIDE OF HR TECH ADOPTION AND TASK AUTOMATION

The global workforce's evolution has brought automation to HR's forefront. HR has faced challenges ranging from layoffs and employee shortages to generational shifts and the transition to new work environments. Unsurprisingly, organizations seek technology to resolve core issues and gain a competitive advantage in growth and retention.

The pandemic accelerated this trend, with companies showing agility and swift tech incorporation emerging stronger. Nicole Roberts, SHRM-CP, PHR, founder and president of People Solutions Group, is among those who share this perspective. "Organizations that weren't afraid to change kept their edge and figured out how to support a remote workforce, giving them a competitive advantage."

However, as companies pivoted and accelerated their use of automation during this time, some may have overinvested in technology, accumulating various tools to tackle each problem. It is now critical to evaluate these tools and determine where consolidation or replacement is necessary. Here's what the research reveals about the state of HR technology:

Accelerated Adoption

Our survey shows that an impressive 95% of HR teams employ software tools to automate HR functions and tasks. In just the last year, 69% of organizations have added a new technology product into their workflow, including the following solutions (Figures 1, 4 & 5):

- ✓ benefits management – **16%**
- ✓ payroll management – **15%**
- ✓ performance management – **14%**
- ✓ recruitment and hiring – **14%**

While most HR teams have employed software to automate, a surprising **53% have four or more different tools, which can lead to greater inefficiency.** According to the survey, **45% use four to six tools, while 43% use one to three. Additionally, 6% have over 10 software tools, and 2% have seven to 10** (Figure 3).

This multitude of tools can lead to complexities in management and integration. Layering software integrations exacerbates security risks, requires multiple password entries and increases the likelihood of a patched-together experience, duplicate tasks, inconsistent reporting and inaccurate data. Moreover, adding multiple systems discounts the advantages, efficiencies and benefits that a dynamic HR tech offers. Instead, leaders should prioritize tools in a single software with one login and password.

Roberts, who is also a Human Capital Institute faculty member, reinforces these points, explaining, “The sheer number of logins required by these solutions can overwhelm HR staff and employees alike. The more systems you have, the less comprehensive your view of the employment journey becomes.” She adds that consolidating all HR processes onto a single platform can dramatically increase reporting capabilities, allowing teams to monitor vital metrics, including offer acceptance and 90-day attrition rates, as well as new hire performance and other data points.

Purpose of Automation

The push to automate HR tasks is a strategy to optimize resources rather than supplant jobs. By leveraging automation, HR can zero in on tasks necessitating empathy, problem-solving and critical thinking while enabling employees to have more agency over their employment journey. Having the right software tools at their disposal allows HR professionals to prioritize key responsibilities, including coaching employees, conducting interviews and doing strategic planning. For example, automating routine, one-way communication tasks, such as updating addresses or Form W-4s, further allows HR to address more pressing responsibilities.

THREE SHIFTS DRIVING HR TASK AUTOMATION

Employee Autonomy

In an era where immediacy is expected, automation tools empower employees to quickly manage tasks independently, reducing some of the back-and-forth interactions with HR while catering to their desire to take direct action.

Focus on Human-Touch Activities

HR departments typically view software and apps as an opportunity to streamline repetitive tasks, ensuring their primary attention is on more human-driven responsibilities. Roberts states, “Embracing automation empowers HR to be more proactive in their role, enabling focus on vital aspects of the employee experience.” Additionally, 63% of survey respondents report experiencing “some” to “major improvement” in task efficiency and productivity since introducing HR software tools.

Cost Considerations

Amid layoffs, budget cuts and the increasing cost of manual HR data entry, doing more with less has become crucial. A recent [Ernst & Young \(EY\) survey](#) found that the average cost of a single manual HR data entry by an HR professional increased from \$4.70 to \$4.78. Including manual payroll tasks, this cost rises to \$5.35. Given these costs, Paycom’s Direct Data Exchange (DDX) usage management analytics tool becomes particularly useful, offering insights into efficiency gains from HR technology use and providing real-time ROI estimates based on EY’s findings.

Barriers to Embracing Technology

The survey also reveals that among those using software for automating HR duties, 60% pinpoint costs as the chief hurdle. Other barriers include a lack of product knowledge (37%) and enthusiasm (26%) (Figure 2).

Strategizing Expenditures

Breaking through the cost barrier is crucial for organizations to harness the full potential of HR tech. Roberts says a proactive approach is to begin an internal audit of the current software. “Organizations potentially can uncover hidden capabilities by evaluating whether they’re using the full functionality of their existing technology.” Again, having multiple HR tech software tools instead of a single solution can layer on unnecessary costs, primarily since the most significant expense is often associated with new system implementation. Look for solutions that boast a single login and password and an “all in one” focus.

Unpacking ROI

While upfront costs warrant attention, evaluating potential ROI is equally important. The tangible benefits from tech investments and the strategic advantage of reallocating staff to more essential tasks establish ROI as a crucial metric, particularly when initial cost concerns arise.

The value of technology is especially pronounced for HR departments, where one person manages numerous administrative tasks, from employment verification and unemployment responses to benefits adjustments. Automation tools can exponentially increase efficiency, enabling them to spend more time on tasks of higher significance.

FIGURE 1 Does your HR team currently utilize software tools and applications to automate people operations tasks and procedures?

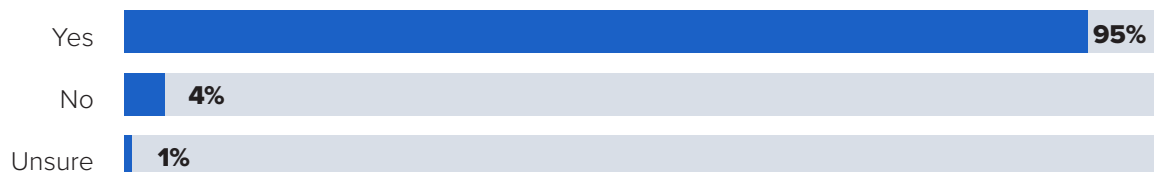


FIGURE 2 What reasons or challenges are preventing your HR team from using software applications to automate tasks?

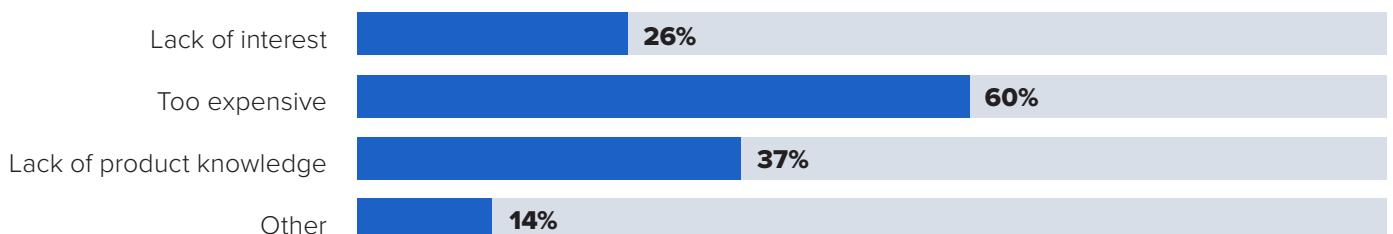


FIGURE 3 How many software tools and applications is your HR team currently using?

