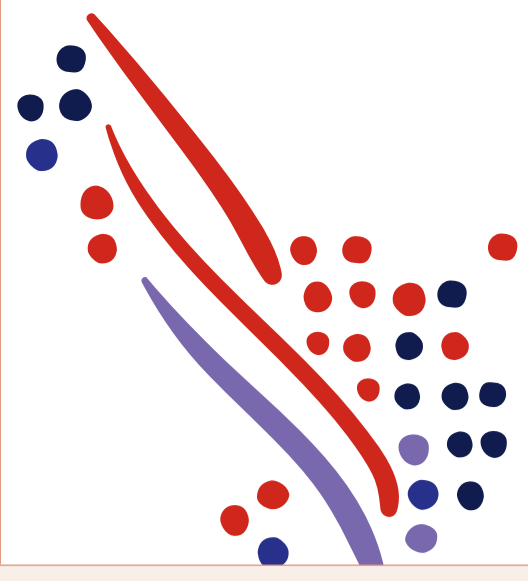
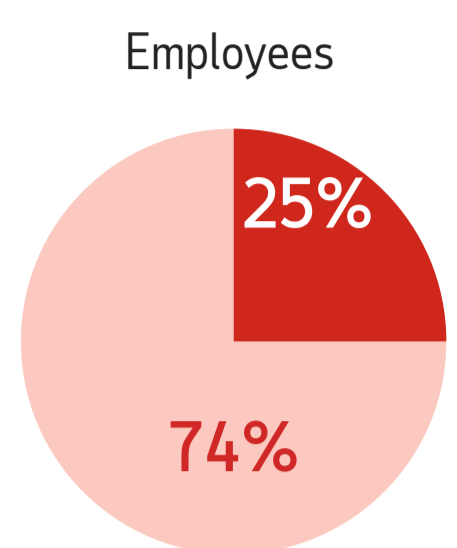
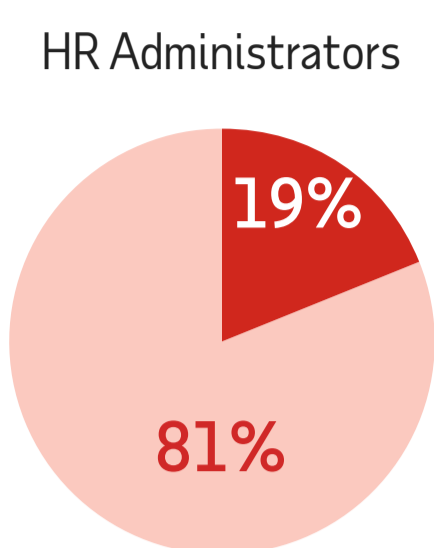
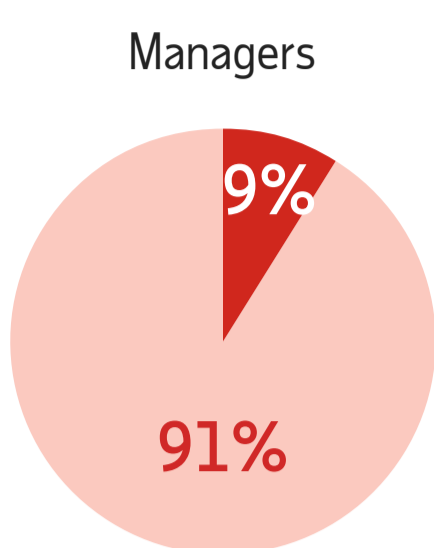


# The Human Touch Drives Onboarding Success



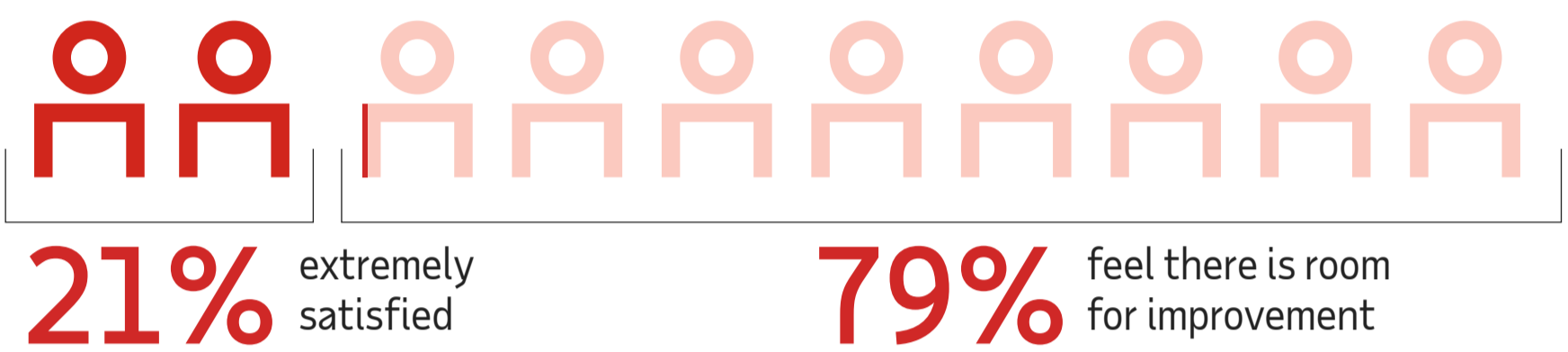
## It's time to 'humanize' the onboarding experience

Does your organization do onboarding "extremely well?" ■ Yes ■ No



**56%** of HR administrators feel their onboarding solutions are "somewhat structured" to "not at all structured."

Employee satisfaction with organization's onboarding process:



## 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



Average new hire Onboarding = **7 days**

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

## 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:

### Connection

Employee satisfaction and assimilation that lead to retention.

### Comfort

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

### Culture

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

## To succeed in onboarding, organizations must...

### 1. Design Onboarding for Employees and Managers

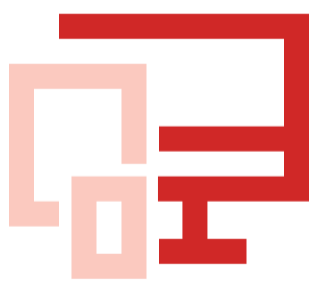


Reducing time spent on onboarding and **getting new hires productive quickly** are two of the top three "manager desired" attributes of an onboarding program.

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.

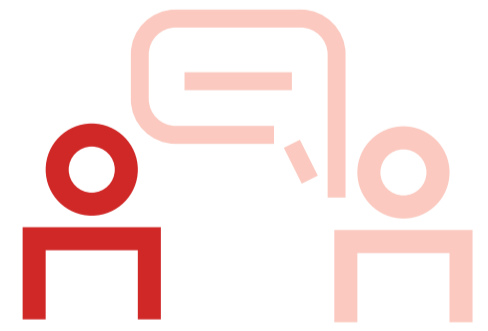
### 2. Design Onboarding for a Digital, Mobile World



**80%** of HR administrations report that paperwork is still completed in person at a desk or in conference room, 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 **21%** of employees are "**extremely satisfied**" with their organization's onboarding process.

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.

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](http://adp.com/onboarding).

ABOUT THE RESEARCH: ADP surveyed almost 1,500 employees, managers and HR professionals. All employees had been with their current organization for one year or less; approximately two-thirds for six months or less. The majority of employee respondents were in full-time positions (82%), split evenly between hourly and salaried. All HR professionals and managers were from organizations with 1000+ employees, across a wide range of industries.

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