



HR

TECHNOLOGY TRENDS 2017 SURVEY



HR Daily Advisor Research



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Contents

HR Technology Trends 2017 Survey.....	4
Tech for Recruiting	5
Onboarding.....	6
Performance Management.....	7
Engaging Employees with Tech	8
Tech for Training and Development.....	9
Tech and Comp	10
Tech and Benefits.....	11
Attendance Tech	12
Tech and the HR Department	13
HR Transforming the Organization.....	14
HR Tech in Action	16
Demographics:	17
Facility Location.....	17
Company Industry.....	18
Business Type	19
HR Department.....	20
Job Type or Position.....	21
Company Size.....	22
Survey Methodology	23

The background is a vibrant teal color. In the center, a large white circle contains the text 'HR TECHNOLOGY TRENDS 2017 SURVEY'. Surrounding this circle are various red and white icons: a laptop with two hands typing, a smartphone with a hand holding it, a tablet with a hand pointing at a bar chart, a gear, a speech bubble with three horizontal lines, a cloud with a Wi-Fi symbol, a mail icon, and a pencil. The overall theme is technology and human resources.

HR

TECHNOLOGY TRENDS 2017 SURVEY

Highlights:

- 55 percent of respondents use social media in addition to traditional recruiting methods
- 52 percent do direct social media searches (e.g., via LinkedIn)
- 87 percent do NOT use tech for replacement or succession planning
- 73 percent use a company intranet for internal communication
- 60 percent have online account management for retirement benefits
- 13 percent track individual employee movements about the worksite
- 72 percent say using tech for payroll has changed the organization for the best
- 11 percent say that tech has changed the organization for the worst in the area of engagement
- 56 percent say HR tech has not changed their organization for the worst in any area

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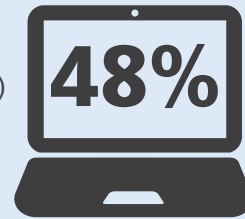


SilkRoad

HR Daily Advisor Research

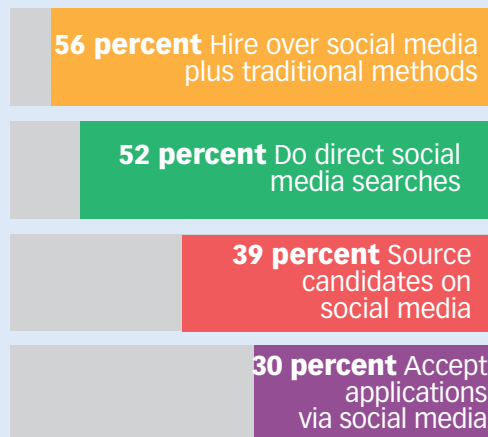
Tech for Recruiting

Use a computer/software applicant tracking system (ATS)

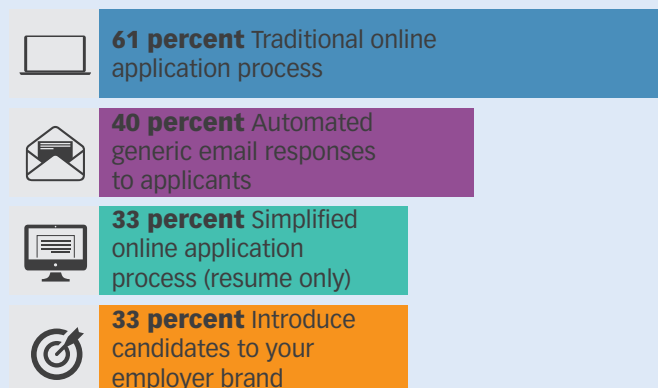


Use social media or software/technology to develop a "pool of talent"

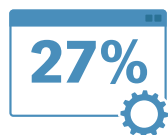
Recruiting methods:



What HR Tech do you use to create a positive candidate experience?

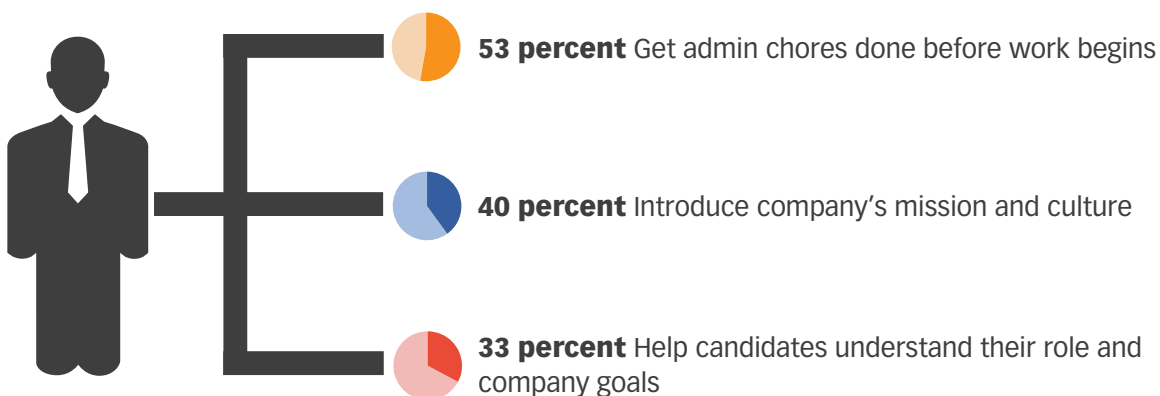


Onboarding



Use Onboarding automated with software

Onboarding software creates a positive candidate experience by:



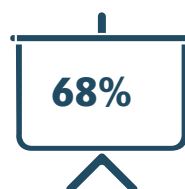
What does the onboarding process consist of?



Completing forms



Training specific to new hires



Orientation



Periodic check-ins between new hire and manager/HR



Performance Management



32 percent use an automated system/software for performance management

Systems feature:

78 percent Performance review forms

59 percent Records

58 percent
Employee self-evaluation

48 percent
Communications/messaging

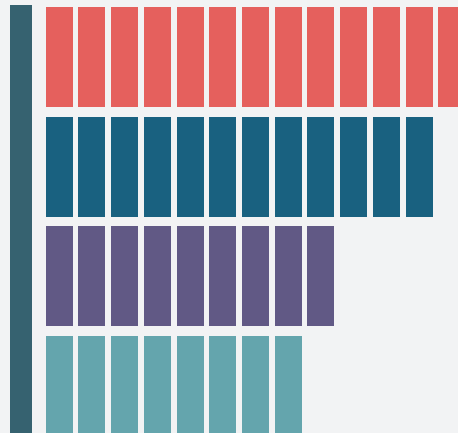
42 percent
Metrics and reporting



87 percent do NOT use tech for succession planning

"In the moment" tech use:

- 51 percent** Allow employees to ask for feedback
- 49 percent** Give immediate feedback
- 36 percent** Put a quick "great job" note in system
- 32 percent** Allow employee to request performance meetings

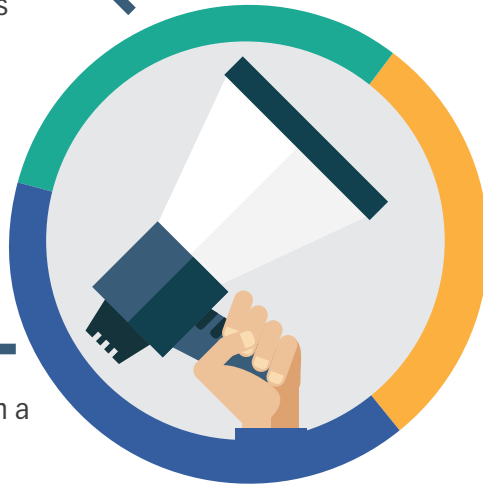


Engaging Employees with Tech

Use of HR Tech for engaging employees:

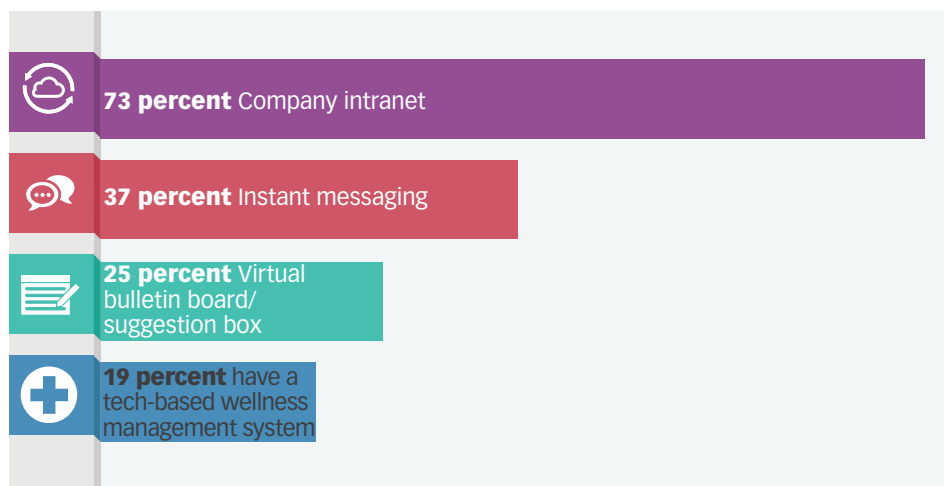
50 percent Shout-outs when a new employee starts

39 percent shout-outs when a colleague does a good job



15% have a system or program for measuring and reporting engagement metrics

Tech techniques for internal communications:



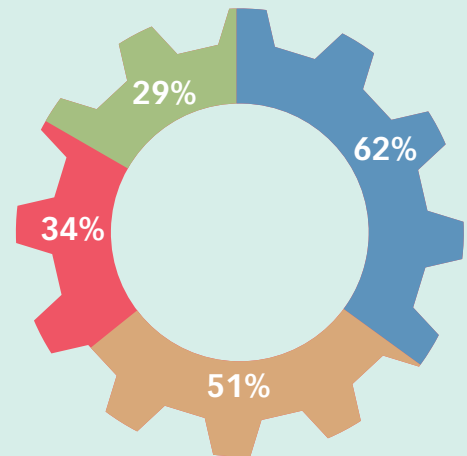
Tech for Training and Development



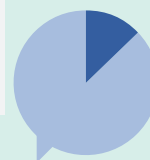
46 percent use tech to track/manage T&D

Changing the development experience:

T&D Tech is used to:

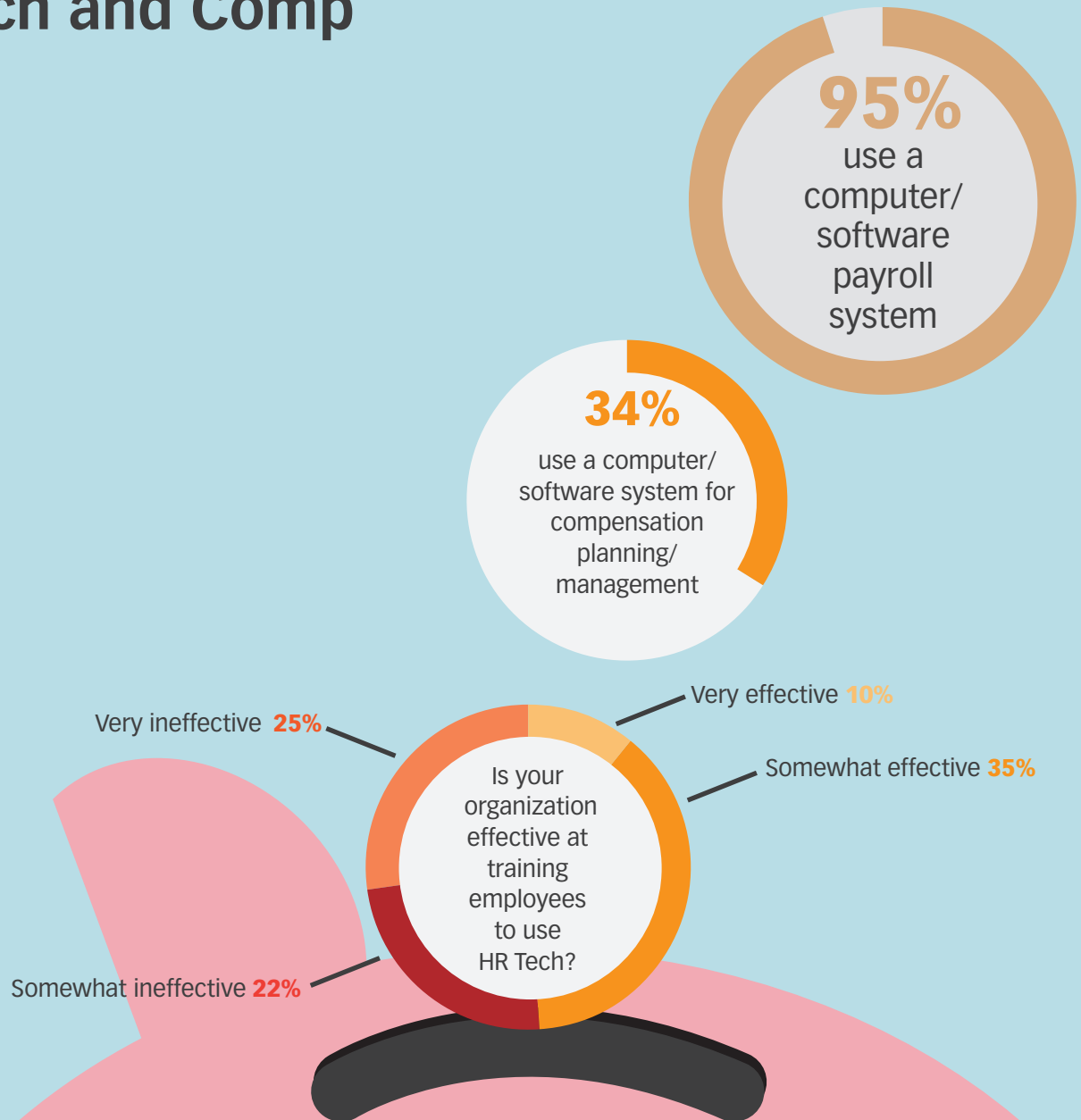


- Training based on needs and interest
- 24-hour access to training materials and resources
- Custom designing training programs for specific employees
- Availability on different devices



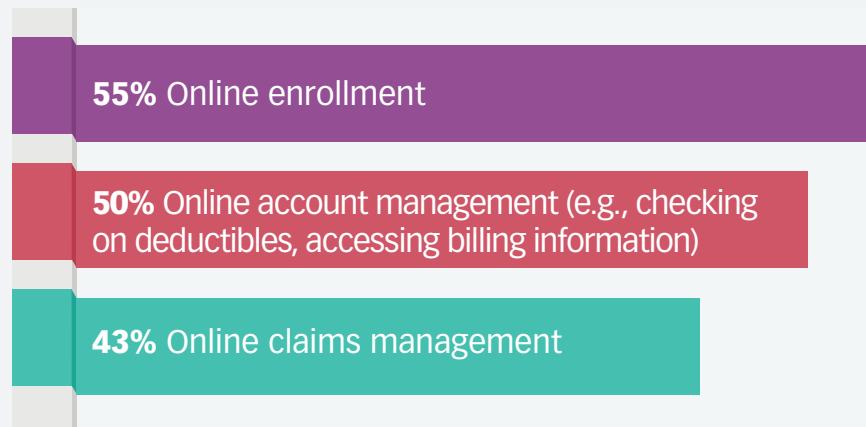
13 percent use tech to manage or assist with informal mentoring and coaching

Tech and Comp

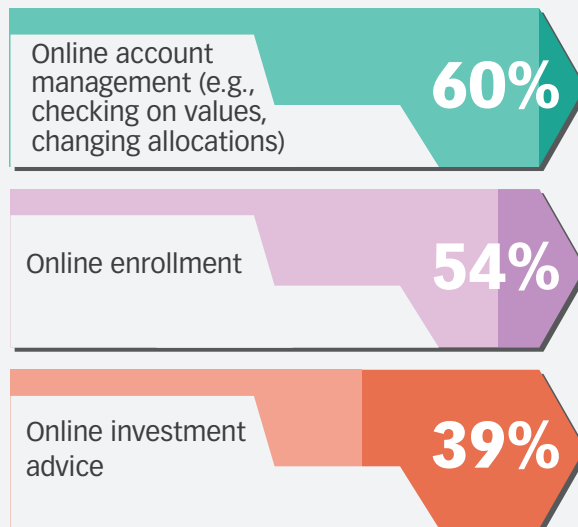


Tech and Benefits

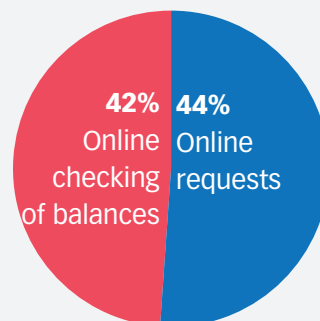
Healthcare benefits tech features:



Retirement benefits tech features:



Leave management benefits tech features:



Attendance Tech



17% still use paper time cards and a punch clock

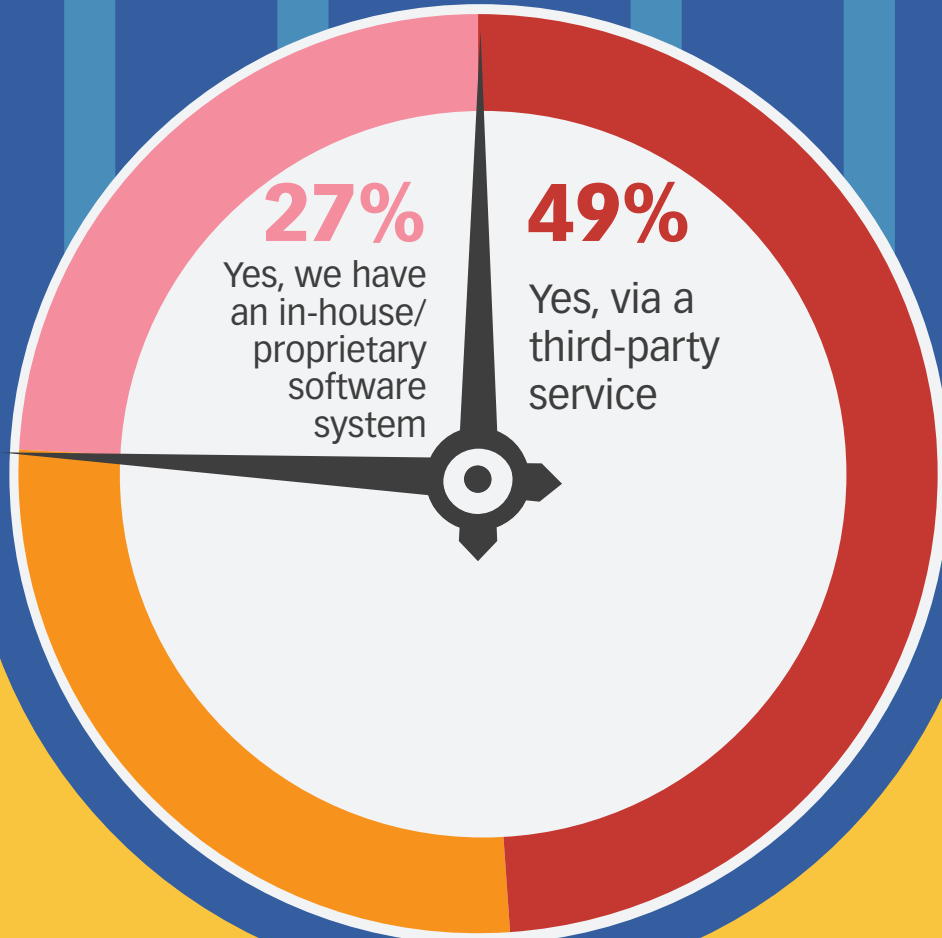


13% track individual employee movements about the worksite



13% track individual productivity e.g., keystrokes, output

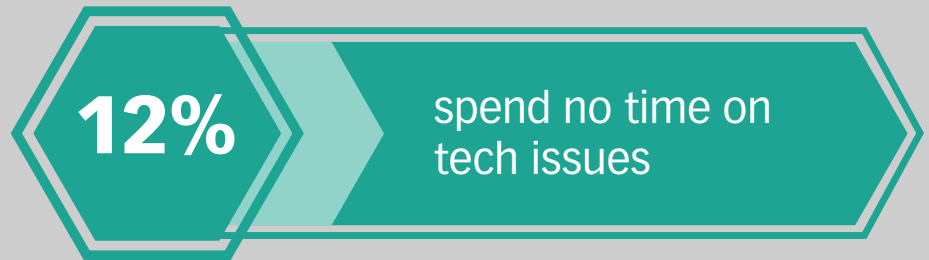
Do you have a technology-based attendance system/time clock?



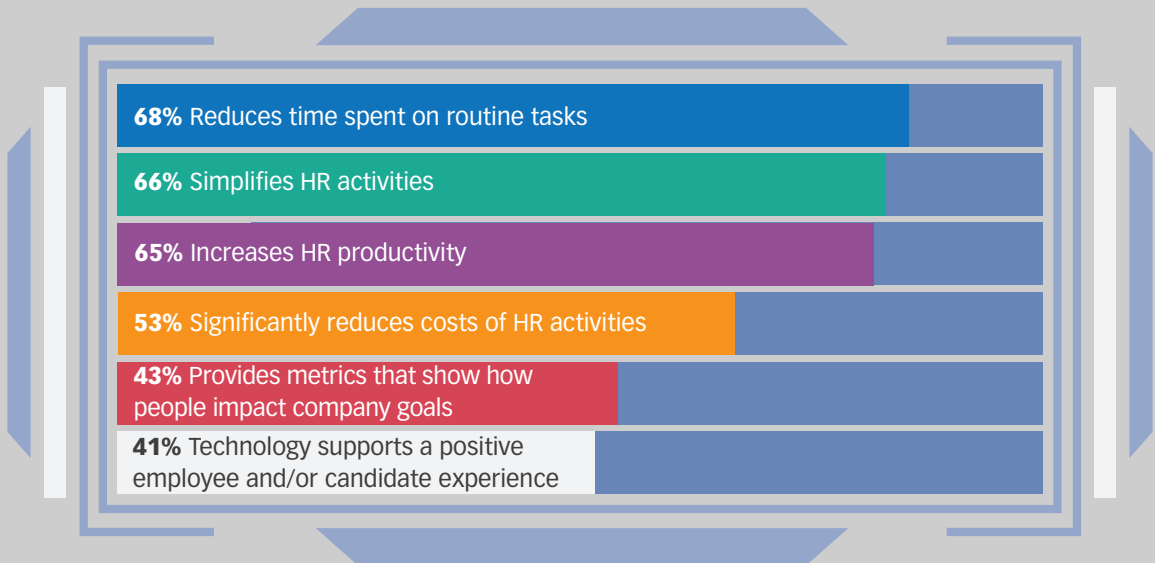
Tech and the HR Department



Nearly a quarter of respondents spend over 25 percent of their time on HR technology issues (including evaluating systems, installing and implementing, managing, and dealing with problems).

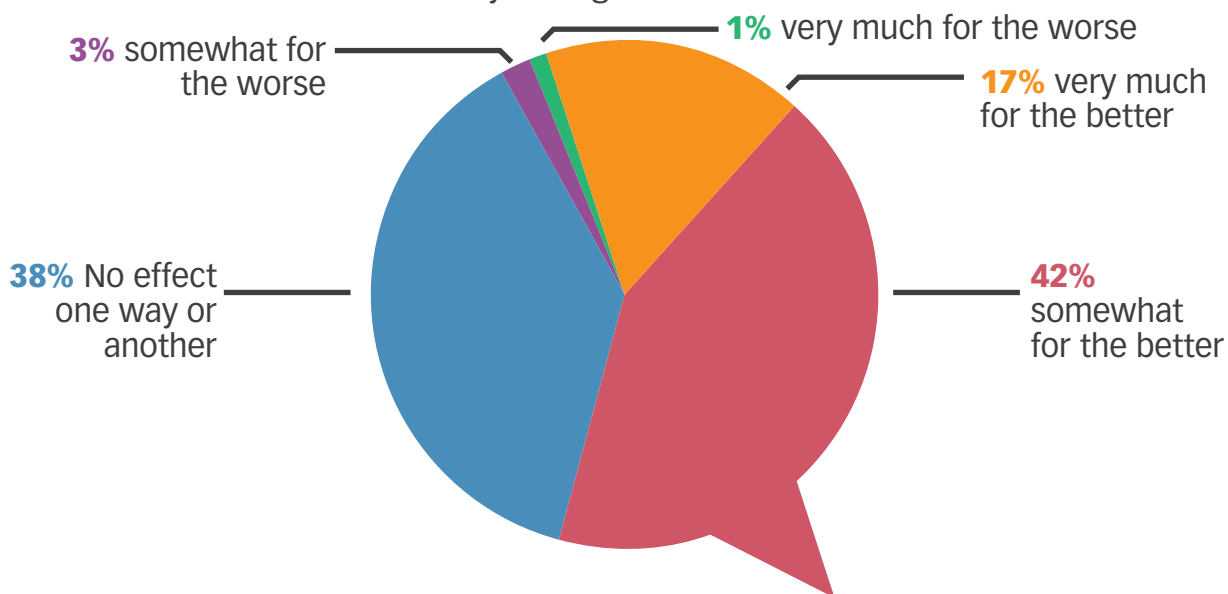


Percent who "Agree" or "Strongly agree" that HR tech



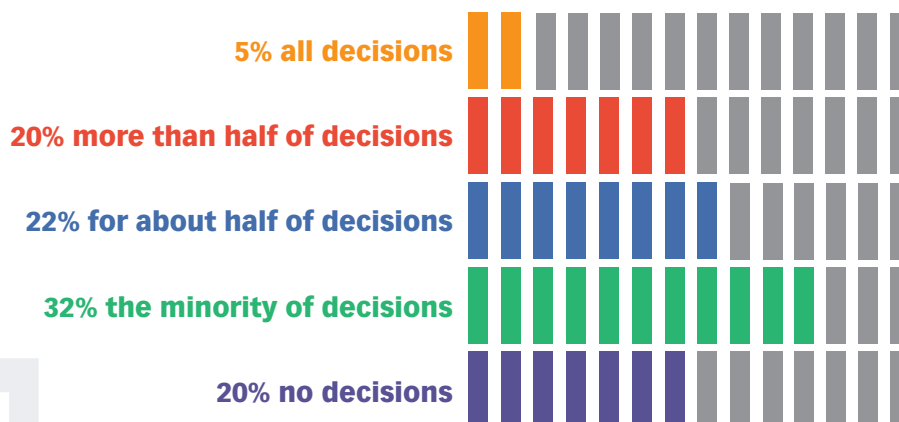
HR Transforming the Organization

How has HR tech transformed your organization?



38 percent say "HR tech has not really affected our organization one way or the other."

When making business decisions, management relies on HR technology and its metrics for making:



HR Transforming the Organization

In which areas has HR tech transformed your company for the BETTER?

72%

Payroll

55%

Benefits Management

46%

Recruiting

33%

Training

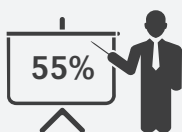
33%

Onboarding



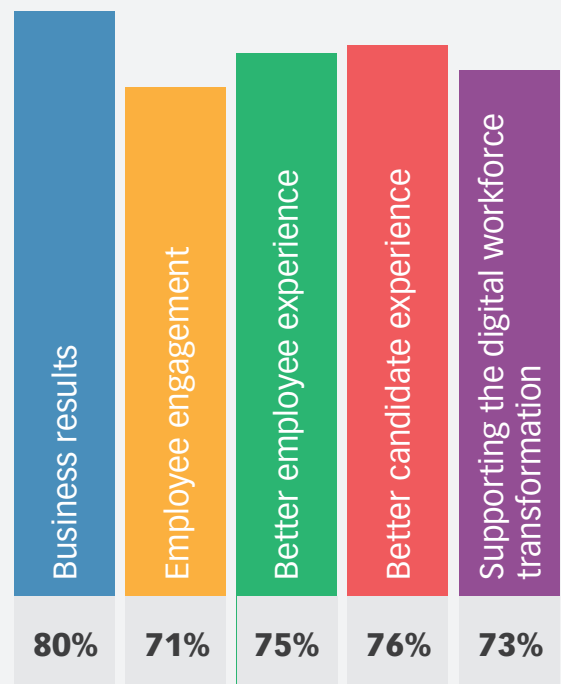
(5 percent say "HR Technology has not transformed our company for the better in any area.")

In which areas has HR tech transformed your company for the WORSE?



55% Say "HR technology has not transformed our company for the worse in any area"

Percent of survey takers who say HR tech transformed our company "Very Well" or "Somewhat Well" in the following areas:



HR Tech in Action

Biggest HR tech challenge?



Training and Usage

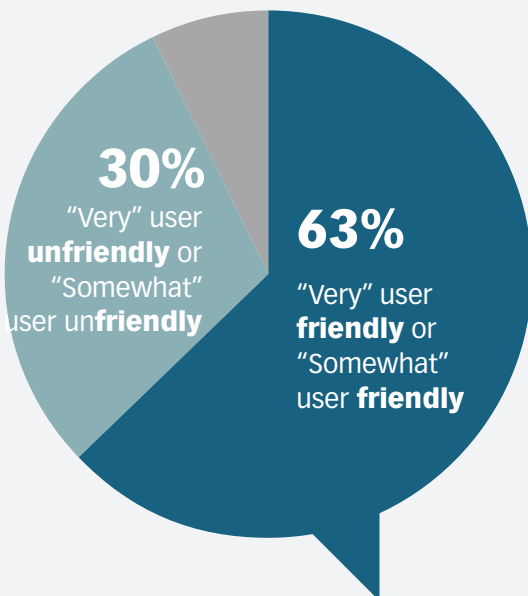


Technical Problems



Cost

How user friendly are your HR Tech systems? (e.g., do your employees have to login to multiple systems)



Many companies replace their IT support with HR Tech. How was respondents' experience with IT support versus HR Tech?



33% IT Support "Very positive" rating



20% HR Tech "Very positive" rating

Demographics

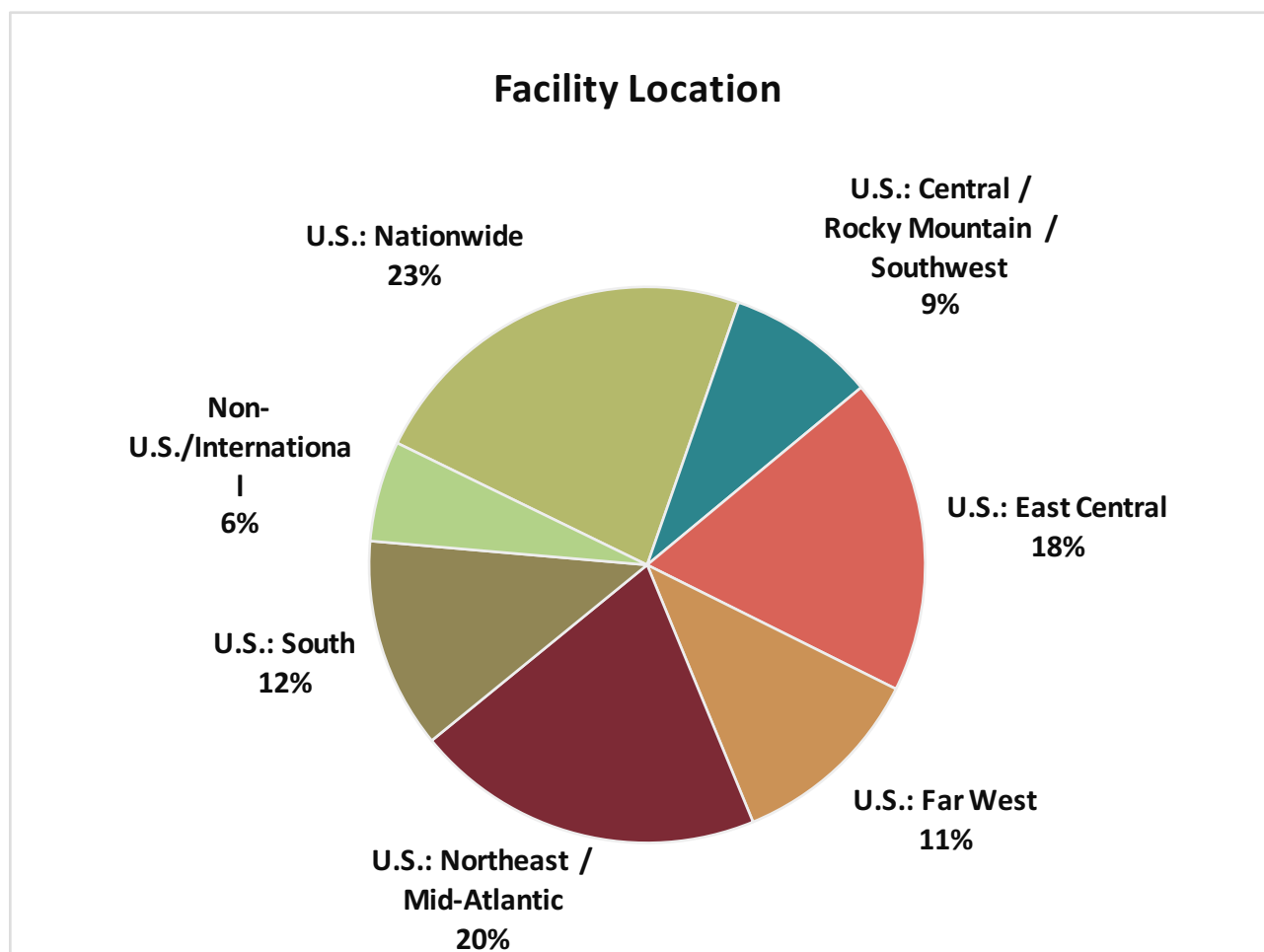
Our HR Tech Trends 2017 survey was taken by 495 people from diverse locations, company sizes, industries, and job titles.

Facility Location

There was a relatively even distribution of respondents from around the U.S.

States in each geographic group:

- US Central/Rocky Mountain/Southwest—AZ, CO, ID, KS, MT, ND, NE, NM, NV, SD, UT, WY;
- US East Central—IA, IL, IN, MI, MN, MO, OH, WI, WV;
- US Far West—AK, CA, HI, OR, WA;
- US Northeast/Mid-Atlantic—CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VT, VA;
- US South—AL, AR, FL, GA, KY, LA, MS, NC, OK, SC, TN, TX.



Company Industry

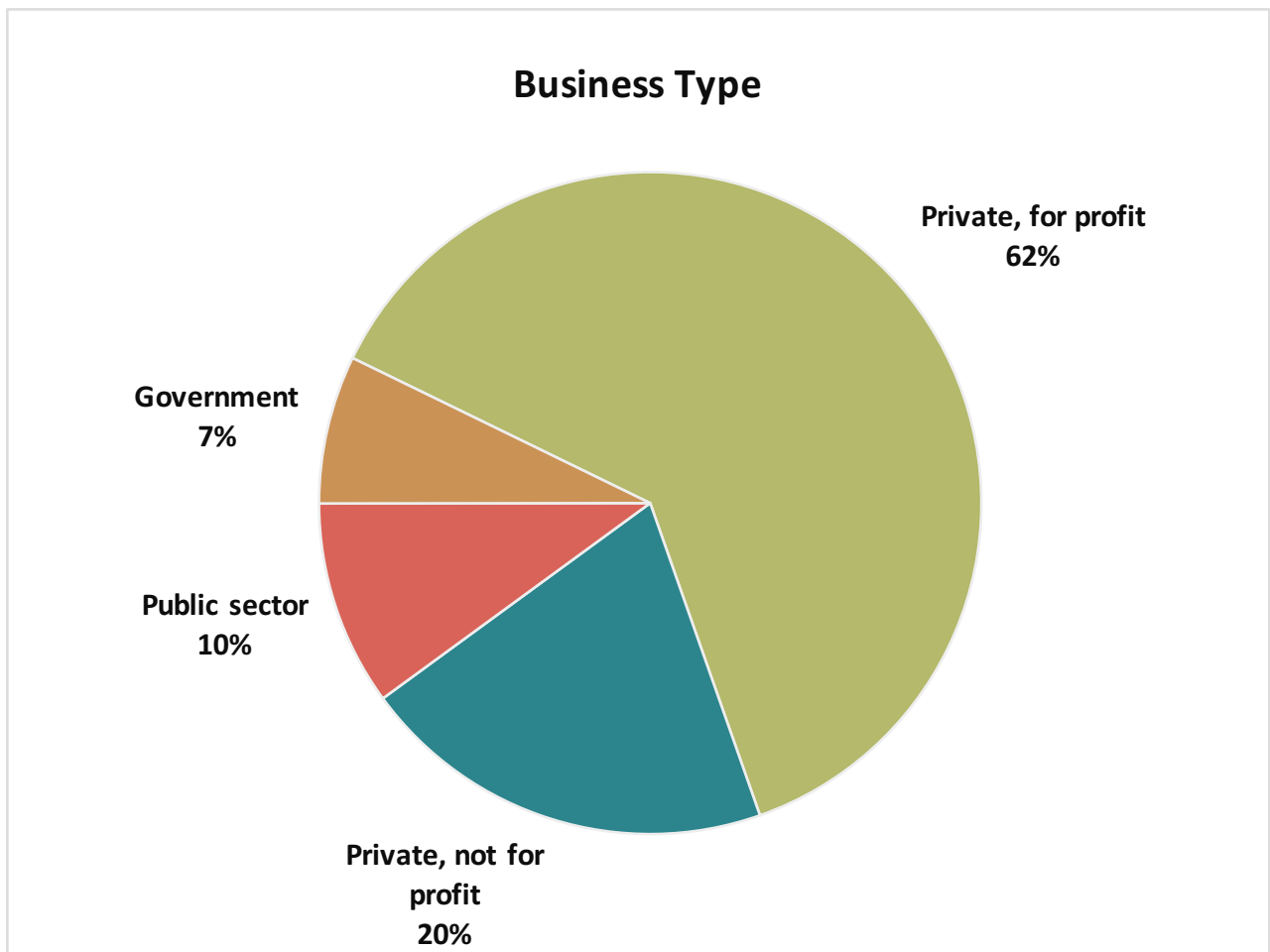
“Health Care and Social Assistance,” “Manufacturing,”
and “Professional, Scientific, Technical Services”