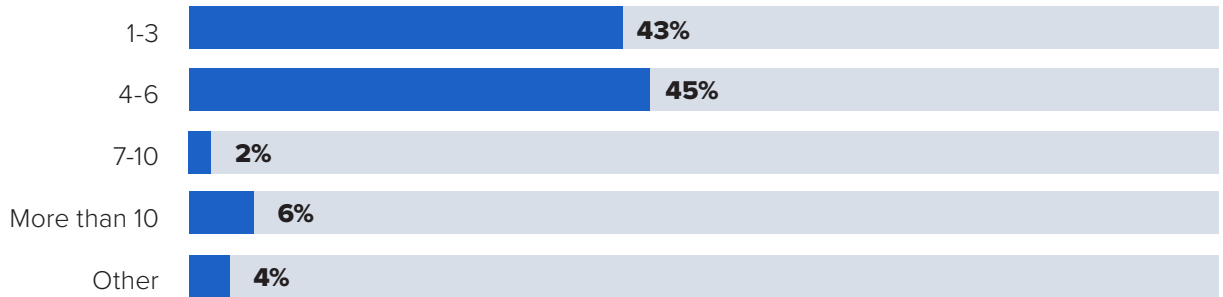


FIGURE 4 When was the last time your organization adopted a new technology product into its workflow?

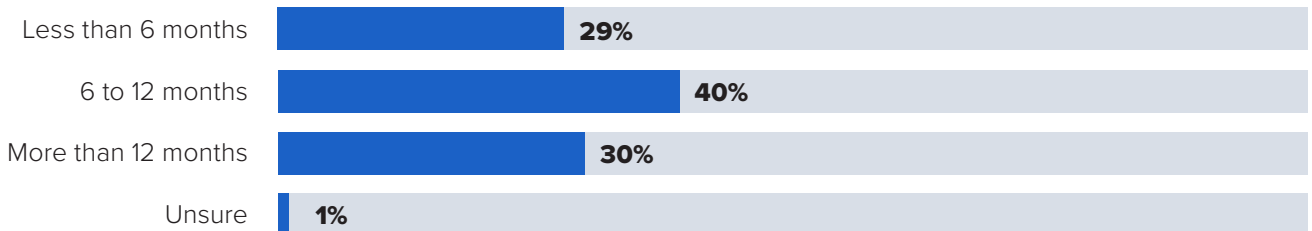
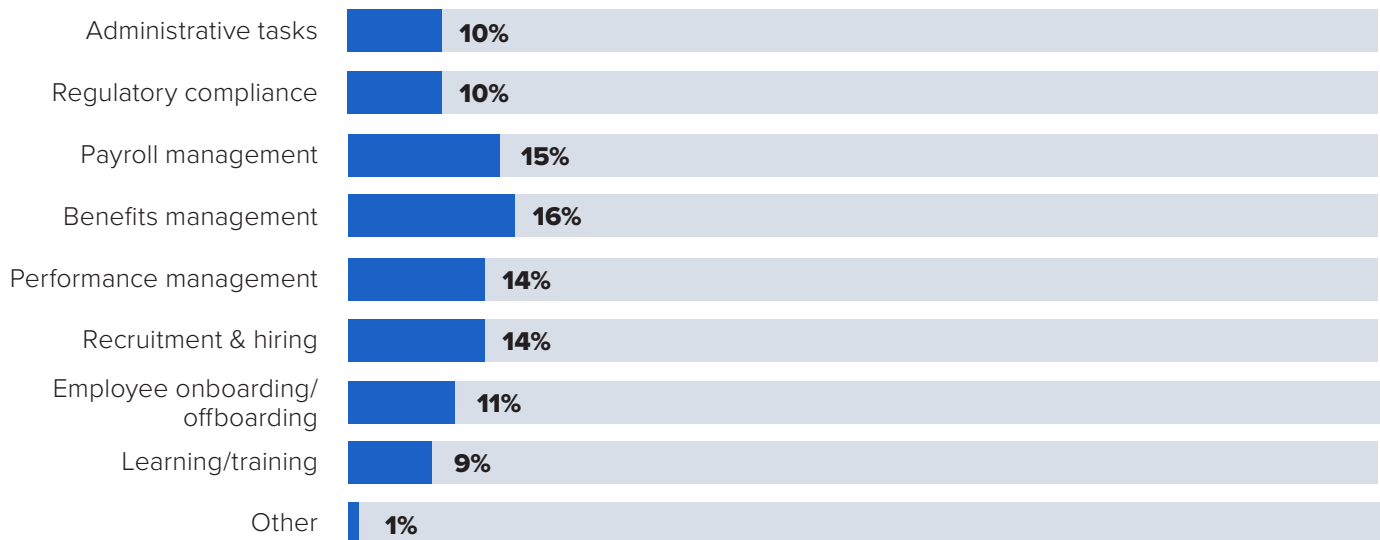


FIGURE 5 What kind of new technology was it?



TASKS IDEAL FOR AUTOMATION

The HR landscape is undergoing a tremendous shift, with 74% of teams automating 26%-75% of their tasks. This substantial level of automation adoption speaks volumes about HR's commitment to forward-thinking technology (Figure 6).

A closer look at specific tasks targeted for automation reveals distinctive trends. Prime candidates for automation are tasks that demand consistency, systemization and precise calculations. Moreover, tools enhancing employee satisfaction and retention are on the rise.

The HR function most primed for automation is the most ubiquitous one: payroll. The payroll process historically requires both precision and redundancy. Innovative HR tech providers understand that taking HR out of manual payroll processes and including employees and automation increases efficiencies, reduces costly corrections and cuts days from a recurring process.

Perhaps not surprisingly, with 42% adoption, payroll management leads the survey as the task seen as most ideal for automation, trailed by benefits management at 40%. Recruitment and hiring and performance management are neck and neck at 38%, with employee onboarding following closely at 37%.

Streamlining Administrative Work

Administrative tasks, often repetitive and time-intensive, have a 32% automation rate, emphasizing the push for productivity and minimizing manual work. Learning and training lag somewhat at 30% automation, possibly because some organizations value human connection and flexibility in this area (Figure 7).

Still, it's noteworthy that respondents reported automating less than 50% of each specified HR task and function. Some software's hefty initial costs and steep learning curve can be deterrents. The varying degrees of tech adoption also highlight a broader trend: While certain industries and companies naturally gravitate toward automation due to business needs, others may believe they only need to adopt basic tools like digital timekeeping for the foreseeable future.

Regardless of their belief, businesses of all sizes can benefit from the right HR technology that automates processes and gives employees the support and accuracy they yearn for.

What's Ahead

As tech solutions become more refined and aligned with HR's specific requirements, automation adoption will continue to rise. The next phase will likely center on seamlessly integrating these tools into routine tasks, balancing technology with the human element intrinsic to HR. Incorporating feedback and insights from early automation will be crucial. Recognizing where automation provides the most value — and where the human touch is irreplaceable — will empower HR teams to make more informed decisions.

FIGURE 6 How much of your HR team's tasks are currently being automated or assisted by dedicated software products and applications?

