

NEOGOV

Boost HR Efficiency While

IMPROVING THE EMPLOYEE EXPERIENCE

Discover strategies to improve operational efficiency while contributing to a more positive employee experience.

2023



EMPLOYEE VALUES AND WORKPLACE EXPECTATIONS HAVE SHIFTED DRAMATICALLY OVER THE PAST SEVERAL YEARS.

Despite these changes, **the goal of public sector HR professionals remains the same – to effectively serve their employees, agencies, and constituents.**

With sweeping changes in employee priorities, technologies, and workplace expectations, providing a positive employee experience is increasingly critical for public sector success.

How employees feel at work influences recruitment, retention, engagement, and performance, and with such far-reaching effects on your organization, it's worth getting right.

But what are the right tools and practices to contribute to this in your public sector organization?

Discover them in this report. We'll cover common barriers preventing a positive employee experience and provide you with tools and strategies to set your organization up for success in 2023 and beyond.

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WHAT DO EMPLOYEES VALUE IN 2023?

Employee priorities continue to change



The public and private sectors have faced shifting employee priorities and a volatile job market over the past several years.

1 LOOKING FORWARD TO 2023

Despite mass layoffs and warnings of an incoming recession, **the U.S. Bureau of Labor Statistics reported that 4.2 million workers voluntarily left their jobs in November of 2022.**

According to a recent *LinkedIn survey*, that number shows no signs of slowing down this year – **61% of surveyed employees are considering resigning in 2023.**

Why are employees leaving? They are willing to job-hop to find positions that strongly align with their values. Fortunately, the public sector appeals to workers wanting to have a positive impact in their careers, making it all the more crucial for government agencies to prioritize the employee experience.

2 ALIGNING VALUES

The Mission Square Research Institute recently identified meaningful work and workplace culture as top priorities for younger workers. When employees align their values with their employers, it positively impacts performance, engagement, and retention.

Figure 1

Employees who feel like their organization's values match their own are more likely to:



Source: Qualtrics survey of over 28,000 employees

Aligning values can help attract talent, but retaining them requires providing a positive employee experience.

3 THE IMPORTANCE OF THE EMPLOYEE EXPERIENCE

In a recent WorkDay Global survey of **3,000 frontline workers, 79% highlighted the sense of belonging and employee experience as the reasons they had no plans on leaving.**

HR leaders are starting to become aware of how much the employee experience influences other public sector HR challenges. Retention, operational efficiency, and employee development are priorities in 2023, and it's important to consider how the employee experience impacts each of them. To further explore the top public sector trends of 2023, read this *NEOGOV report*.

HR leaders want employees to find connection and purpose, have a sense of autonomy, and contribute effectively. To do this, you need to find the right set of tools that improve operational efficiency and the employee experience.

In the next section, we'll examine common barriers that can prevent your organization from providing a positive employee experience.



COMMON BARRIERS TO A POSITIVE EMPLOYEE EXPERIENCE

Do you recognize any of these in your organization?

Public sector HR teams contend with complex rules, regulations, and processes to do their jobs. To further complicate matters, they can get stuck with hard-to-use data management tools that prevent them from devoting time to other initiatives like employee engagement.

Here are some of the most common factors that prevent government HR teams and other agency staff from working as efficiently as they'd like to and that create unintentional barriers to a positive employee experience.

1 THE WRONG TECHNOLOGY

Many public sector HR teams use technology built for the private sector. These solutions often require significant customizations to meet complex public sector needs, making tasks unnecessarily complicated and time-consuming.

The right technology should make the jobs of both public sector HR teams and other agency staff easier. It should be user-friendly, built to meet specific public sector needs, and automate tedious tasks that take time away from other initiatives.

In a *telling stat*, **frontline workers who don't have the right technology to do their work are 20x more likely to label their organization as not open or transparent.**

HR staff can use technology to empower employees. The simple option of **being able to check their pay stubs or clock in digitally** reverses the above negative sentiment among frontline workers, making them **55% more likely to label their organization as open and transparent.**

To learn more about the specific benefits of data management technology built for government HR, read this *NEOGOV article*.



