

# The State of Human Experience in the Workplace 2022

Measure and manage the employee experience



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## HR pros and employees often have DIFFERENT perspectives when it comes to the employee experience



Employees are **MORE** likely than HR pros to rate their companies **HIGHLY** in regard to employee experience



of HR professionals say the average overall employee experience in their organization is well above average



of employees say the same

However, HR pros and employees see things differently when it comes to who is **RESPONSIBLE** for employee experience



of HR professionals say employees have a high or very high degree of responsibility for their own work experiences



of employees say the same

## Good compensation and benefits is the top driver of a positive employee experience

HR professionals say the top issues positively impacting employee experience are:



Good compensation and benefits



Feelings of camaraderie and friendship with coworkers



Work/life balance



Employees are less likely to say this is a priority. They rank it seventh!

## What hinders the employee experience?

HR professionals say insufficient buy-in from senior managers is the top factor that prevents organizations from enhancing the employee experience

When asked about the top issues negatively impacting employee experiences, **HR PROFESSIONALS** and **EMPLOYEES** agree on the top three:

- 1 employee burnout
- 2 inability to grow within the organization
- 3 heavy workloads



**EMPLOYEES**, however, are more likely than HR professionals to say these issues negatively impact their experience:

- negative aspects of the corporate culture
- not feeling heard by leaders
- inadequate tools to perform the job

## HR views remote/hybrid work in a more positive light than employees



of HR professionals say remote and/or hybrid work arrangements has **IMPROVED** the employee experience

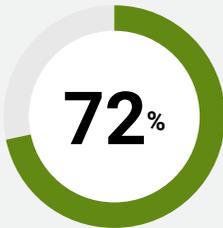


of employees say the same

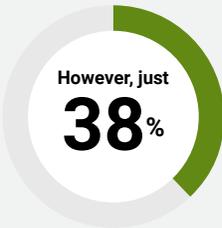


Further, employees are also almost twice as likely than HR professionals to say remote work has a **NEGATIVE** impact!

## HR professionals are more likely to believe the employee experience will improve over the next year, but employees are not as optimistic



of HR professionals agree or strongly agree that the employee experience will improve over the next year



of employees think the same



## When compared with organizations that do not rate the experiences of their employees highly, those that have good employee experiences are:

**10X**

more likely to say employees feel empowered

**6X**

more likely to say employees have a good work/life balance



more likely to say remote and/or hybrid work arrangements have improved the employee experience a lot



## Consider These Strategies

- Ensure leaders foster a positive culture
- Measure employee experience using a variety of tools
- Ensure HR has a mandate to improve the employee experience
- Don't overlook the basics of good compensation and benefits
- Recognize the pros and cons of remote/hybrid work

## About the Survey



The State of Human Experience in the Workplace survey ran in December 2021 and January 2022. We gathered 308 complete and partial responses from HR professionals in virtually every industry vertical. We used two panels for our HR professional-focused survey. One was based on HR.com's extensive list of HR professional members. The second was an external panel of HR professionals.

We also ran a concurrent external companion survey asking employees about their experience, which had 216 complete and partial responses. Respondents are located all over the world, but most of them reside in North America, especially the United States.

The participants represent a broad cross section of employers by number of employees, ranging from small businesses with fewer than 50 employees to enterprises with 20,000+ employees. Most, however, are organizations with 500 or more employees.

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**Experience leaders:** These represent HR respondents who answered 8, 9, or 10 to the question "On a 10-point scale, how would you rate the average overall employee experience in your organization?"

**Experience laggards:** These represent HR respondents who answered 1, 2, 3, 4, 5, or 6 to same question.