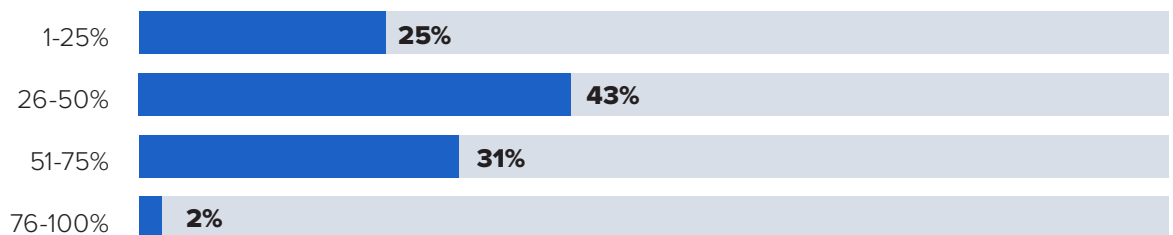
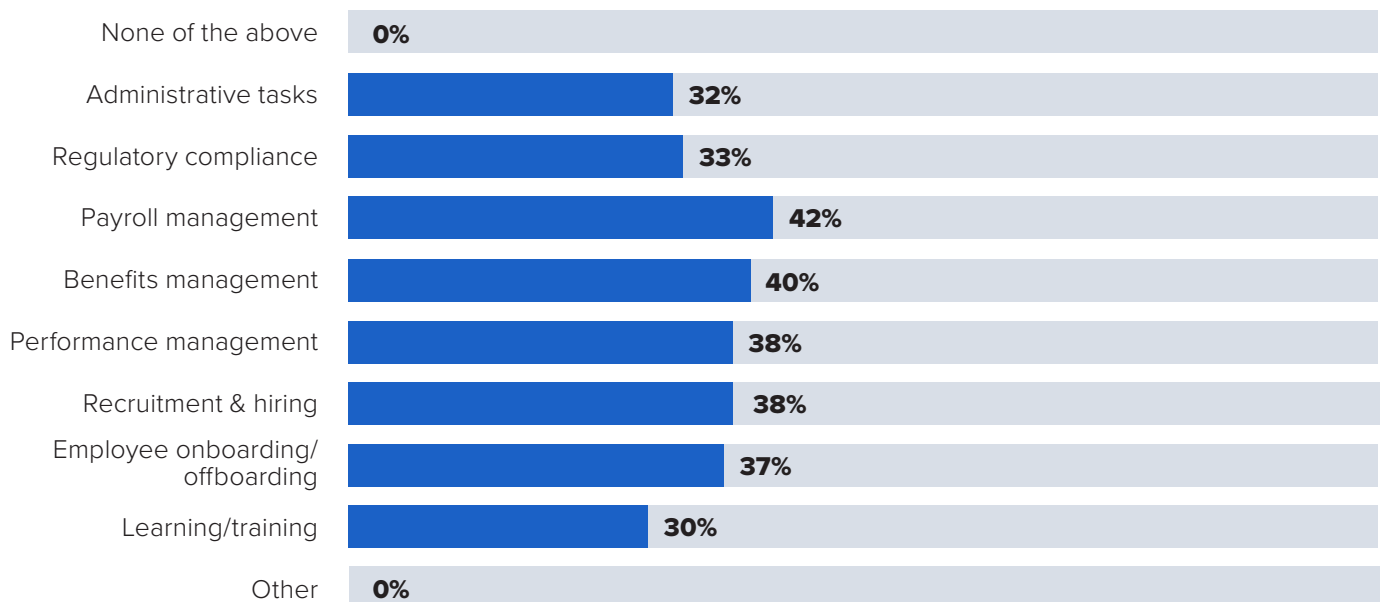


FIGURE 7 What HR-led tasks and functions are currently being automated or assisted by software products and applications?



UNLOCKING THE FULL POTENTIAL OF HR SOFTWARE

Companies have noted marked advancement in several HR focus areas after implementing HR software and applications that automate HR-led tasks and functions. An impressive two-thirds have seen “major” to “some improvement” in the areas of (Figure 8):

- ✓ accuracy and consistency of tasks – **67%**
- ✓ informed decision-making – **65%**
- ✓ employee communication – **63%**
- ✓ task efficiency and productivity – **63%**
- ✓ capacity for strategic initiatives – **62%**

Performance Improvement by Number of HR Software Tools

Organizations with fewer HR software tools tend to report “major” to “some improvement” across several key performance areas than those with a larger suite of tools:

- > **Task efficiency and productivity:** 70% of HR teams with 1-3 tools report significant improvements in efficiency and productivity versus 55% with 4-6 tools and 47% with more than 10 tools.
- > **Accuracy and consistency:** 72% of teams using 1-3 tools saw major enhancements in task accuracy compared to 60% with 4-6 tools.
- > **Informed decision-making:** Teams with 1-3 tools have a 67% improvement rate in decision-making versus 60% with 4-6 tools.
- > **Employee communication:** 69% of HR teams with 1-3 tools saw improved communication, while those with more than 10 tools and 4-6 tools report 63% and 56% improvement, respectively.
- > **Waste reduction:** 69% of HR teams with 1-3 tools report significant improvement in material waste reduction compared to 60% with 7-10 tools, 57% with more than 10, and 51% with 4-6 tools.
- > **Employee engagement:** Notable enhancements in engagement are reported by 67% of teams with 1-3 tools in contrast to 56% with 4-6 tools and 53% with more than 10 tools.

- > **Strategic initiatives:** A striking 72% of teams with 1-3 tools report a major improvement in handling strategic initiatives compared to 53% with 4-6 tools and 51% with more than 10 tools.

These stats highlight technology's role in refining HR operations to boost efficiency, decision-making, communication and engagement. With these tools, HR teams can reallocate their attention to critical areas while providing employees greater autonomy and empowerment. The findings also indicate that a leaner selection of HR software platforms can enhance operational efficiency over a more complex tool set.

Challenges

More than half also identified “some” to “major challenges” post-adoption of HR software tools and apps, which can impede them from fully benefiting from these tools. These challenges encompass (Figure 9):

- ✓ integration of products into existing workflows – **64%**
- ✓ cost of products – **59%**
- ✓ too many passwords – **58%**
- ✓ task efficiency and productivity – **58%**
- ✓ ease and use of functionality – **58%**

Challenges Correlated by the Number of Software Tools

An analysis of the challenges in relation to the number of HR software tools used shows that organizations with a greater number of tools report “major challenges” in certain areas compared to those with fewer tools:

- > **Product integration:** 40% of HR teams with 7-10 tools face major integration challenges, while only 22% with one 1-3 tools report the same.
- > **Password management:** 27% of teams with 7-10 tools struggle significantly with password overload in contrast to 20% with 1-3 tools.
- > **Task efficiency and productivity:** For teams with 4-6 tools, 29% report major challenges in task efficiency and productivity compared to 20% with 1-3 tools.
- > **Security and privacy:** Data security and privacy present major challenges for 27% of HR teams with 4-6 tools compared to 18% with 1-3 tools.
- > **User engagement:** A significant lack of software usage by employees is a major challenge for 27% of teams with 4-6 tools, while only 18% of teams with 1-3 tools experience this issue.

