Does your organization do onboarding "extremely well?"

Based on ADP’s research, it’s clear that for onboarding to be effective, it requires a positive human experience. Using the right blend of culture, structure and quality, employers can win over new employees’ hearts and minds – and deliver tangible business outcomes.

Reducing time spent on onboarding and getting new hires productive quickly are two of the top three “manager desired” attributes of an onboarding program.

Employees feeling “highly comfortable” at their new organization is the most desired attribute of an onboarding program.

Employees who were “extremely” or “very satisfied” with their onboarding also reported being extremely/very loyal to their organization by an almost a three-to-one margin.

Where’s the human touch?

Research shows a structured process focused on human needs drives loyalty, productivity and retention by following the “3 Cs” of Onboarding:

1. **Connection**
   - Employees satisfaction and assimilation that lead to retention.

2. **Comfort**
   - Bonds between an employee, their manager, team and organization that lead to effective working relationships and productivity.

3. **Culture**
   - Workplace norms, expectations and values that shape career success and purpose-driven work.

Employee satisfaction with organization’s onboarding process:

- 21% extremely satisfied
- 79% feel there is room for improvement

Progress drags for those who need it the most

Only 8% of managers make onboarding a “top” priority, despite spending the equivalent of seven business days onboarding a new hire.

Employees “highly satisfied” with their onboarding program were three times as likely to feel comfortable after their first day than those who were not satisfied, and almost twice as likely to feel comfortable later on in their first year.

To succeed in onboarding, organizations must...

1. **Design Onboarding for Employees and Managers**
   - Reducing time spent on onboarding and getting new hires productive quickly are two of the top three “manager desired” attributes of an onboarding program.
   - Employees feeling “highly comfortable” at their new organization is the most desired attribute of an onboarding program.
   - Employees who were “extremely” or “very satisfied” with their onboarding also reported being extremely/very loyal to their organization by an almost a three-to-one margin.

2. **Design Onboarding for a Digital, Mobile World**
   - 80% of HR administrators report that paperwork is still completed in person at a desk or in conference rooms, or both.
   - Fewer than 12% of employees can access any single type of onboarding paperwork from a mobile device.

3. **Listen to Employee Feedback on any Onboarding Process**
   - Only 8% of managers make onboarding a “top” priority, despite spending the equivalent of seven business days onboarding a new hire.
   - Employees “highly satisfied” with their onboarding program were three times as likely to feel comfortable after their first day than those who were not satisfied, and almost twice as likely to feel comfortable later on in their first year.

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For more information, visit: adp.com/onboarding.