



EMPLOYEE EXPERIENCE REPORT

20
23



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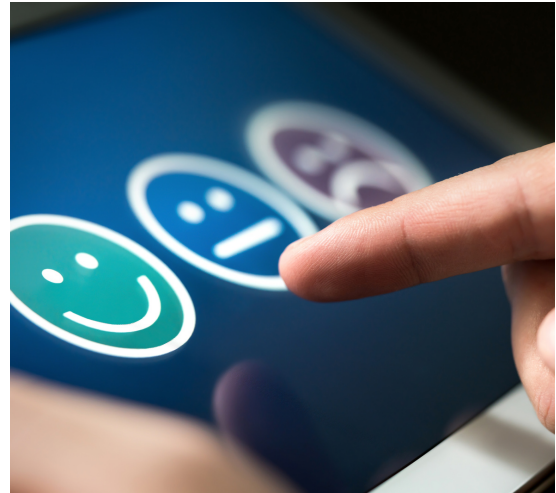


Introduction

The Bot Platform's 2023 Employee Experience Report reveals meaningful and actionable insights into the world of work.

Over 1,000 people filled out the survey and shared observations into their working environment in 2022, as well as the challenges they expect to face in 2023.

Input was generated from a breadth of companies and organizations located around the world and spanning various industries and sectors.



These findings provide an opportunity for every business to improve their employee experience while simultaneously making their organization more efficient and productive.

We hope you find this report informative, helpful and actionable with real world suggestions and improvements that can have a huge impact on your company culture and bottom line.

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Executive Summary

Key findings from our Employee Experience Survey show that the focus for a post-pandemic workforce are:

- ***Progression Opportunities***
- ***Training & Development***
- ***Workplace Stability***
- ***Technological Advancements***
- ***Improved Employee Experience***

Our survey reveals that people are happy to work on-site, as long as they are treated well and in an environment that's more beneficial and differentiated from working from home. Importantly, they want their voices around in-office, hybrid or remote work to be heard and acted upon.

Worryingly, workers are anxious – concerned about the economy, their access to healthcare and their wellbeing. It is clear to see that many years of 'unprecedented times' have created a workforce that is more attuned to their own mental health than ever before, so when it comes to retention, this is an area that can not be ignored.



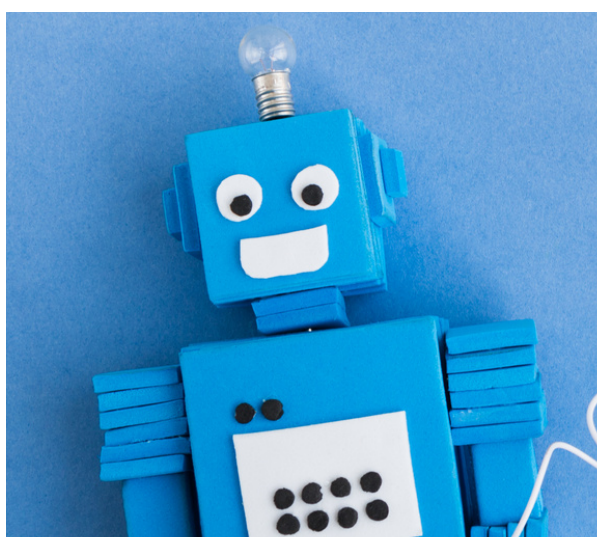
Employees are overwhelmingly eager to experiment with technology, with over 95% of respondents saying that they use technology tools or communication systems to connect and collaborate with colleagues. Workers are passionate about discovering how technology can do more for them in their roles and the processes it can streamline.



Just over 65% of people surveyed believed that they have paper-based or offline-processes that could be digitised or updated to a more modern approach, with 77% saying that automation already helps them with repetitive tasks.

Furthermore, automation is a hot topic; 97% of organisations¹ believe that business process automation is crucial for digital transformation and 91% of respondents to our survey agreed with the statement 'Automation frees up the repetitive aspects of my job and allows me to focus on the core areas of my work'.