Simplifying the Shift to HR Automation

Hurdles arise when there is ambiguity about what automation can achieve. Groundwork is critical; organizations should ensure data accuracy before embarking on automation. Inaccurate data, like outdated job titles or data across multiple software systems, can offset anticipated benefits. Implementing management self-service platforms, especially those integrated with electronic organizational charts that ensure position seat management is up to date, is essential for reporting and the org chart view. A smooth transition to new systems also hinges on strong leadership endorsement, a clear explanation behind the changes and comprehensive training.

Multiple logins or nonintegrated systems also can be problematic. This is why HR departments are increasingly considering single sign-on technology or consolidating HR tools into one platform, which gives HR teams the power to observe critical trends and better understand the employee journey.

Moreover, when introducing a tool, its user-friendliness for staff and managers should take center stage in communications over highlighting its cutting-edge features. Transparency is crucial; any disparity between what's promised and what's delivered can diminish trust.

KEY TACTICS FOR HR SOFTWARE SUCCESS

Provide Clear Messaging.

Explain why you are adopting a new tool or app and how it will address specific tasks or challenges.

Offer Continuous Support.

Provide consistent communication, support and training to employees at all transition phases to new tools. The significance of system familiarity can't be overstated.

Expand Training Scope.

System training for managers is often overlooked, yet essential. Without it, processes can stall. For instance, managers might understand performance management concepts but struggle with system specifics.

Resolve Issues Quickly.

Swiftly rectify minor glitches to ensure users transition smoothly to new tools without reverting to old habits.

Reinforce Consistency.

Continually urge users to stay committed to new systems. Occasional lapses might cause a fallback to older practices like emailing PDF forms due to unfamiliarity or lack of access to the system.

FIGURE 8 What has IMPROVED at your organization since introducing HR software tools and applications?

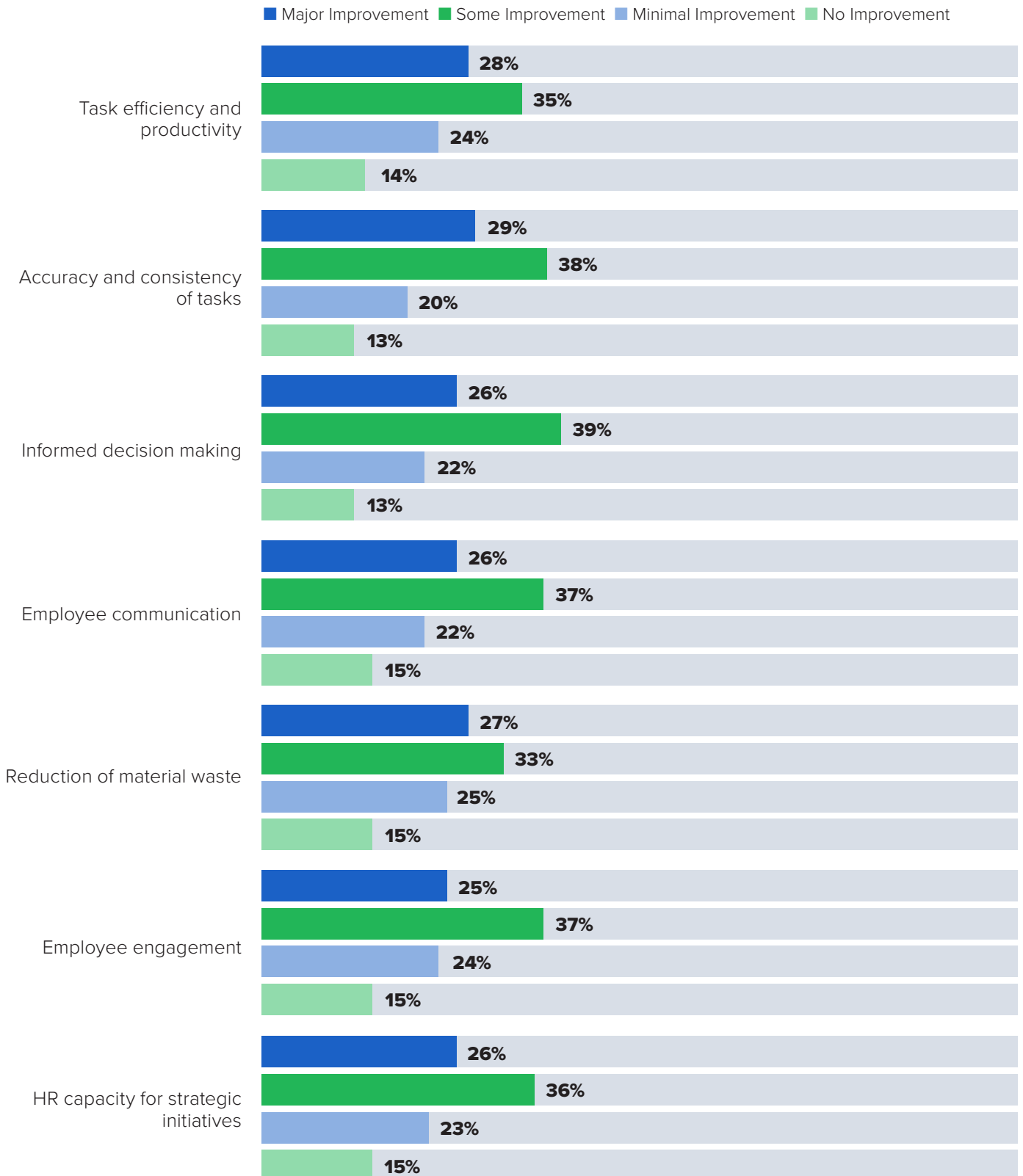
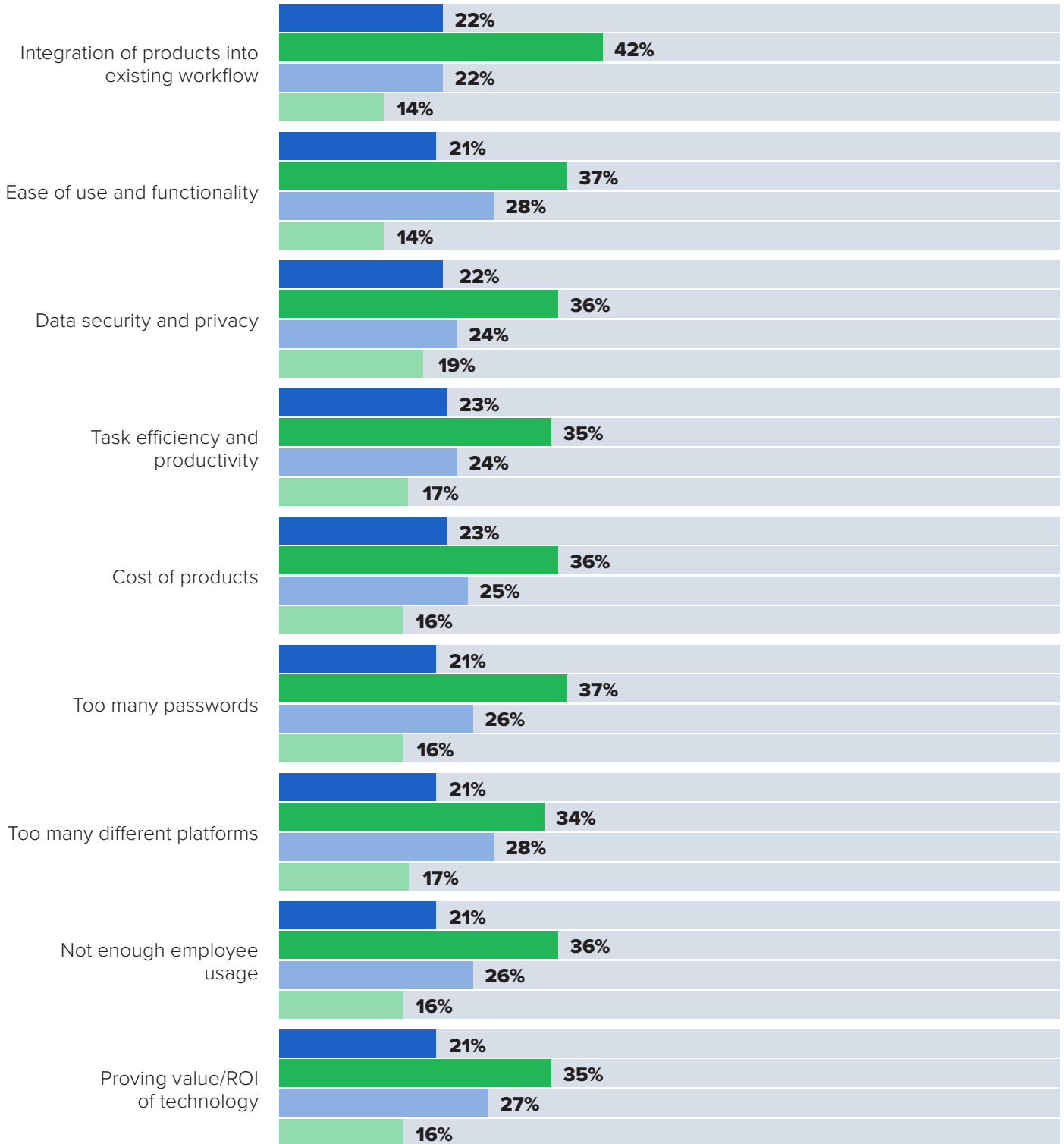


