It’s time to ‘humanize’ the onboarding experience

Does your organization do onboarding “extremely well?”

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

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 49% of HR administrators say their organization measures employee satisfaction with onboarding at all, and only 31% measure satisfaction using quantitative surveys.

average new hire onboarding = 7 days

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. Design Onboarding for Employees and Managers
   - Reducing time spent on onboarding and getting new hires productive quickly is one 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 experience were extremely likely to stay with their organization by an almost a three-to-one margin.

2. Design Onboarding for a Digitized, Mobile World
   - 60% of HR administrators report that paperwork is still completed in person at least on an occasional basis.
   - Fewer than 1% of employees can access any single type of onboarding paperwork from a mobile device.

3. Listen to Employee Feedback on any Onboarding Process
   - Only 21% of employees are “extremely satisfied” with their organization’s onboarding process.
   - Employees “highly satisfied” with their onboarding program were 12% more 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.

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.

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