

# Don't Just Mind The Employee Experience Gap — Close It

## EXCELLENT EMPLOYEE EXPERIENCE DRIVES EMPLOYEE AND BUSINESS GAINS

Organizations with more advanced EX practices see nearly twice the return on their investments.

### Satisfied employees are hard-working, loyal company advocates\*:

● Highly satisfied employees ● Unsatisfied employees

“I don't mind putting in the extra hours if it will help my team/the company”



“I plan to stay at my company for the foreseeable future”



“I regularly recommend my company to those looking for jobs”



## EX GROWS IN IMPORTANCE WHILE EMPLOYEES RAISE ALARMS

But while EX becomes more critical for business success, employees are skeptical of any real progress. Within two years:



**78%** of HR managers believe EX will become one of the most important factors impacting their ability to deliver on key business objectives

**BUT**

Only **15%** of employees expect excellent EX from their companies\*

## ORGANIZATIONS DEPRIORITIZE EMPLOYEE NEEDS

HR and employees are fundamentally misaligned on what drives good EX. Why?

Only **9%** of HR managers say employee needs are their #1 priority when setting EX strategy.



## ACT NOW TO SEE GAINS

Organizations must close this gap by:



Instituting effective **listening** programs to understand employee sentiment and needs



Cultivating and sustaining a **positive culture**



Improving **learning and coaching** technology and processes



Considering usability, mobility, and accessibility when selecting employee **technology**

Base: 900 global HR decision-makers

\*Base: 900 full-time employees at global companies

Source: A commissioned study conducted by Forrester Consulting on behalf of SAP SuccessFactors, Qualtrics, and EY, July 2020