FIGURE 9 What has been **CHALLENGING** at your organization since adopting HR software tools and applications?

■ Major challenges ■ Some challenges ■ Minimal challenges ■ No challenges



ELEVATING HR EFFICIENCY: THE VITAL ROLE OF EMPLOYEE SELF-SERVICE PORTALS

Employee self-service is becoming a critical tool in HR, with the vast majority (85%) of those surveyed noting their organizations offer self-service portals for HR needs and 68% of organizations adding these portals in the last two years (Figures 10 & 12).

- > Review of pay-related tasks and benefits enrollment and management emerged as predominant offerings in employee self-service portals, both accounting for 45%.
- > Services allowing updates to personal information and monitoring time and attendance closely followed at 43% (Figure 13).

However, the evolution of employee self-service portals doesn't stop at these functions. HR departments continually refine their platforms to include more tasks, aiming to reduce manual back-and-forth and bolster efficiency. Every request made through this system has built-in tracking, providing transparency and reducing manual tracking efforts. For example, Paycom's DDX assists employers in determining what appropriate employee usage of HR technology looks like and how to measure it. Incorporating these enhancements into a self-service portal underscores a strategic commitment by organizations to provide employees with the tools they need, thus fostering a more efficient work environment.

What's more, according to recent research, users of Paycom's Beti, an industry-first payroll solution that empowers employees to do their own payroll, experienced:

85% less time spent correcting payroll errors

90% less time processing payroll

a savings of over **2,600 hours**
a year for HR and accounting teams

employer benefits worth **\$3,775,365** over three years

These time savings aren't merely numbers on a graph. They translate into tangible advantages in day-to-day operations. Here's how:

- > **Resource Redeployment:** The hours saved aren't wasted but strategically used in other critical areas. For instance, if an HR team wishes to roll out a new rewards and recognition platform, the saved hours can be redirected toward this goal. This includes everything from implementation to ensuring adequate training for all stakeholders.
- > **Flexibility During High-Demand Periods:** Growth phases in companies can lead to recruitment surges. The extra time can be used to support talent acquisition efforts, especially if the HR team is cross-trained. Instead of hiring additional resources or stretching existing teams thin, saved hours can be channeled to address these high-demand periods.
- > **Accommodating Cyclical HR Demands:** HR tasks often have cyclical peaks, such as open enrollment periods or merit increase evaluations. Having extra time allows HR departments to prepare, ensuring they're not caught off-guard and that all team members receive the support they need.
- > **Maintaining Consistent Service Levels:** By automating routine tasks, HR professionals can ensure daily operations run smoothly, even when larger projects are underway. This guarantees that employees always receive the support they need regardless of what's on the HR department's plate.

Working Through the Hurdles

Of the 15% that don't have a self-service portal, their chief reasons include costs (45%), lack of trust in employees (32%) and a lack of engagement (30%). Therefore, leaders looking to add a self-service portal should devote serious attention to ensuring it is used robustly by employees, managers and executives (Figure 11).

Earning trust and fostering engagement are pivotal in HR tech adoption. When rolling out new technological initiatives, it's crucial to approach the transition with sensitivity, ensuring that the changes align seamlessly with the organizational culture. As highlighted earlier, the initial costs of technology implementation can seem steep, but it's essential to consider the long-term ROI, which often justifies the early investment.

Roberts says another challenge is leadership engagement. "When top executives don't actively use or champion new tools, it can lead to a wider disinterest throughout the organization. Such hesitancy can devalue significant investments and foster skepticism about future technological changes." For example, investing in a performance management system without proper leadership buy-in can result in wasted resources if the system goes underutilized.

Strategic Tips for Leveraging Employee Self-Service Portals

- > **Engage Influencers:** Every company has influential people without formal authority. Get them on board early to spread positive word of mouth.
- > **Feedback:** Encourage users to share feedback for refining systems before full deployment. For example, HR can do this during best practice meetings to set the stage for client relations representatives.
- > **Integration:** Ensure systems and processes integrate seamlessly.
- > **Training:** Offer regular training and support, ensuring employees understand and can use the system effectively.

The goal is to make sure the right HR tech doesn't seem like just another HR trend. With consistent leadership and a methodical approach, technology can become essential, optimizing benefits from the investment.

FIGURE 10 Does your organization currently provide self-service portals to support employees with HR needs?



FIGURE 11 What reasons or challenges are preventing your HR team from using employee self-service portals?