Employees are looking to upskill in 2023 and improve the ways in which they can learn. Managers are responding to this and looking to create 'an engaging learning journey' and 'develop new skills in their employees', as well as acquiring new skills for themselves.



Our findings show that workers are passionate and committed to embracing new technology and progressing their career.

Training, development and communication are essential to give employees stability and support them in becoming better versions of themselves. As a result, workers are likely to be more engaged and productive for the companies they work for, which in turn will positively impact the company's bottom line.

1 - <https://camunda.com/wp-content/uploads/2020/10/Camunda-State-Of-Process-Automation.pdf>



Section One

Working Environments

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For the last 12 months, have you mostly been working on site, remote or hybrid?

On-site

53.8%



Remote

25.2%



Hybrid

21%



If you could pick where you worked, would you be on-site, remote or hybrid?

On-site

37.1%



Remote

32.4%



Hybrid

30.5%





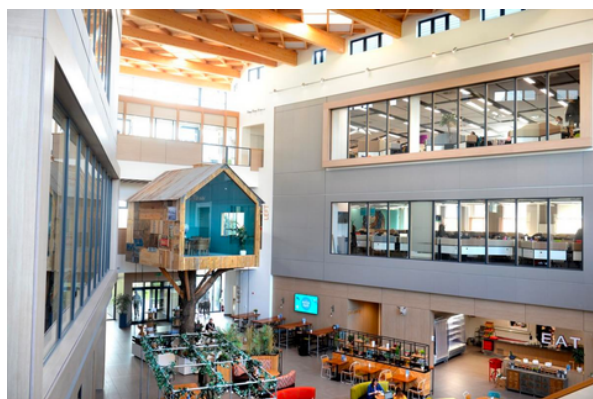
Working Environments

On-site is still how the majority of people spend their working day. However, the increase in remote working is staggering; data collated by The Home Office Life² in 2019, showed the percentage of people who worked exclusively at home was at just 4.7%. This percentage then spiked to 43.1% at the start of the pandemic and our survey demonstrates that post-pandemic, just over 25% of employees are still working remotely.



Interestingly, the highest percentage of people are still commuting to their place of work and spending most of their time on-site, with the majority of respondents wanting to spend all of their time on-site. Is this a sign that employers are working hard to foster a working environment that people want to commute to every day?

There are numerous companies who love to create unique environments that can't be replicated at home. For example, Google³ has office slides, hot-air balloons, a gym, a forest, a stage for live performances and so much more. Our very own clients Money Penny⁴ have an amazing office that has a treehouse, sun terrace and even their own Dog & Bone pub!



Money Penny's office in Wrexham, UK

For many industries, employees being on-site is essential, and remote working isn't always a viable option. However, for businesses to be progressive and to attract and retain talent, they need to ensure that the on-site experience is positive, and explore how flexible working, where possible, can be incorporated into their business practices.

2 - <https://thehomeofficelife.com/blog/work-from-home-statistics>

3 - <https://camunda.com/wp-content/uploads/2020/10/Camunda-State-Of-Process-Automation.pdf>

4 - <https://www.moneypenny.com/uk/resources/blog/take-a-tour-of-moneypenny/>



For example, service industries have adjusted working hours to ensure staff are working core hours during peak times to maximise profitability, then providing flexible hours during off-peak periods. This results in a smarter way of working that benefits staff with more flexibility without a loss of income, and benefits the business by creating a more engaged workforce and maximising profits.

Marks and Spencer⁵ recently revealed that 3,000 of their retail managers will be able to choose whether to spread their hours over five days, or to work a four-day compressed week or nine-day compressed fortnight, and in October 2022, Superdry⁶ shared that its teams were looking for more flexibility and had introduced a four-day week with compressed hours for all full-time store team members.



This shows that even in industries where it is not possible to offer full remote-working, there are still ways to provide flexible options that benefit employees without compromising on productivity and profitability.

Adaptability is the key learning here for both employers and employees. Our survey shows that there is no outright preference for a desired working environment, but flexibility needs to be incorporated where possible to attract and retain talent.



5 - <https://www.drapersonline.com/news/ms-rolls-out-flexible-working-for-store-managers>

6 - <https://www.drapersonline.com/insight/four-day-working-week-the-new-reality-for-retail-store-staff>



Section Two

Workplace Communication



Do you feel that employee engagement is important at your company?

Yes

94.3%



No

5.7%



Do you feel comfortable voicing your opinions, even if they are different from others within your company?

Yes

86.9%



No

13.1%



Do you receive appropriate recognition at work from managers and peers?

Yes

86.4%



No

13.6%





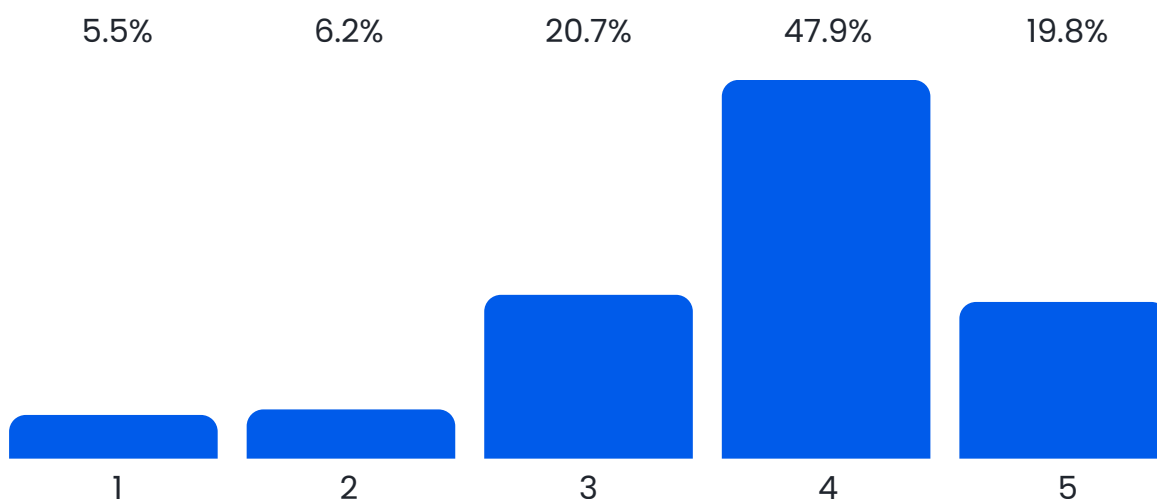
Does your company have an easy process in place to share ideas you have with management and leadership?



Does your company have an easy way of allowing staff to share internal news with central teams?



On a scale of 1-5, how would you rate the quality of Internal Communications at your company? (1 being poor, 5 being excellent)



Workplace Communication

The good news is that 94.3% of people feel that employee engagement is important at their company. Nearly 87% of employees feel comfortable voicing their opinions and 86% receive recognition from management and their colleagues or peers.

The area that needs the most improvement is around sharing ideas with management and leadership; 25% of employees don't have a way of sharing their thoughts with higher management. This is an area that employers can not afford to ignore.

According to [Hive](#),⁷ organisation responsiveness to employee feedback leads to higher retention rates, lower absenteeism, improved productivity, better customer service and higher employee morale.

Our results show that only 20% of employees would rate their internal communications as 'Excellent', but with [Haiilo](#)⁸ reporting that 3 in 4 employees see effective communication as the number one leadership attribute, it is imperative that employers see the value in effective internal communications.

Without effective leadership communication, employers can't expect their employees to be engaged and connected to their workplace, as research shows that leaders and managers are accountable for 70% of employee motivation and happiness.⁹



7 - <https://www.hive.hr/ip/employee-engagement-survey-questions/>

8 - <https://haiilo.com/blog/18-leadership-communication-trends-to-look-for-in-2020/>

9 - <https://www.business.com/articles/the-benefits-of-highly-motivated-employees/>



Employees need to be kept updated by effective internal communications and feel included with wider company news sharing. It is imperative to give employees the opportunity to voice their opinions, especially when staff retention was one of the main challenges facing businesses in 2022.



An evolved internal communication strategy should include 3 types of communication:

- Employee to employee
- Company to employee
- Employee to company

Research by [HowNow](https://gethownow.com/blog/return-to-work-report/)¹⁰ revealed that over two-thirds of workers (67%) felt 'disconnected' from their colleagues. People may also feel siloed in isolated departments that are not connected to the wider company mission and culture, this can create disengagement that could eventually lead to resignations.

A great example of how an effective internal communication strategy can increase employee engagement is [Brunswick Group](https://thebotplatform.com/success-stories/brunswick-group/).¹¹ They created a successful internal news sharing system designed to share updates on important client activity, new business wins and company intelligence that employees can drop into any external conversation.

Our advice in 2023 is to ensure that you have a space for employees to share their opinions and suggestions for a better working environment. The best internal communications are a healthy mix of top-down and bottom-up information and knowledge sharing.



¹⁰ - <https://gethownow.com/blog/return-to-work-report/>

¹¹ - <https://thebotplatform.com/success-stories/brunswick-group/>



Section Three

Employee Experience Initiatives

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EX Initiatives

Staff initiatives can mean different things to different people. Responses in our survey ranged from a desire for an increase in pay and benefits to bonuses, financial incentives, healthcare check ups, to 'dinner on the boss' as a reward for hard work.

The impact of the cost of living crisis was clear in the results, with more respondents favouring financial recompense from their employers. For maximum employee engagement, it's essential for businesses to invest in the financial wellbeing of their teams.

Many employers may already have a range of benefit packages, yet fail to promote these existing benefits internally. Benefit packages are often mentioned during an induction and then long-forgotten about. With employee experience initiatives often becoming front and centre of retention and recruitment strategy, it's crucial for businesses to be clear and transparent.



Benefit Packages

During this time of economic uncertainty, the pounds and pennies that can be saved through your benefits package are more valuable than ever, so by ensuring that employees are constantly aware of what is available to them helps financially, whilst also making them feel like a recognised and valued team member.

According to [The Mental Health Foundation](https://www.mentalhealth.org.uk/about-us/news/stress-anxiety-and-hopelessness-over-personal-finances-widespread-across-uk-new-mental-health-survey),¹² UK adults are most concerned about not being able to maintain their standard of living (71%), heat their home (66%) or pay general monthly household bills (61%). Significantly, half of UK adults were at least a little worried about being able to afford food over the next few months, rising to 67% of younger adults aged 18 to 34. We are certainly in a period of uncertainty and that global anxiety has come into working environments as employees search for stability.

It may be pertinent this year for companies to revisit their benefits packages and ensure support is available for staff during the cost of living crisis. Then prioritise regular communications of the benefits on offer; not left buried in an employee's contract and long forgotten.

12 - <https://www.mentalhealth.org.uk/about-us/news/stress-anxiety-and-hopelessness-over-personal-finances-widespread-across-uk-new-mental-health-survey>



Health and Wellbeing

Many of our survey responses cited 'regular health check-ups', 'free medical check ups', 'therapy and counselling services' and 'wellbeing initiatives' amongst initiatives they would like to see implemented in their workplace.

Perhaps initiated by an increased focus on health and wellbeing during the pandemic, this has only exacerbated by increasing NHS wait-lists and industrial action. Employees are crying out for support with their medical care.

Training and Development

Accessibility to staff training programs was high on the priority list for many employees too, with the desired ability to improve work skills and find better ways to collaborate with colleagues. Investing in employee learning and development not only benefits the employee, who become better armed to tackle any work challenges that come their way, but also the company, with a more motivated and skilled workforce.



Employee Recognition

Employees are looking for recognition for their hard work and contribution to their business. This was expressed from an employer to employee position but also peer-to-peer led recognition.

Harvard Business Review¹³ reports that 72% of businesses agree that recognition impacts engagement positively, while Deloitte¹⁴ found that employee productivity and performance are 14% higher in organisations with recognition programs than in those without them.

With stats like these, it's clear that recognition plays an important role in staff retention and can help to boost company morale, productivity and performance while also creating a positive work culture.

In summary, if you are looking to invest in employee experience this year the areas to focus on are around finance and benefits improvements, health & wellbeing, staff training and recognition.

13 - <https://www.linkedin.com/pulse/keep-up-good-work-why-what-how-employee-appreciation-tania-galor/>

14 - <https://www2.deloitte.com/ie/en/pages/deloitte-private/articles/recognition-programmes.html>



Section Four

Technology Tools and Systems

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Technology Tools & Systems



Do you use any technology tools or communication systems to connect and collaborate with your colleagues?

Yes

95.5%



No

4.5%



The world of work and technology have never been more closely intertwined, with over 95% of respondents saying that they use technology tools or communication systems to connect and collaborate with colleagues.

When it comes to what technology tools people were using there were some clear winners; primarily Microsoft Teams, Microsoft Viva, Workplace from Meta, Slack, Asana, Zoom, Google Workspace, Webex, Skype, ClickUp Jotform, Sharepoint, Outlook, Google Drive, Gmail, Excel, Krisp, Trello, Notion, Jira, Firstbase, WhatsApp, Facebook, Canva and Salesforce.

These results show that workers are favouring a suite of tools that integrate with each other, such as Microsoft Teams, Sharepoint, Outlook etc. Could it be that integrated technology is the primary importance for any new technological additions to the workplace? According to [Forbes](https://www.forbes.com/sites/forrester/2022/12/21/in-2023-watch-out-for-these-digital-workplace-trends/?sh=7939a2496948)¹⁵ this appears to be the case:



Vendor consolidation will occur across multiple digital workplace categories. 2022 saw an acceleration of a trend toward simplifying digital workplace portfolios.

Microsoft Teams, for example, added application and file support directly into the platform... In 2023, expect to see greater integration between EUEM and AIOps tools, consolidation of visual collaboration tools into broader suites, and integration of more smart office tooling into digital workplace offerings.

15 - <https://www.forbes.com/sites/forrester/2022/12/21/in-2023-watch-out-for-these-digital-workplace-trends/?sh=7939a2496948>

These results also show that when employees don't have the right professional software for communications, they are turning to consumer-focused tech tools like WhatsApp for work related tasks.

There are issues here around data security and governance, as [SME Today](https://www.smetoday.co.uk/news/five-risks-you-run-by-using-whatsapp-for-work/)¹⁶ discovered; WhatsApp's terms of service does not permit 'non-personal use', and includes data-sharing policies that organisations should be uncomfortable with. As [Beekeeper](https://www.beekeeper.io/blog/why-you-shouldnt-use-whatsapp-for-business-communication/)¹⁷ reports, if your employees are using WhatsApp for business communication on their personal mobile devices, they are exposing your company to serious data breaches and security risks.

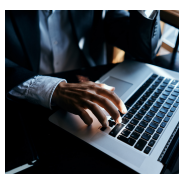
More companies need to embrace tools like Slack or Workplace from Meta for the protection of their business. Ensuring that staff have a secure place to work and connect with staff, instead of doing it on unofficial, outside consumer channels.



Unfortunately nearly half of the people using these technology tools also dread using some of them.

Responses from the survey include people 'hating email communication', 'Excel with little training' and Microsoft Teams as 'it is only used for remote meetings yet there is so much more'.

It seems a lot of these frustrations stem from a lack of training around these tools combined with ineffective rollouts, and that is what's causing much of employee annoyance and dread.



Are there technology tools you dread or avoid using at work?

Yes

49.3%



No

50.7%



¹⁶ - <https://www.smetoday.co.uk/news/five-risks-you-run-by-using-whatsapp-for-work/>

¹⁷ - <https://www.beekeeper.io/blog/why-you-shouldnt-use-whatsapp-for-business-communication/>

According to HR Magazine:¹⁸

"The lack of training during the digital transformation of businesses could lead to skills challenges and could exclude some employees from career progression.

Three quarters (72%) of UK businesses increased their use of technology tools, training and talent investment in 2020 by an average increase of £1.48 million, according to new research by CWJobs.

However, just 9% of companies have trained staff to use all the technologies correctly, which has resulted in a technology knowledge gap among employees".

Staff need to be regularly surveyed about the technology they are using, and if they are having any issues



with certain tools it is important to implement a training program to address and fix these pain-points.

This will make employees' lives easier but it will also save employers time and money when their employees are working more efficiently, with no more time being wasted on guesswork around how to do something or asking other team members for guidance, taking them away from their work to assist the employees who are struggling.



18 - <https://www.hrmagazine.co.uk/content/news/lack-of-it-training-could-stunt-progression/>



Section Five

Processes in need of Digital Transformation

Digitally Transforming Processes



Are there paper based or offline processes you have to do that you think could be digitised or updated to a more modern approach?

Yes

60.5%



No

39.5%



An overwhelming 65% of people surveyed believed that they have paper-based or offline-processes that could be digitised or updated to a more modern approach. When asked to give examples, there was one process in particular that was brought up repeatedly... onboarding.

Onboarding being the most popular suggestion is concerning, as a successful onboarding is key to continued company success.

Quality onboarding can not only create more engaged and productive employees, but also help lengthen retention and loyalty too. For example, 53% of HR professionals¹⁹ say employee engagement increases when onboarding is improved, and 69% of employees²⁰ are likely to stay with a company for 3+ years if they experience great onboarding.

Other suggestions included surveys from frontline employees, review processes, form submissions like contracts, timesheets, complaints and feedback processes.

Staff Circle²¹ reports that:

"Reliance on paper-based processes slows businesses down, creates confusion, drives error rates up, and causes bottlenecks — to say nothing of the environmental damage".



19 - <http://hr1.silkroad.com/state-of-talent-2017>

20 - <https://www.clickboarding.com/onboarding-process-strategies/>

21 - <https://www.staffcircle.com/blogs/the-digital-paperless-office/>

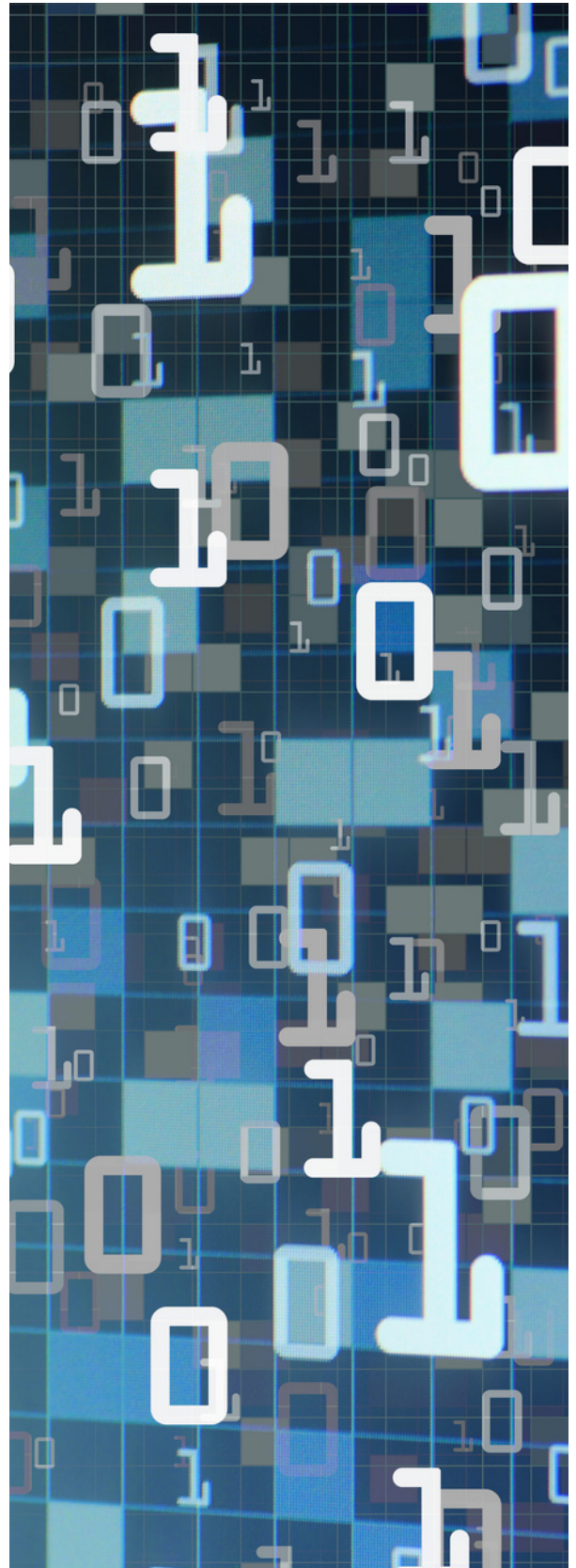
Research by PWC, Gartner, and others²² makes a compelling case for moving to digital processes:

- Around half of the average knowledge worker's time is spent preparing, editing, and creating documents.
- Employees can spend up to half of their time just looking for information in a paper-based system, and another 10% of their time reading and understanding the details.
- Storing, transferring, and retrieving paper files is expensive too, with £500 on average spent searching for and replacing documents, and over £1,500 a year just maintaining one filing cabinet.

It's worthwhile for companies to take some time this year to audit any processes that are still paper-based and what improvements can be made to save time and money while also helping to modernise the way they work, integrating these processes into the digital channels their staff are already using.

Doing so will not only create a more efficient workplace where staff are able to more easily find and access documents or processes no matter where they are, but also help to create a more secure work environment with data and information stored digitally rather than dispersed across various types of physical storage.

22 - <https://www.staffcircle.com/blogs/the-digital-paperless-office/>



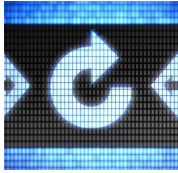


Section Six

Automation and Digital Assistants

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Automation and Digital Assistants



Do you use automation to help you with repetitive tasks?

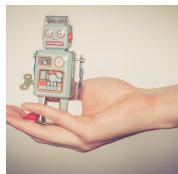
Yes

77.9%



No

22.1%



Do you agree with the statement "Automation frees up the repetitive aspects of my job and allows me to focus on the core areas of my work".

Yes

95.5%



No

4.5%



When it comes to automation in the workplace, the results show that it is a massive hit. Over 77% of people say that automation helps them with repetitive tasks, with 91% of people agreeing with the statement 'Automation frees up the repetitive aspects of my job and allows me to focus on the core areas of my work'.

In full transparency, we are aware that the audience who participated in our survey are more likely to have heard of us, The Bot Platform, or be interested in the area we work in. Therefore, they are more likely to have used automation at work already. However, it is great to see so many people agree that automation is a huge benefit and time saver.



According to [Imaginovation](#),²³ automating existing business processes with the help of game-changing technologies helps free up resources and build efficiency. This, in turn, offers a foundation for the company's digital transformation.

In 2023, global digital transformation (DX) spending is [projected to touch 1.8 trillion USD](#).²⁴

And when it has been reported that [97% of organisations](#)²⁵ believe that business process automation is crucial for digital transformation, it's no wonder that it has become one of the biggest areas of investment.

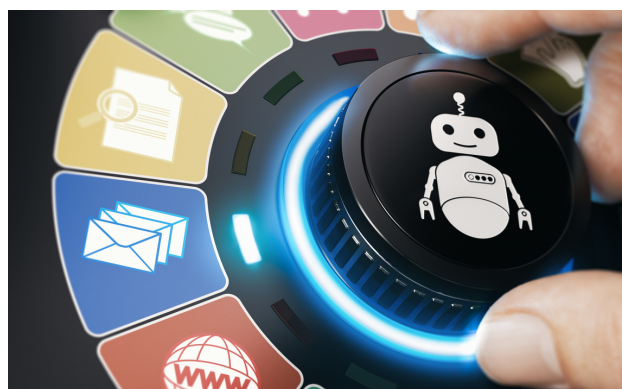
It has also been [revealed that automation](#)²⁶ is becoming a key part of improving employee wellbeing:

- 90% of employees feel burdened with repetitive and boring tasks that can be easily automated.
- 68% of employees have suffered because of work overload in which they have too much to handle on a daily basis.
- 81% can reach breaking point if they do not tap automation to handle volumes of work.

