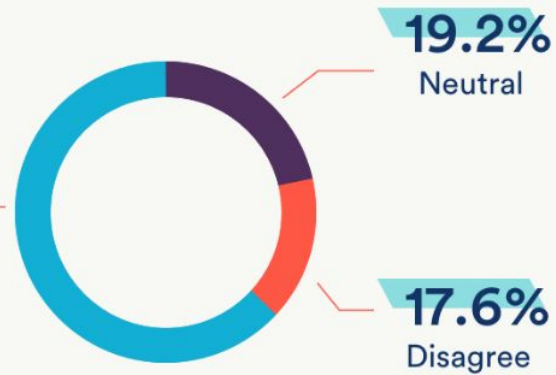


Businesses still struggle with turnover despite **67.8%** of businesses claiming to recognize when an employee is about to leave through changed behavior  
(performance decline, unusual office behavior, absenteeism, or tardiness)

**63.3%** of business owners agree retaining employees is harder than hiring them.



<https://www.zenefits.com/workest/employee-turnover-infographic/>

90 percent of executives understand the importance of employee engagement.

50 percent of executives understand how to address the issue.

13 percent of employees consider themselves “highly engaged”.

**Source:**  
<https://www.peoplehr.com/en-gb/blog/the-shocking-statistics-of-employee-engagement/>

**The Main Sources:**1)  
<https://haiilo.com/blog/employee-engagement-8-statistics-you-need-to-know/>

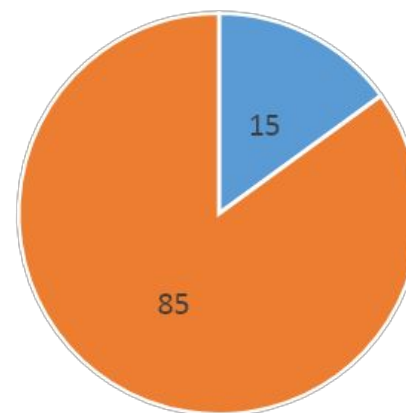
2)  
<https://www.zenefits.com/workest/employee-turnover-infographic/>

**Employee engagement increases productivity in the workplace.** Engaged employees outperform their peers that are not engaged. Overall, companies with high employee engagement are 21% more profitable.

**Employee engagement improves morale in the workplace.** Employee engagement reduces absenteeism. In fact, a Gallup study shows that highly engaged workplaces saw 41% lower absenteeism.

**Engaged employees provide a better customer service.** Low employee engagement is a costly problem! It costs businesses \$4,129 on average to hire new talent, and around \$986 to onboard the new hire. That means you lose over \$5,000 each time an employee walks out the door, not to mention the unquantifiable cost of losing an experienced employee!

**Source:**  
<https://haiilo.com/blog/employee-engagement-8-statistics-you-need-to-know/>



engaged not engaged

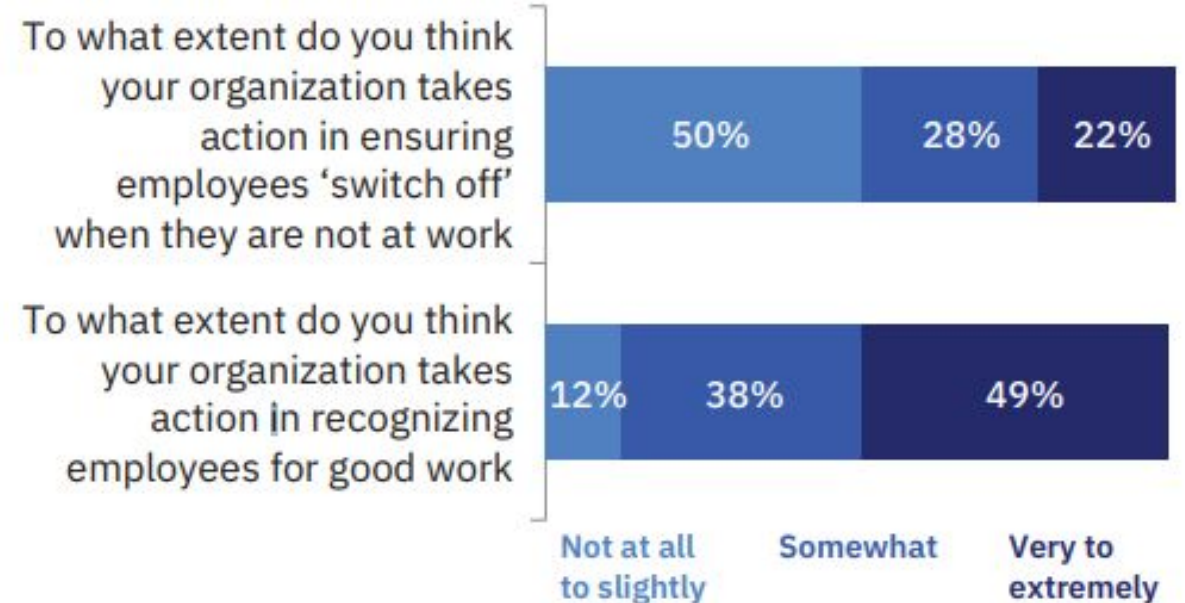
**Source:**  
<https://news.gallup.com/reports/220313/state-global-workplace-2017.aspx>

A growing body of research now points to the benefits of a human workplace for creating positive employee experiences. According to research from IBM and Globoforce,<sup>i,ii</sup> a human workplace is primarily characterized by opportunities for:

- Meaningful work
- Empowerment and voice
- Feedback, recognition, and growth
- Coworker relationships
- Organizational trust
- Work-life balance



As highlighted above, two ways to improve employee experience are for workplaces to allow more opportunities for improved work-life balance and better recognition, feedback and growth. However, once again, according to HR practitioners, there is room for improvement. Less than a quarter (22 percent) say their organizations do enough to provide opportunities to recharge, and less than half (49 percent) say there is sufficient recognition of the good work that employees do (see Figure 4).



**Source:** 2017 IBM and UNLEASH HR professional survey (n=247)  
<https://www.ibm.com/downloads/cas/XEY1K260>

## Conclusions and recommendations

Our study extends research on outcomes related to the employee experience from the individual to the organizational level. In addition to correlations with individual performance, discretionary behavior and attrition, these analyses support the positive relationship between the employee experience and organizational financial outcomes. Specifically, we found that organizations providing a positive employee experience outperform their cohorts three-fold for ROA and two-fold for ROS. These findings point to the importance of the employee experience in driving organizational efficiency and as an emerging source of sustained competitive advantage. Several recommendations emerge from the current research, specifically:

- Leverage existing large-scale, global research on the EXI to understand the experience of employees within your organization across and within geographies and functions.
- Deploy innovative employee listening solutions to understand your organization's employee experience and the specific profile of human workplace drivers that are present in your organization, and which are areas of opportunity for improvement.
- Develop integrated talent strategies using HR technologies that are aligned to a human workplace and positive employee experience, beginning with senior leadership.
- Leverage human and cognitive cloud applications that allow for a shared, yet personalized, experience within the workplace
- Track the employee experience against key performance indicators for your organization to demonstrate the value and return on human capital investments.

<https://www.ibm.com/downloads/cas/XEY1K260>