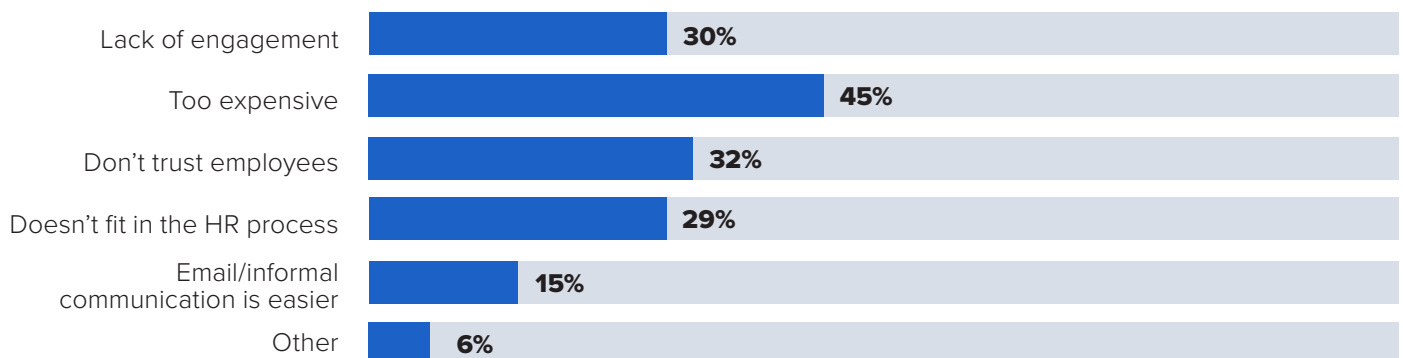


FIGURE 12 How long has your organization offered employee self-service portals?

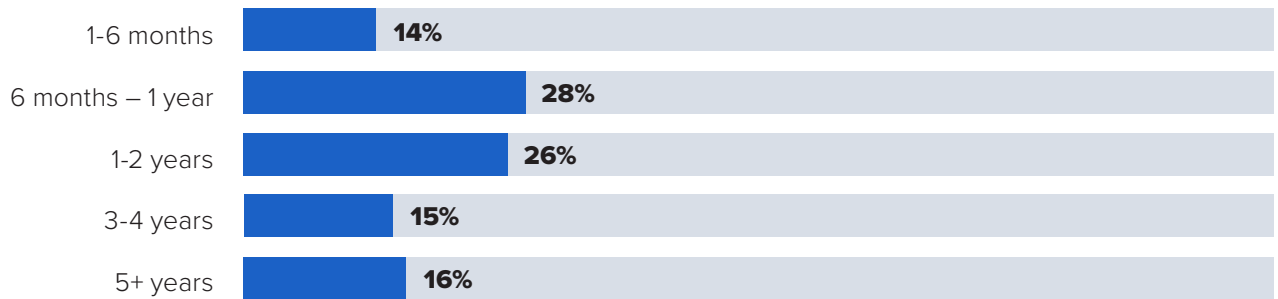
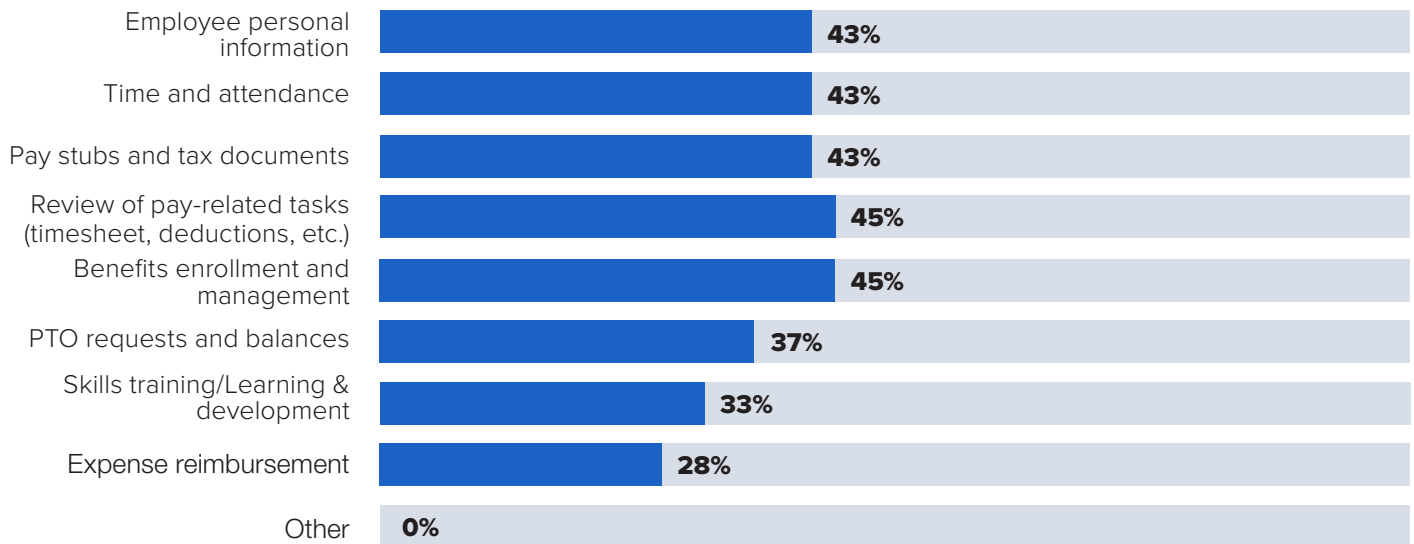


FIGURE 13 What HR services are offered to employees via self-service portals?



MEASURING THE IMPACT OF EMPLOYEE SELF-SERVICE

One of the significant benefits of modern HR technologies, especially self-service portals, is the ability to accurately gauge their utility and impact on an organization's operations and bottom line. Measuring the adoption rate and usage is crucial. It verifies whether the implemented system functions as envisioned and allows HR teams to identify areas or groups needing further training or encouragement. Conversely, high adoption rates among certain groups can be an opportunity for HR to engage with them, seeking testimonials or feedback, akin to how companies obtain employee endorsements for their career websites.

Companies that understand the importance of measuring ROI are on the right track. Look for solutions that track employee usage and give real-time estimated ROI data via a comprehensive management dashboard.

How Companies Monitor HR Tech Usage

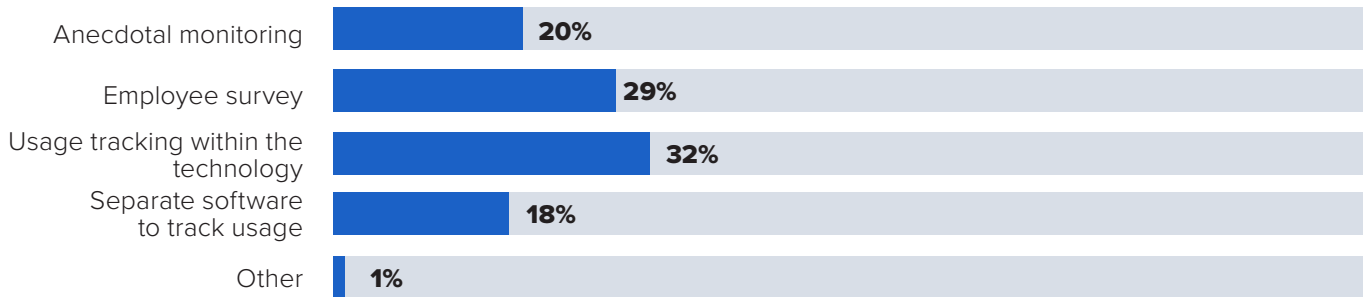
The survey indicates that most organizations use built-in usage tracking (32%) or employee surveys (29%) to monitor the effectiveness and adoption of these tools. While it's interesting to note that only 18% of organizations employ more formalized tracking mechanisms like separate software, this lower percentage might be attributed to most HR technologies already coming with integrated tracking features (Figure 14).