2 TOO MANY SYSTEMS

Different systems for benefits, payroll, core HR, and time & attendance create a headache for HR and employees alike. Instead of spending time on more strategic initiatives, HR staff become bogged down in data management. Employees get equally frustrated when simple changes to their contact information or direct deposit become tedious and time-consuming.

Not only does this waste time, but transferring and updating data between systems creates more room for error. Payroll processed incorrectly is one example of the detrimental effect this can have on the employee experience. Another is HR staff being overworked with tedious data management tasks instead of growing employee engagement.

Consolidating your public sector HR processes into one system provides significant benefits as outlined in *this detailed article*.

3 LACK OF EMPLOYEE AUTONOMY

Trust is the foundation for success in any organization. **According to *SHRM*, highly trusted workplaces see 50% higher employee productivity, 106% more energy at work, and 13% fewer sick days.**

A lack of employee self-service not only creates more work for HR but can send a message of distrust to employees. If making simple updates to contact information, direct deposit info, or checking PTO requires an employee to contact HR every time, it doesn't build transparency or give them a sense of autonomy.

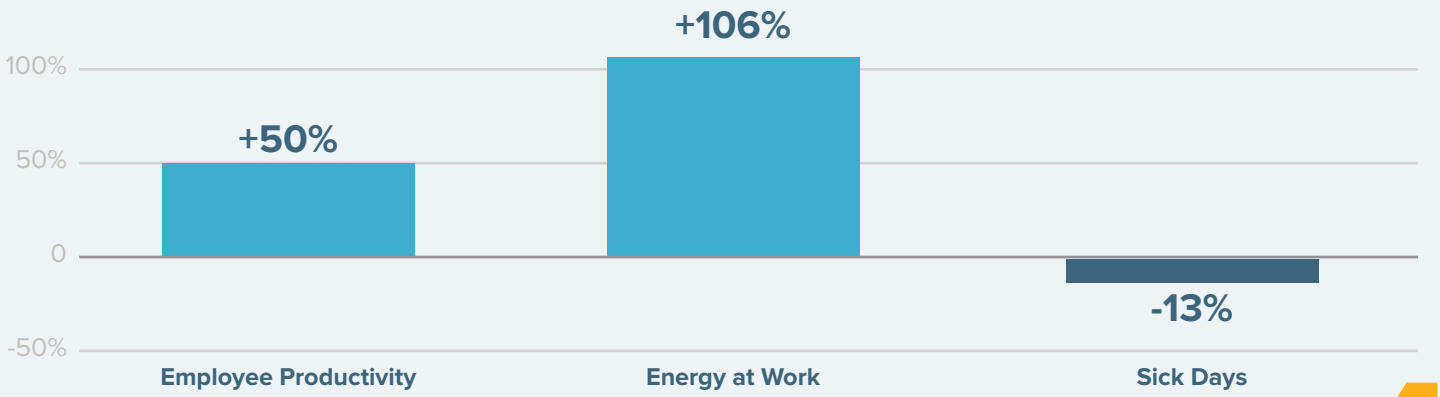
Employees may resent tedious processes to make simple changes and interpret this as a lack of trust. HR staff can resent the constant employee requests that distract them from more important tasks.

HR staff may be nervous about providing employee self-service, fearing there will be consistent errors that need correcting later. Learn more about how you can *avoid this with approval workflows*.

Figure 3

Benefits of Being a Highly Trusted Workplace

Source: SHRM



THE COST OF NEGATIVE EMPLOYEE EXPERIENCES

The impact is significant and far-reaching

Organizational success largely depends on how employees feel coming into work day to day. This remains true for teams, departments, and organizations as a whole.

Employees constantly dissatisfied with processes, the technology they use, a lack of autonomy, or lack of recognition end up with a negative employee experience. The effects are far-reaching. Here are some of the most common:

1 LOW ENGAGEMENT

Low engagement means lower productivity. It sounds basic, but the statistics are staggering. **A 2022 *Gallup report* found disengaged employees cost the global economy 7.8 trillion dollars in lost productivity.**

Not only do disengaged employees perform less efficiently, but they also contribute to higher absenteeism and turnover.

2 WASTED RESOURCES

Inefficient processes waste time, money, and employee talent. Instead of working on strategic initiatives that set your organization up for future success, employees end up frustrated with repetitive and time-consuming manual tasks.

Inefficient processes also affect how employees communicate about your organization. A study released by Forrester Research found **only 34% of government employees who've had a poor employee experience are willing to recommend their organization's services or products to a friend or family member.**





3 STRESS AND BURNOUT

A negative employee experience contributes to stress and burnout for both HR teams and the employees they support.

Burnout can arise when employees feel like low-value tasks dominate their time. Complicated workarounds due to the wrong technology, inefficient manual processes, and time-consuming repetitive work all disconnect staff from the organizational mission and contribute to stress and burnout.

The public sector employee experience is particularly important as **burnout levels tend to trend higher than the private sector by *up to 20%*.**

4 TURNOVER

Low engagement, wasted resources, stress, and burnout ultimately lead to employee turnover. Unfilled roles leave remaining employees to pick up the slack, contributing to a negative cycle.

A poor employee experience also hurts recruiting. The same *Forrester Research study* discovered **only 40% of public sector employees would recommend a job at their organization to friends and family if they view the employee experience as poor.**

With the lengthy hiring timeline in the public sector and a volatile job market, avoiding turnover is more important than ever.

In the next section, we'll go over ways you can boost HR efficiency while improving the employee experience in your organization.

STRATEGIES TO IMPROVE THE EMPLOYEE EXPERIENCE

Setting the foundation for success in your organization

Providing HR teams and employees with the tools and processes to do their jobs effectively betters the employee experience and helps them find fulfillment at work. In a *comprehensive report*, O.C. Tanner found **personal fulfillment to be the biggest determiner for employees choosing to stay at their jobs**, do their best work, and define their organizations as great places to work. Here are tools and strategies to boost HR efficiency while providing a more positive employee experience in 2023.

1 THE RIGHT TECHNOLOGY

Public sector HR teams deserve technology built to meet public sector needs. NEOGOV builds solutions exclusively for the public sector. Our HRIS tool eliminates time-consuming workarounds and automates tedious manual processes that hurt employee morale and engagement.

Stay compliant, *easily meet complex public sector payroll needs*, and make it easier for employees to communicate and collaborate. Increase operational efficiency while eliminating HR stress by giving them the tools they need to succeed.



2 ELIMINATE MULTIPLE SYSTEMS

Consolidating your different systems helps shift the emphasis from tedious data management to more strategic tasks.

NEOGOV HRIS combines payroll, payroll processes, benefits, time & attendance, and core HR into *one integrated system*. With your data synced on one platform, you can save your employees time and minimize errors. Instead of repetitive, time-consuming data management tasks, your team can operate from a single source of truth, improving collaboration and communication.

With the time freed from data management, you can allocate resources toward building a foundation for future success with employee engagement initiatives.

3 BUILD EMPLOYEE TRUST

Staff that trust their employers experience 74% less stress and 40% less burnout. Employee self-service can be a powerful tool for building trust and transparency. Employees get autonomy by being able to access and update their information and also reduce the administrative burden on HR staff. With NEOGOV HRIS, you can set approval workflows that notify HR when employees change their contact information, direct deposit accounts, tax deductions, and more.

This process builds transparency between managers, HR, and agency staff while saving everyone time. To learn more about how self-service can be a powerful tool for building a more positive employee experience, *read this article*.

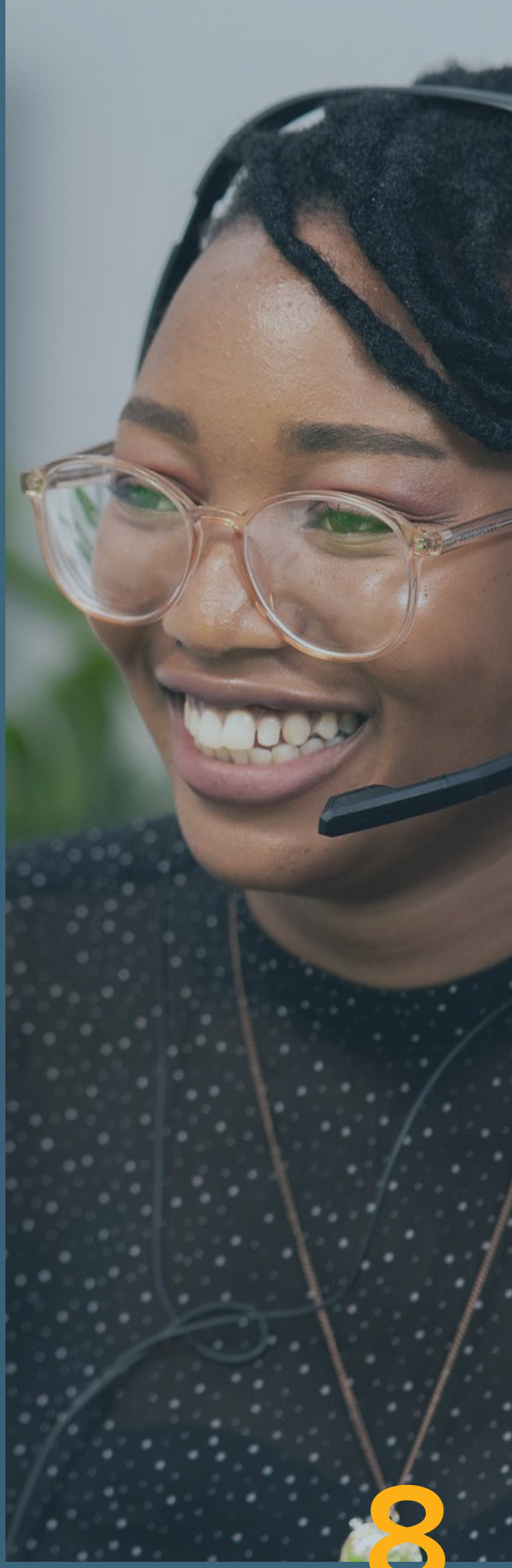
4 ALIGN YOUR PURPOSE

Emphasizing organizational values and reinforcing how every employee helps your overall mission is a powerful contributor to a positive employee experience. In a 2022 Gloat Research Group study, **86% of workers reported it is important for their jobs to align with their values and aspirations.**

Effectively communicating your values is a great way to keep employees inspired. Add an extra morale boost with personalized and spontaneous employee recognition to remind employees how valued they are.

Operating at peak efficiency means the employees in your organization feel valued and like their day-to-day work is contributing to the greater goal. When employees understand the purpose behind their work, they do it to the best of their ability, no matter what it is.

The world is littered with examples of how powerful this can be. You can look back to a NASA janitor telling JFK he was helping put a man on the moon, look at winning sports teams that buy into a coach's philosophy, or watch public sector HR teams in 2023 empower employees across the country to make a positive impact in their communities.





CONCLUSION

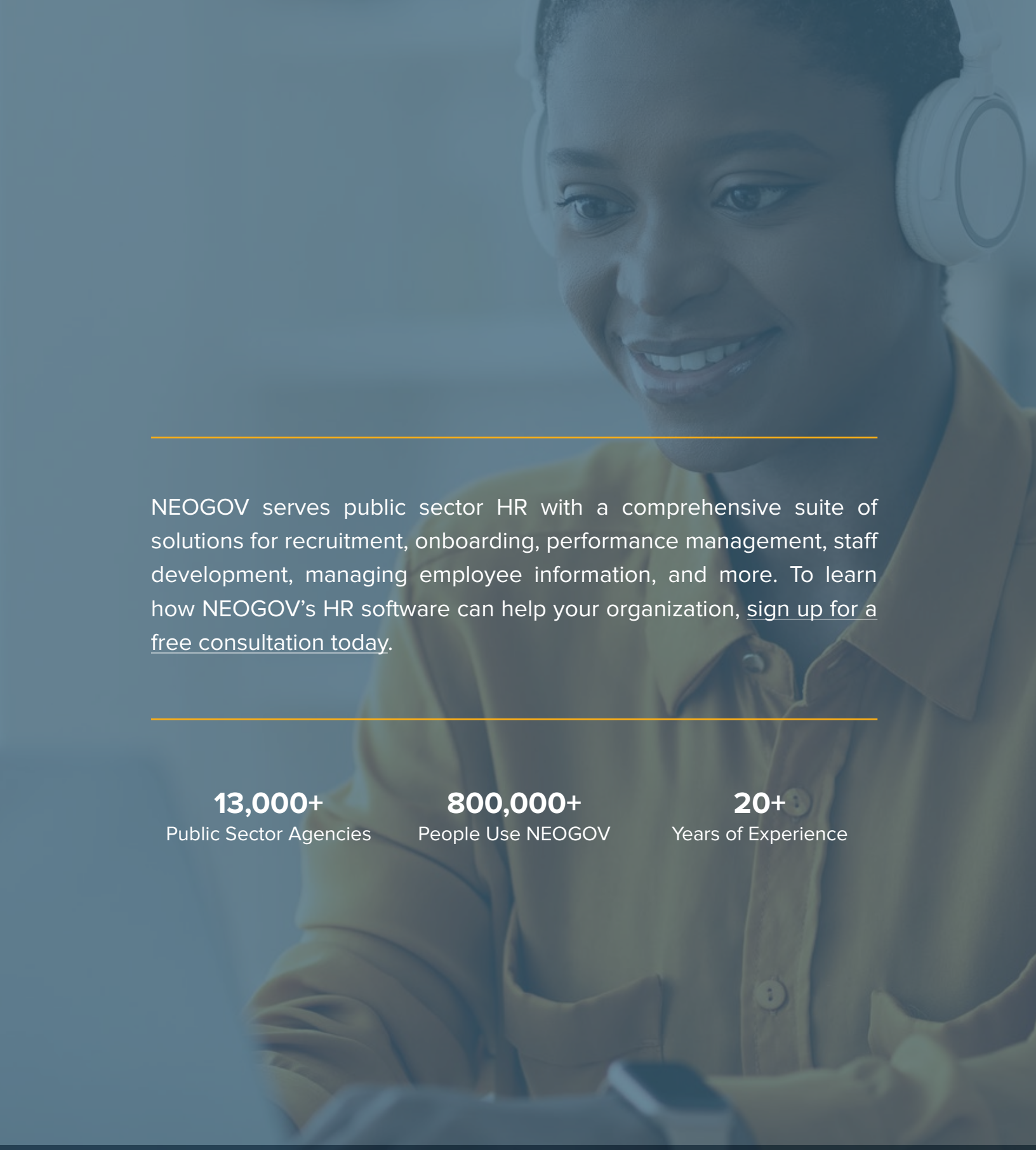
The right tools reduce the burden on HR staff and help them work more efficiently while contributing to a positive employee experience.

By recognizing and taking steps to reduce the barriers to employee satisfaction in your organization, you can **build a foundation of engaged, motivated, and fulfilled employees that share your goals and values.**

NEOGOV HRIS software provides valuable support for agency employees and public sector HR teams. It's a powerful data management tool that will help your organization perform more efficiently and improve the employee experience.

If you'd like to learn more about NEOGOV HRIS and further explore the benefits it will bring your team, we'd be more than happy to chat with you. Schedule a friendly, no-obligation consultation with a NEOGOV staff member today.

Schedule a Free Consultation



NEOGOV serves public sector HR with a comprehensive suite of solutions for recruitment, onboarding, performance management, staff development, managing employee information, and more. To learn how NEOGOV's HR software can help your organization, sign up for a free consultation today.

13,000+
Public Sector Agencies

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