



Biggest Employee Pain Points with HR Technology

The workplace is in a state of transition.

Companies are moving to hybrid operational models. Wages are rapidly rising. Baby Boomers are retiring, and the employees who remain are making career changes faster than ever before.

To face these workforce challenges head on, companies must address employee pain points with workforce management (WFM) technology.

TCP Software conducted a survey of over 300 executives and business leaders in Q4 2021. Here's a peek at what they told us.

"People are quitting their companies, changing careers, and upgrading their jobs as fast as I've ever seen."

Josh Bersin, HR analyst

95%

of employees agree or strongly agree that software can make them more productive at work.

When it comes to HR tech, more isn't always better.

Employees feel frustration in a variety of areas related to HR technology, especially workforce management. Back-office issues that create employee pain points include:

QUICK TIP:

Aim to be a leader in the digital frontier. Prioritize your employees' HR tech experience just as you prioritize the customer experience.

64%

Employee management activities require use of 2-3 systems

40%

Data and reporting capabilities are not helpful, or could be better

13%

Too many inefficient systems that aren't automated

QUICK TIP:

Investing in WFM software isn't just about improving one area of HR, it's about finding integrated or all-in-one HR technology that streamlines work across functions.

Software struggles squelch employee engagement.

In the past, technology investments may have been a choice. Nowadays, if you're focused on employee engagement, your tech stack makes a significant difference in worker satisfaction and loyalty.

Insights on Employee Satisfaction & Technology

Workers tell us they have...

52%

Become dissatisfied at work due to missing or mismatched software

24%

Considered looking for a new job because they "didn't have the right software"

13%

Left a job because of the software they were required to use

As the recent Great Resignation indicates, people aren't afraid to quit. They will leave an employer when they are disengaged, undervalued or overworked – all of which are problems that technology can address. According to the State of the Workforce report, it appears organizations understand that lack of integration takes a toll.

93%

Respondents believe integrated or all-in-one tech would deliver some or significant advantages

4 Ways WFM Software Can Improve Operations

It is clear technology plays a role in employee engagement and overall workforce operations. But where does it help the most? Respondents to our survey reported that they believe better technology would help:

40%

Streamline and automate everyday tasks

39%

Enhance decision-making speed

38%

Improve team communication and/or alignment

37%

Increase collaboration across hybrid work environments



Looking for more insights on today's workforce?

TCP's exclusive research report, "The State of the U.S. Workforce: Bridging the Tech Gap to Manage Your People More Effectively."

[Download Report](#)

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