From a strategic perspective, connecting these metrics to tangible business outcomes, such as retention rates, becomes invaluable. For instance, if an HR department can highlight a 90% software adoption rate and simultaneously showcase a 10% improvement in employee retention, it makes a compelling case for the positive impact of its tools. This point becomes especially crucial for HR departments perceived as cost centers rather than revenue drivers.

Solutions that implement the latest workforce data regarding HR tasks give managers peace of mind that the estimates they see are the ones that matter.

In scenarios where significant financial resources are allocated to functions under HR's purview, like payroll and benefits, HR must demonstrate how these investments align with the broader strategy of the business. By showcasing data-driven results, HR justifies its expenditures and underscores its role in fostering the organization's health and success.

FIGURE 14 How do you measure employee usage of your HR technology?



BEYOND IMPLEMENTATION: PERFECTING THE EMPLOYEE SELF-SERVICE EXPERIENCE

Employee self-service portals have transformed numerous task areas within HR. Nearly half of surveyed companies report significant improvements in: (Figures 15, 16, 17 & 18)

- ✓ HR and employee communication
- ✓ accuracy in employee data updates
- ✓ efficiency in administrative tasks
- ✓ easy access to employee information

Approximately half (49%) observed an improved overall employee experience since launching an employee self-service portal (Figure 19). Furthermore, close to half of the respondents indicate that both HR and employees have found their platform beneficial, signaling a generally positive reception (Figure 20 & Figure 21). However, roughly a quarter noticed no progress or setbacks. What's behind this contrast?

Keys to Success

For a self-service portal to thrive, synchronized communication, timely training and robust leadership backing are imperative. Introducing a new system at an opportune time is essential to maintain momentum. Likewise, training should be well-timed — neither too early to forget nor too late to disrupt.

Challenges and Solutions

According to Roberts, one primary determinant contributing to varied experiences could be the repeated introduction of systems without first addressing foundational issues. “This can lead to implementation fatigue, causing stress and burnout,” she says. Additionally, providing the right level of support

during the portal's initial stages is crucial. "If employees feel unsupported or perceive the portal as a mere convenience for HR, adoption could suffer," she adds. HR should act as a facilitator, offering real-time help, especially during the initial stages. Moreover, the solution's customer care team should be available and actively engaged with implementation and onboarding.

Comprehensive training approaches should include FAQs, live sessions, practical exercises and follow-up sessions to cater to diverse employee preferences. The goal is for HR to emerge as a supportive guide rather than a system administrator. Building such a relationship and gathering valuable feedback will help ensure that employees continue to use the system willingly and effectively.

FIGURE 15 Since providing access to employee self-service portals for your workforce, the **COMMUNICATION** between HR teams and employees has___.

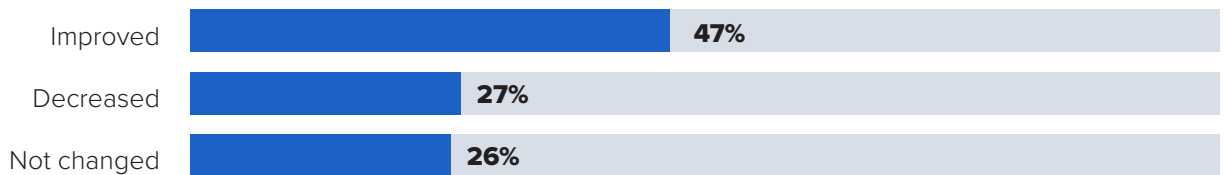


FIGURE 16 Since providing access to employee self-service portals for yourwork force, the **ACCURACY** of updated employee information has___.

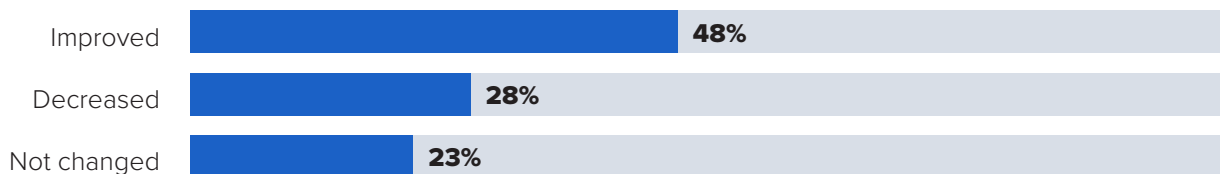


FIGURE 17 Since providing employee self-service portals for your workforce, the **EFFICIENCY** of completing administrative tasks has___.

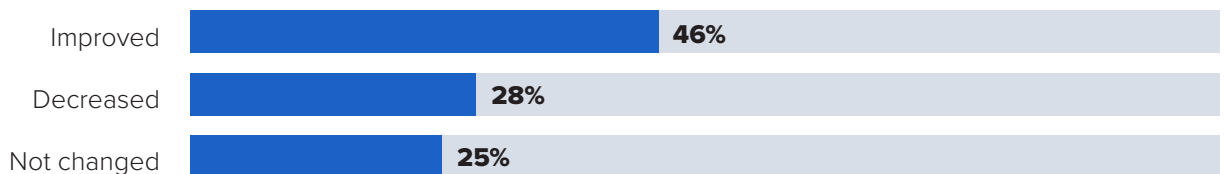


FIGURE 18 Since providing employee self-service portals for your workforce, the **CONVENIENCE** of employee information access (paystubs, tax forms, benefits, etc) has___.

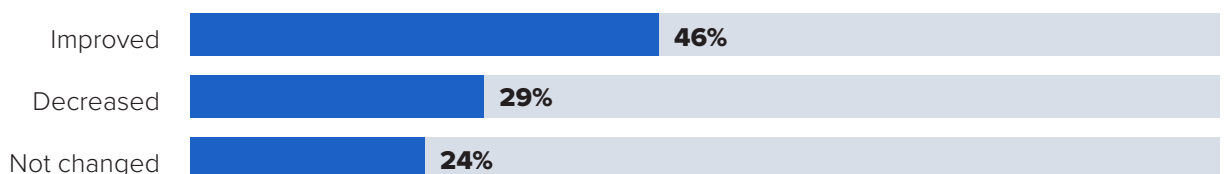


FIGURE 19 Since providing employee self-service portals for your workforce, the overall **EMPLOYEE EXPERIENCE** has____.

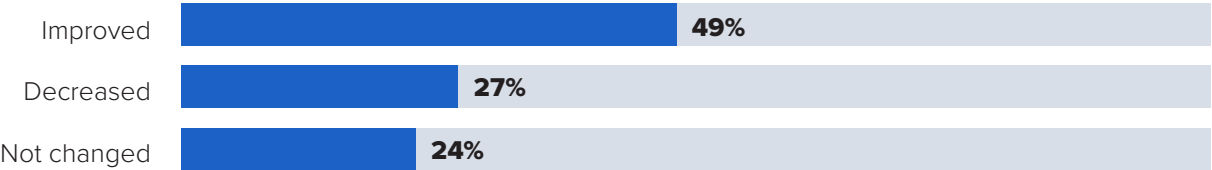


FIGURE 20 How would you best describe the employee self-service product experience for the **HR TEAM** at your organization?