Please select the industry category that best describes the nature of your business.	
Health care and Social Assistance	19%
Manufacturing	15%
Professional, Scientific, Technical Services	13%
Other Services (except Public Administration)	8%
Finance and Insurance	8%
Public Administration	6%
Educational Services	4%
Retail Trade	4%
Construction	4%
Transportation and Warehousing	3%
Administrative and Support Services	3%
Real Estate and Rental and Leasing	2%
Information (Media, Data, Telecommunication)	2%
Wholesale Trade	2%
Accommodations, Food Service	1%
Arts, Entertainment, and Recreation	1%
Mining, Quarrying, and Oil and Gas Extraction	1%
Utilities	1%
Management of Companies and Enterprises	1%
Waste Management/Remediation Services	.5%
Agriculture, Forestry, Fishing, and Hunting	.2%

Business Type

The majority of respondents (62%) indicated that they were from private, for profit, organizations. Another 30% were private, not for profit.

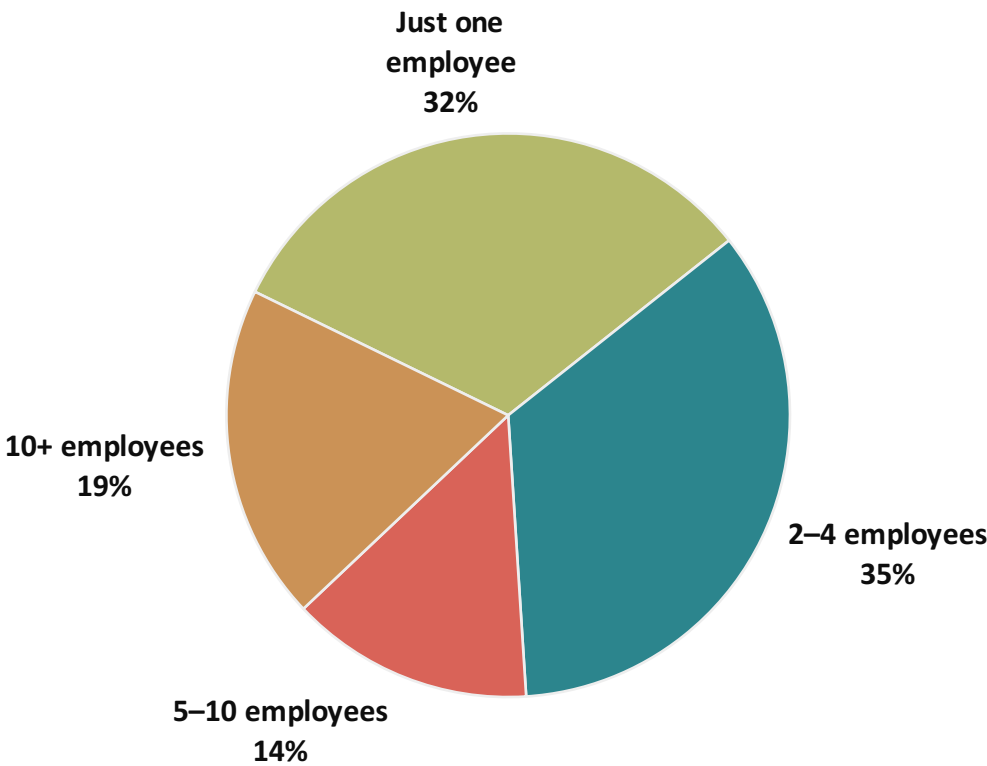
Private, for profit	62%
Private, not for profit	20%
Public sector	10%
Government	7%