[UK Tech News](#)²⁷ shared data proving that the implementation of automation also delivers a strong return on investment.

The study defined businesses that achieved superior outcomes thanks to their advanced IA capabilities as “Pinnacle Enterprises”, as these businesses were found to:

- Generate 2.3x the return on investment and 3.7x the cost savings from IA initiatives.
- Benefit from a 62% overall improvement in operational metrics when compared to pre-automation figures – including higher employee productivity, operational efficiency and quality, turnaround time, process governance and regulatory compliance – all key to overall business performance.
- Almost double their revenue over 2.5 years, highlighting IA's boosting effect on business operations.



It looks like 2023 is going to be the year where companies are striving to make big investments in automation, and with results stating that automation will improve efficiency, employee wellbeing and generate a Return On Investment, why wouldn't they?

23 - <https://imaginovation.net/blog/business-automation-statistics/>

24 - <https://www.statista.com/statistics/870924/worldwide-digital-transformation-market-size/>

25 - <https://camunda.com/wp-content/uploads/2020/10/Camunda-State-Of-Process-Automation.pdf>

26 - <https://imaginovation.net/blog/business-automation-statistics/>

27 - <https://uktechnews.co.uk/2022/06/09/advanced-automation-capabilities-lead-to-twofold-roi-increase-for-businesses-while-also-improving-employee-experience-by-52/>



Section Seven

2023

Challenges

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2023 Challenges

The challenges facing our workforce in 2023 are very much as you would expect following the last 24-months. Employers should be focussed on improving efficiency, training & development, battling the economic downturn and issues with recruitment as well as exploring the ways they can improve the overall employee experience.

Specifically, the key areas called out by survey respondents were:

Improving Efficiency

Survey respondents are focussing on streamlining their processes in 2023. Feedback centred around 'Better use of technical tools to solve more problems', and 'Reduce and automate lengthy processes to free up time to what matters most'. Doing "more with less" and a focus on efficiency is a focus for 2023.

Training and Development

Many employees are looking to upskill in 2023 and improve the ways in which they can learn. Employees want 'an engaging learning journey' and to 'develop new skills'. Thorough training has been proven to improve company efficiency whilst also having a positive effect on the company bottom line, so well worth the investment.

Economic Anxiety

People are still adapting to life post-pandemic. Many are crying out for 'a good economic environment', 'profitability and recovery from the economic downturn caused by the COVID-19 pandemic' and 'having to do more with less, again'. Workforces are crying out for stability. Employers should review the benefits they offer and do better jobs of promoting them.

Staff Engagement & Turnover

Recruitment concerns were resounding, with employees mentioning 'high turnover' and 'difficulty in recruiting technical staff'. There were also issues around 'disengaged frontline staff'. Last year was the year of 'The Great Resignation', but workplace minds are clearly laser-focussed on recruitment and retaining their best staff.

Improving the Employee Experience

Respondents were focused on 'Improving the working environment and creating a good atmosphere', 'Connecting our employees to the company culture' and 'Mental health, wellbeing, recruitment, and inclusivity to be a continued focus'. Happy employees are known to be more engaged, efficient and productive, so focusing on the employee experience can only be a beneficial project.

Implementing these learnings and insights

Here at The Bot Platform we have the tools to assist you in implementing a lot of the changes and improvements that employees are requesting; including onboarding, surveys and feedback gathering, training and development, news sharing, process digitisation and automation, and so much more.

We'll help you to easily build automation tools and digital assistants that take care of repetitive tasks so you can focus on the things that matter the most.

[Get in touch](#) or email hello@thebotplatform.com to see if you qualify for a FREE trial.



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Acknowledgements

The Bot Platform would like to thank our valued partners who helped in the promotion of this research piece and accompanying report.

gopomelo

TALENTVIEW
GETTING EMPLOYERS NOTICED & LOVED

WORKNETWORKS

300

vmg
connect

tuxpas



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