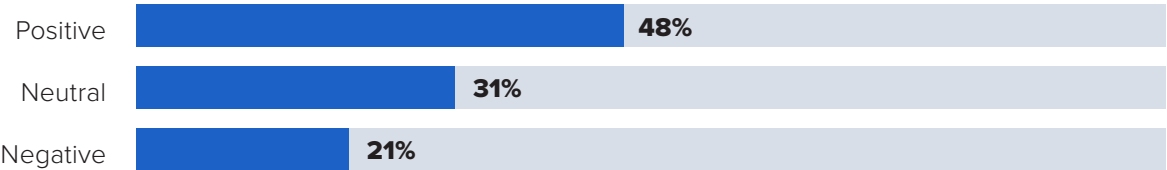
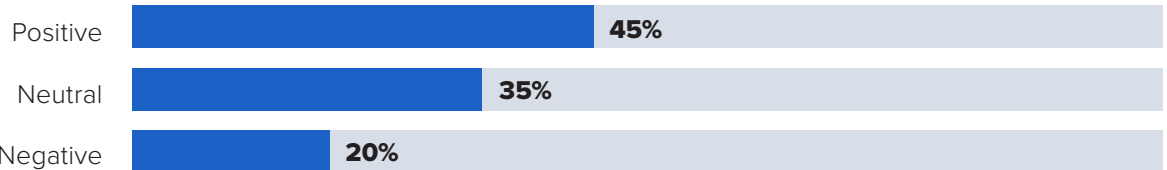


FIGURE 21 How would you best describe the employee self-service product experience for the **EMPLOYEES** of your organization?



CONCLUSION: MOVING FORWARD WITH HR AUTOMATION

This report has shed light on the dynamic world of HR automation and the role of employee self-service portals. As businesses aim to optimize operations, simplify procedures and boost employee satisfaction, some key lessons stand out when introducing new technology:

KEY TAKEAWAYS

Define Your Long-Term Vision.

Organizations must establish their strategic objectives for scalability and sustained growth before determining software selection. Identifying these key goals paves the way for finding a partner to support your organization's future.

Rate and Reflect on Existing Tools.

If switching from an existing software, reviewing its strengths and weaknesses is essential. Also, consider consolidating to a single platform, such as Paycom.

Focus on the User.

The true test of any software is how the end users — in this case, the employees — feel about it. While HR may lead the selection process, the software's success depends on how the whole organization responds to it. Always prioritize the user's needs.

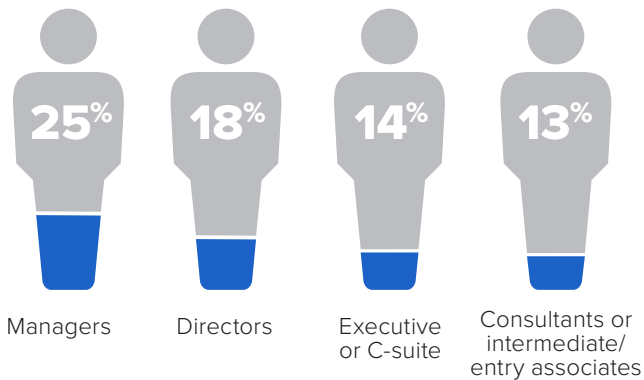
Feedback Is Gold.

Regular feedback from all company areas can offer vital insights. Acting on this feedback early and often can address issues and ensure that everyone feels involved in the process, which is vital for the software's long-term success.

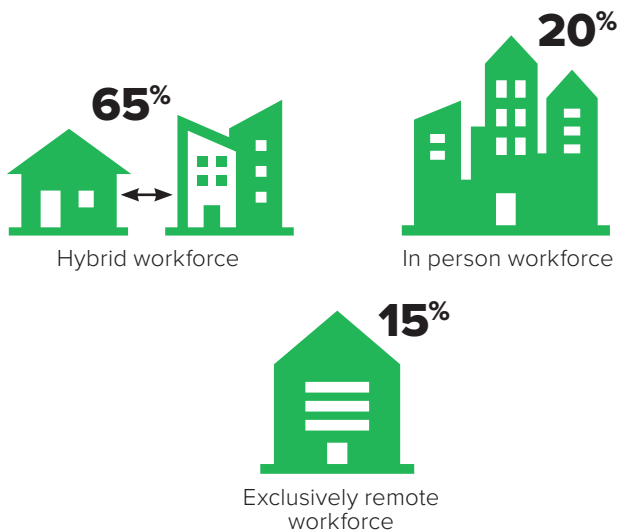
In a rapidly evolving tech world, HR stands at the crossroads of tradition and innovation. The growth of automation and employee self-service tools highlights a shift toward giving employees more control and freedom. This change is about more than just new software; it's about recognizing the value of every person in an organization. As businesses progress, they must remember that their strength isn't just in the tools they use but in the people they employ. Our report shows that when we combine technology with a focus on people, HR becomes more efficient and connects better with everyone. This balance of tech and people is our way forward, making HR an integral part of a changing business world.

WHO RESPONDED

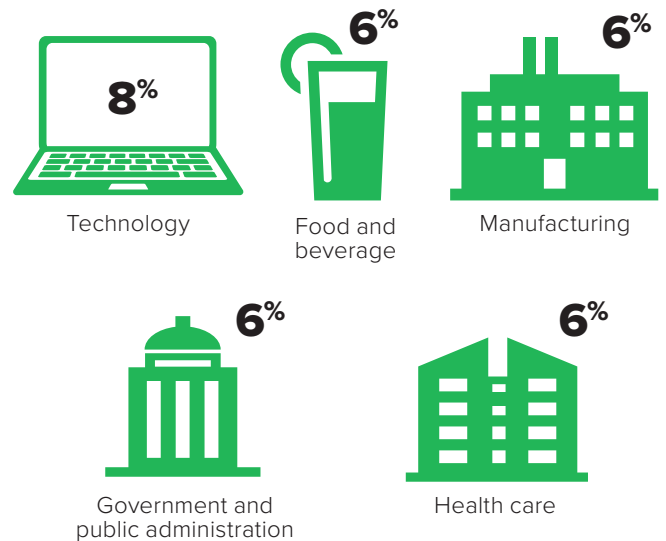
The 831 participants in our “HR Task Automation and Employee Self-Service” survey were:



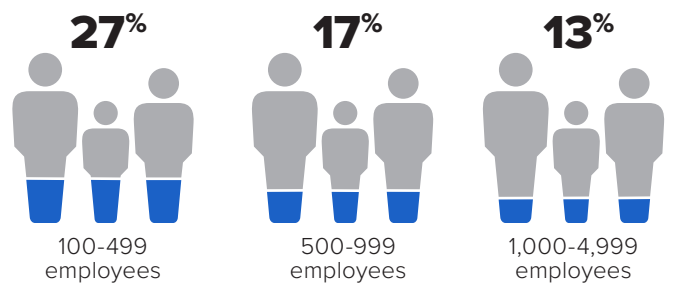
Workforce distribution:



The top industries represented in the response pool were:



Company size:



Workforce by generation:

