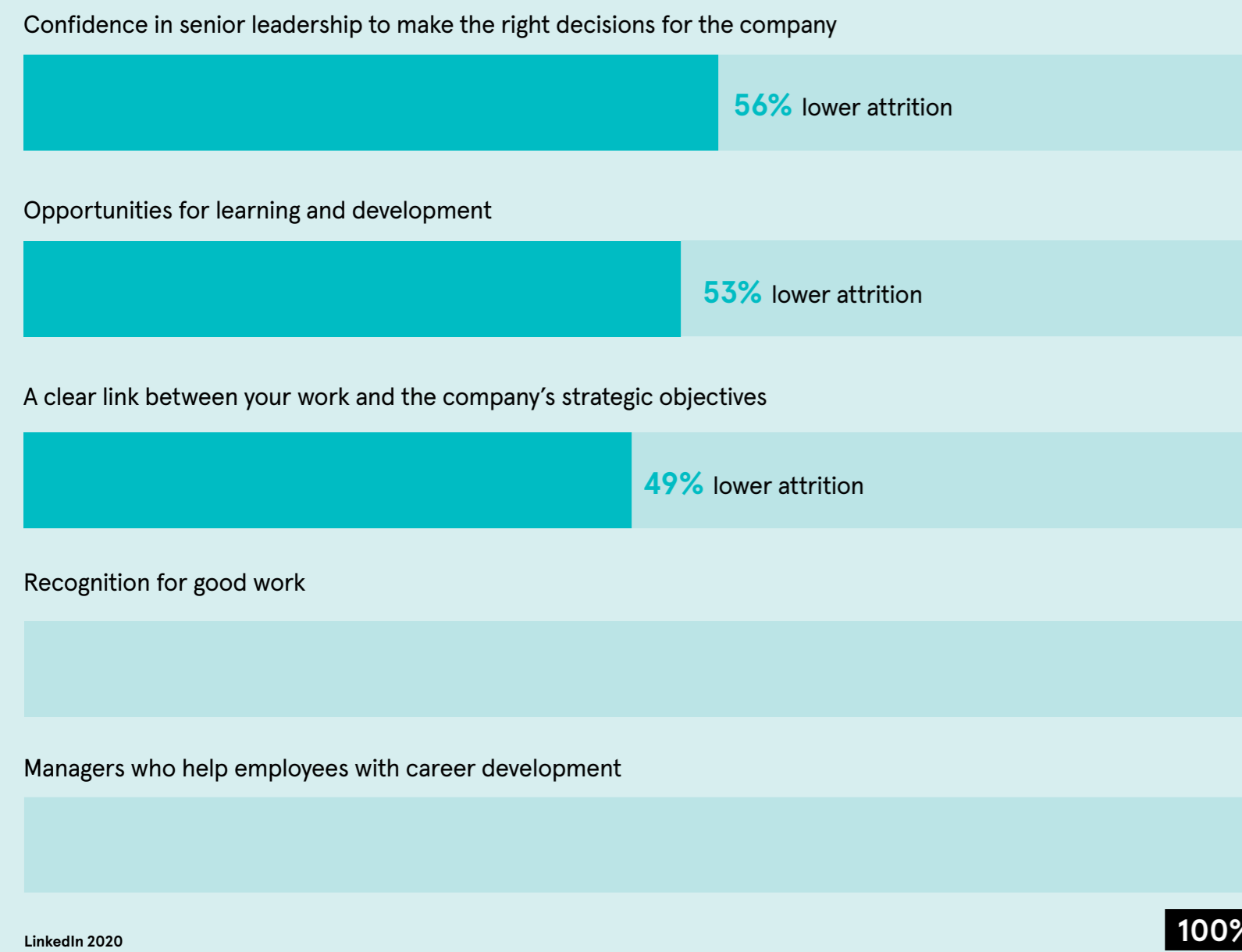


EXPERIENCE MATTERS

Good employee experience (EX) can cut staff turnover and increase performance, but many companies have not made it a priority. The COVID-19 pandemic may have changed this, however, with global research firm Gartner finding that 64 per cent of HR leaders plan to prioritise employee experience more highly now than before the outbreak. So what works when it comes to crafting a great EX? And what has been holding companies back?

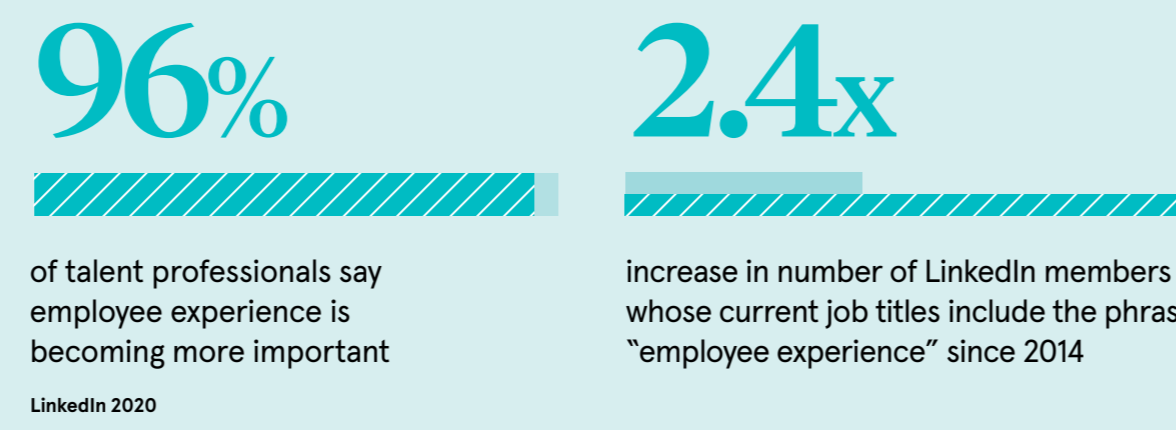
BIGGEST EX CHALLENGES FOR 2020

There is a clear link between good EX and business impact, based on over 1,000 companies who were rated on key EX components



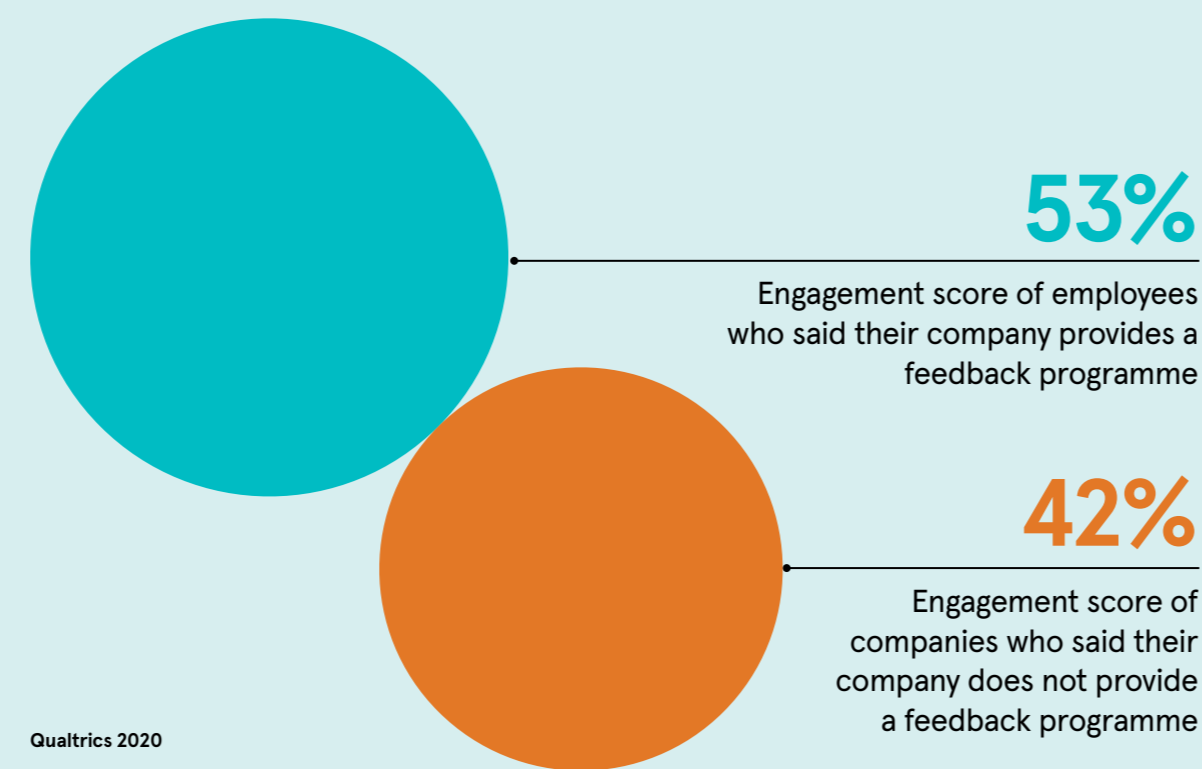
WHAT DRIVES EMPLOYEE ENGAGEMENT?

Top drivers of engagement according to employees



IS FEEDBACK THE SECRET TO GOOD EX?

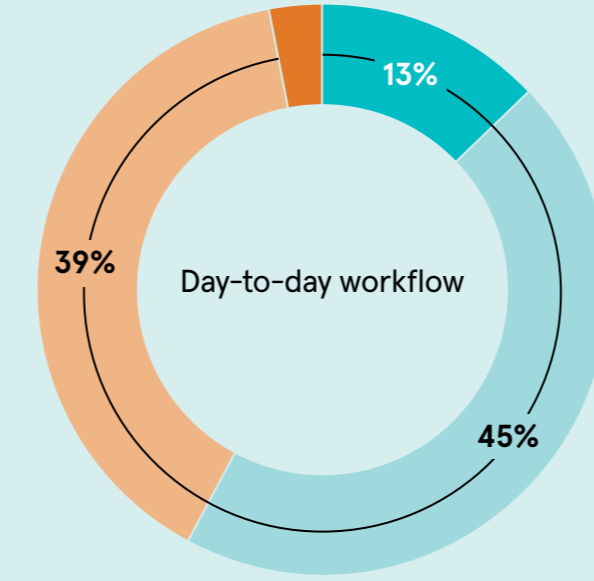
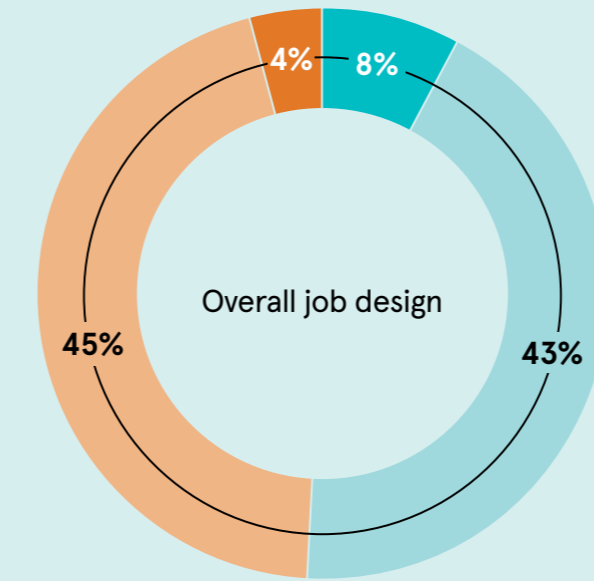
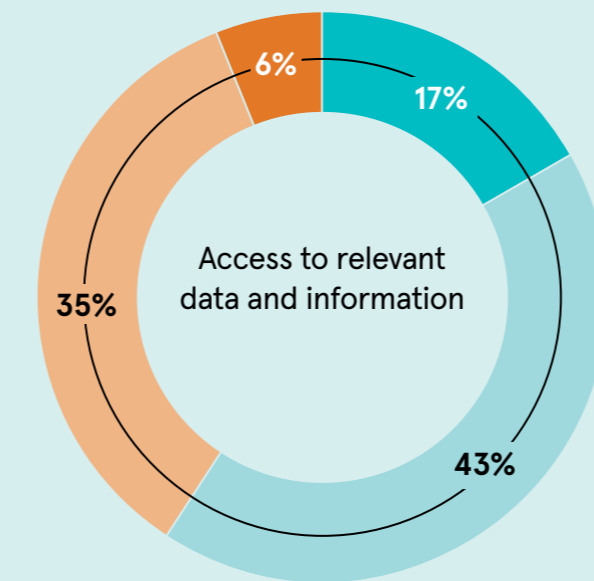
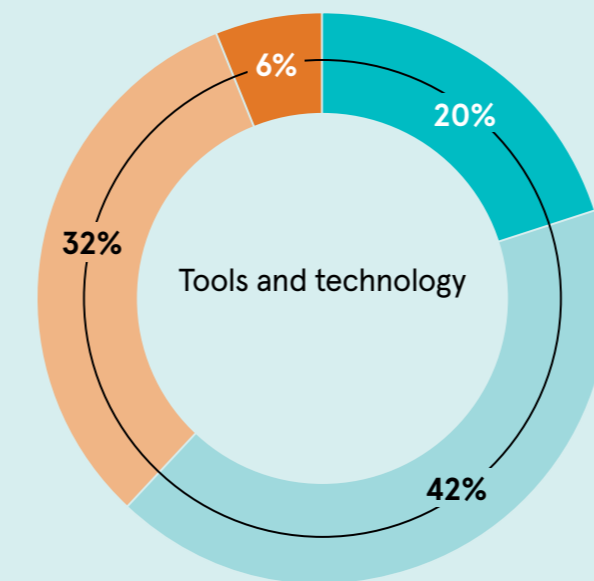
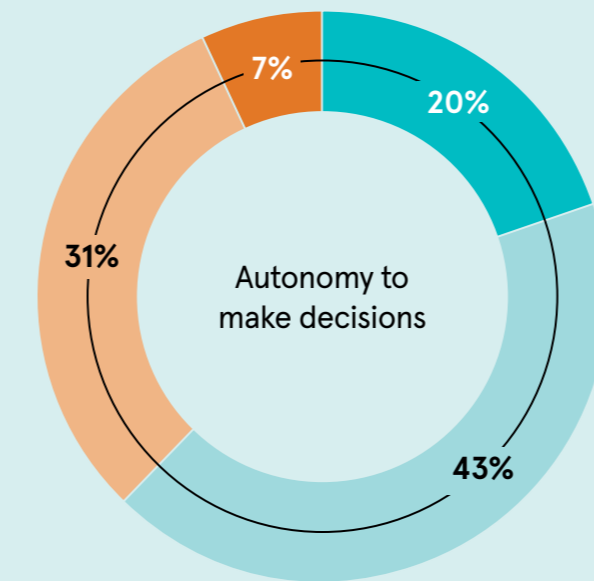
A feedback programme can have a significant impact on employee engagement scores



MAKING WORK MEANINGFUL IS KEY TO EMPLOYEE EXPERIENCE

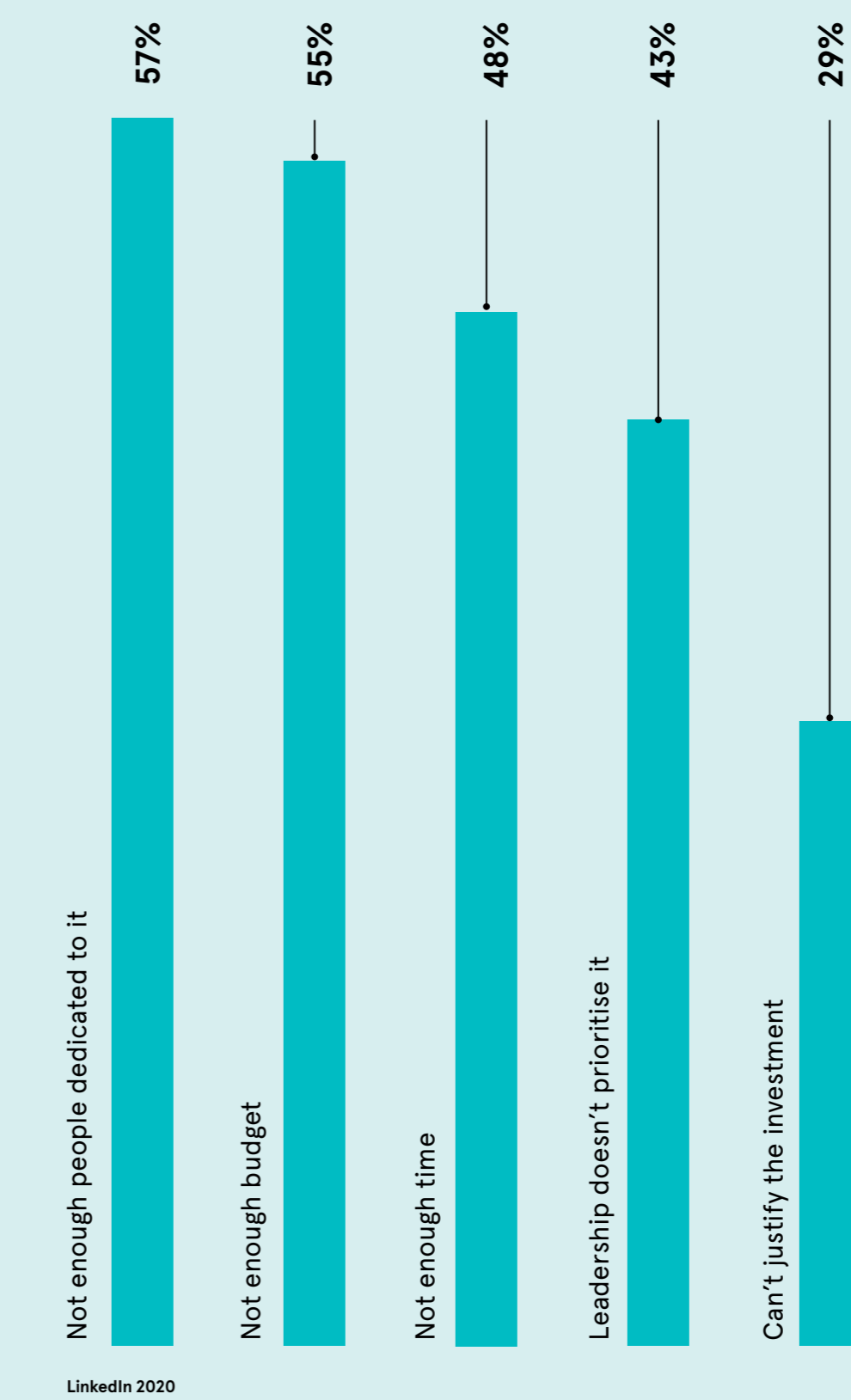
How satisfied employees are with the design of their jobs, according to chief executives

Not satisfied (light blue), Somewhat satisfied (medium blue), Satisfied (orange), Very satisfied (dark orange)



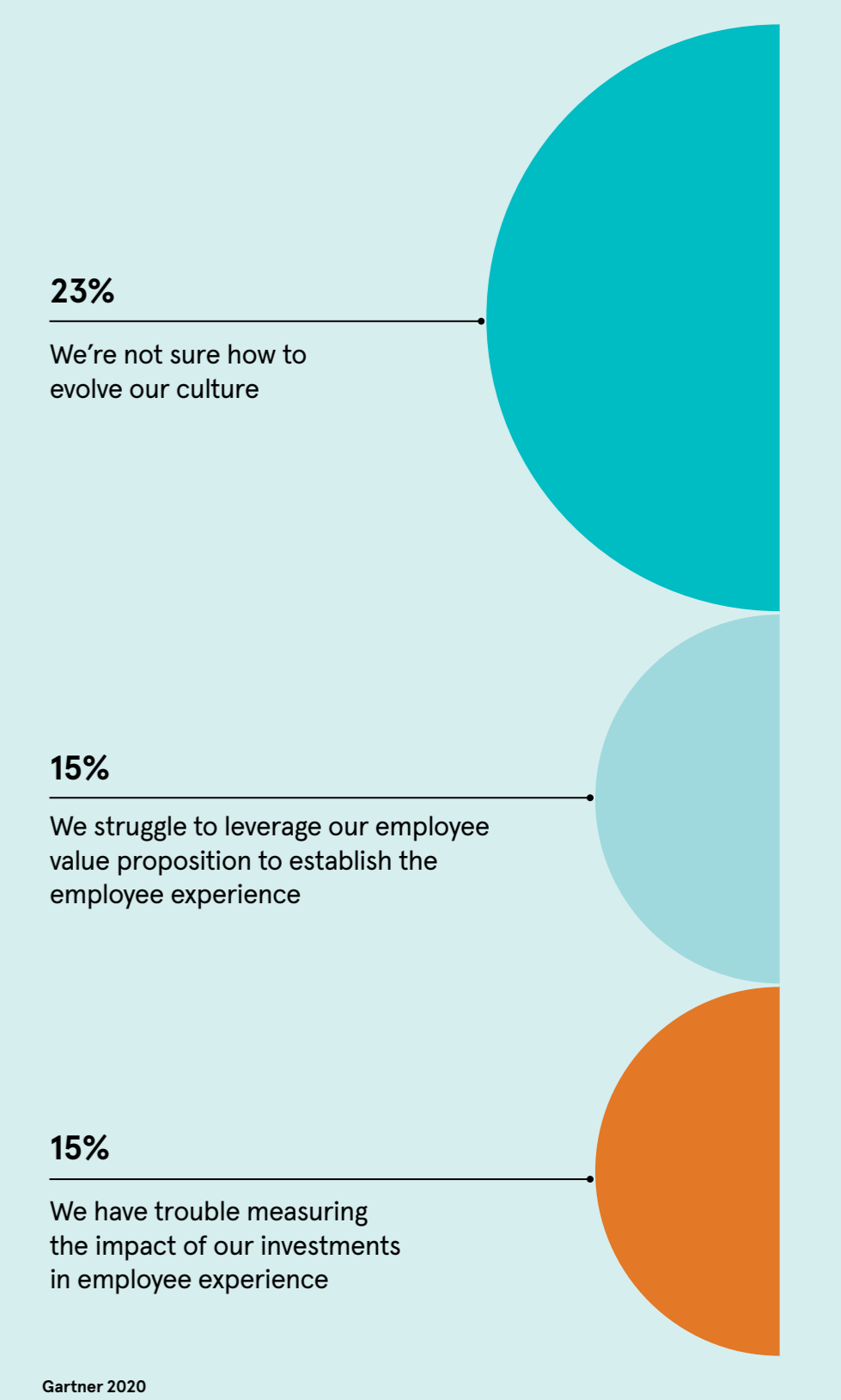
WHAT'S GETTING IN THE WAY OF A BETTER EMPLOYEE EXPERIENCE?

Percentage of talent professionals who say the following are significant roadblocks to improving employee experience



WHY AREN'T BUSINESS LEADERS MAKING EX A PRIORITY?

Biggest EX challenges for 2020, according to HR leaders



THE PARTS OF EX THAT STILL NEED FIXING

Percentage of talent professionals who say their company should improve the following