HR Department Size

Just one employee	32%
2–4 employees	35%
5–10 employees	14%
10+ employees	19%

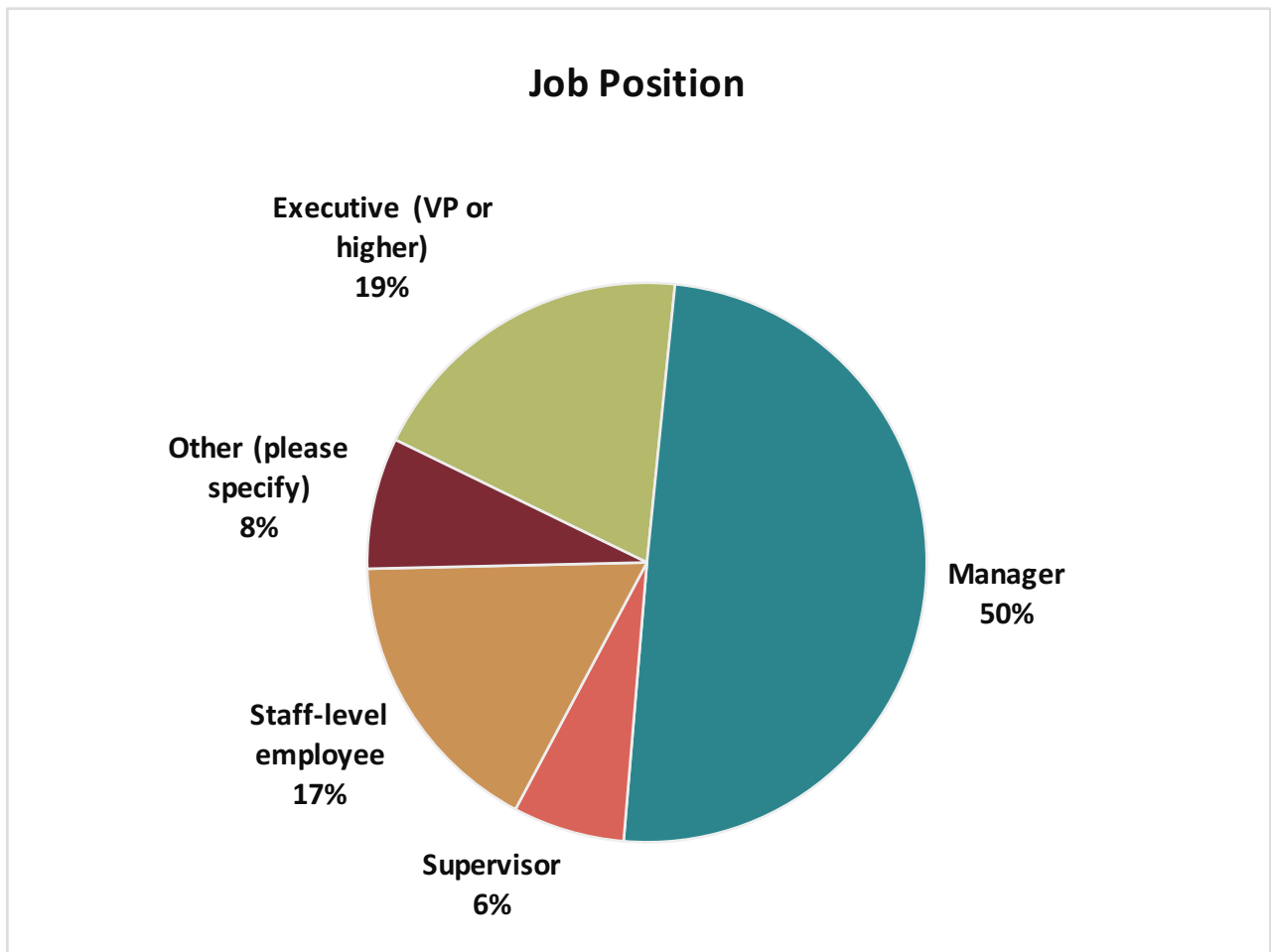
Size of HR Department



Job Type or Position

Precisely half of respondents indicated that they were managers. Those that answered “VP or higher” (19%) and “Staff” (17%) were fairly equally represented. Six percent of respondents indicated that they were supervisors.

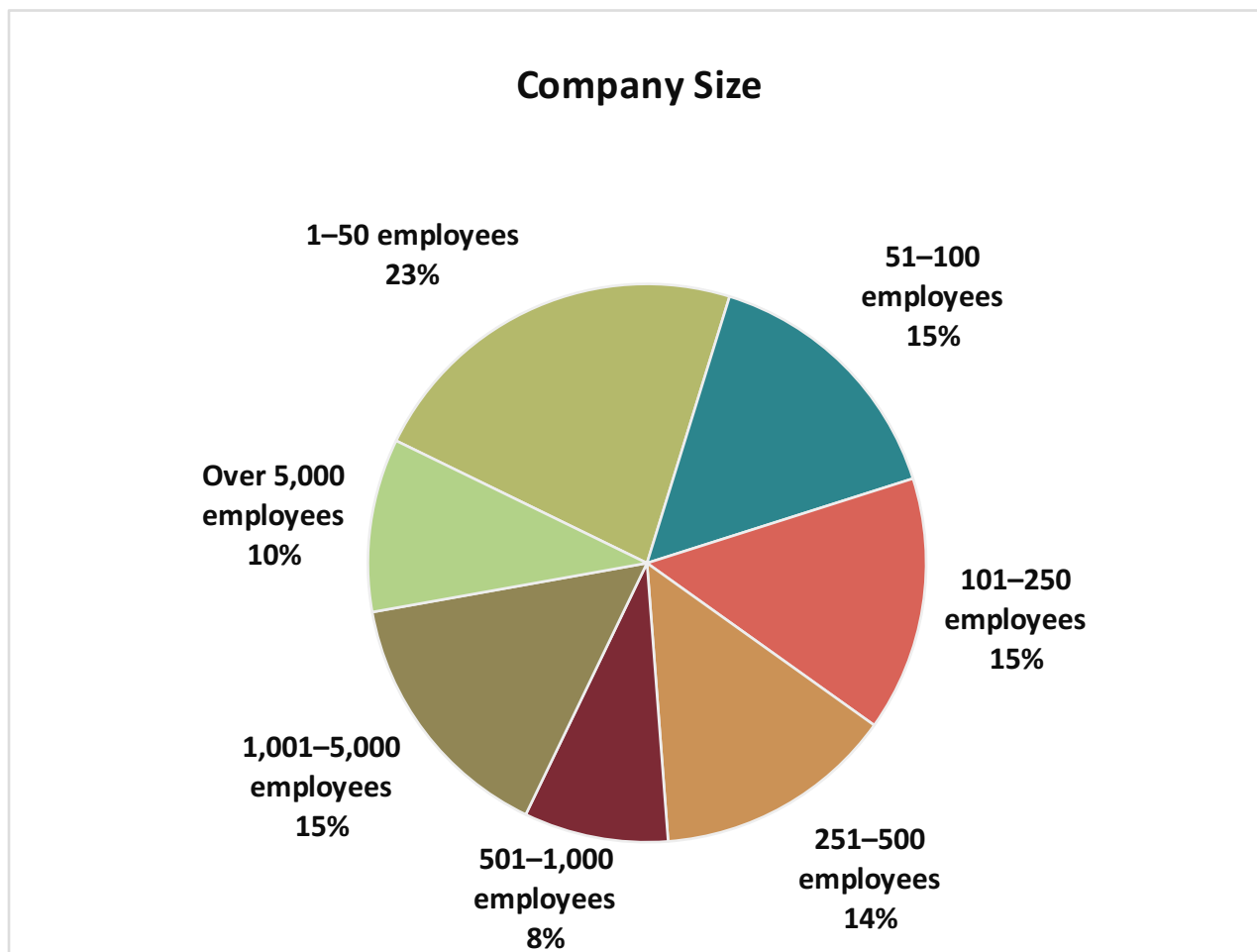
Executive (VP or higher)	19%
Manager	50%
Supervisor	6%
Staff-level employee	17%
Other (please specify)	8%



Company Size

Respondents were well spread out along the company size continuum.

Please indicate your company's size.	
1–50 employees	23%
51–100 employees	15%
101–250 employees	15%
251–500 employees	14%
501–1,000 employees	8%
1,001–5,000 employees	15%
Over 5,000 employees	10%



Survey Methodology

Our *HR Daily Advisor* surveys are designed by our in-house team of HR experts. Once survey questions are determined and tested, the survey is ported to the SurveyMonkey® platform. Our survey population base is the 250,000 or so customers of our parent company, BLR®. Customers are notified of the survey through e-mails. They then click a link that takes them to the survey.

Surveys typically stay open for 3 weeks, although data show that most responses are received within a few days of the announcement of the availability of the survey. Surveys may stay open longer than 3 weeks for further data collection.

Analysis is usually straightforward, reporting on responses and percentages of those responses. We strive to present data in clear, easy-to-understand charts and tables.



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