

# WORKPLACE TRENDS IN 2022



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## Introduction

2022 has begun and with it brings a bigger push for hybrid working, focus on employee well-being, and drive for digital transformation. 83% of workers prefer a mixed work model and 63% of companies have already implemented a 'productivity anywhere' workforce model<sup>1</sup>. Employees want to feel valued, and their well-being needs to be top of mind for HR departments. Throughout this whitepaper we will look at the different trends that will be affecting the workplace and how to stay on top of the demand.

## Employee Well-Being

Employee well-being needs have shifted over the past few years and financial compensation is no longer the biggest priority. HR leaders are prioritizing employee well-being and the corporate well-being market in the US is expected to triple in value by 2026<sup>2</sup>. This means resources will be available and accessible for more businesses in the future.

Mental health and emotional well-being are so important now that the Global Wellness Institute believes that workplace mental health benefits will grow 9.8% annually over the next five years<sup>3</sup>. Here are some ways to incorporate mental health benefits to your workplace:

### MENTAL HEALTH APPS

83% of Americans do not leave home without their smartphone<sup>4</sup>. This means that employees will be most likely to use their phones for any wellness apps or benefits an employer can recommend. Providing guidance on reviewed mental health apps (MHA's) is a terrific way to give employees more options to care of their mental health.

### WELLNESS PROGRAMS

Employee assistant programs (EAP's), health challenges in the workplace, and online fitness options are just some of the ways organizations can incorporate new options that can help employees' well-being. Providing your employees some cost-effective options to work on themselves can help give them a much-needed outlet.

## FINANCIAL EDUCATION

Financial stress affects everything from your personal life to work life and everything in between. A PwC Financial Employee Well-Being Survey found that finances are the top cause of employee stress and employees are also more likely to look for a new employer they believe will prioritize their financial well-being.<sup>5</sup> Giving employees resources to help them through tough times or how to take steps to build financial security is an added benefit to add to your employee wellness offering.

## Workplace Diversity

More than 52% of workers are more likely to quit their job if company values do not align with their own, and only 1 in 4 would accept a job if values are not aligned, according to a Future Work study<sup>6</sup>. In general, this translates to wanting to be a part of a company that is striving to do good for business *and* for society. Companies need to show their values in action. It is one thing to have a few internal articles stating their position on diversity, equity, and inclusion but the advantage is in showing the steps they are taking. A Deloitte study shows that millennials are 83% more likely to be engaged at work when working at inclusive companies<sup>7</sup>.

Here are three ideas to continue to improve your workplace inclusion practices:

- 1 Cultivate a sense a belonging that includes the whole company from top-down.** If top management believes in creating a diverse and inclusive workplace, it trickles down to the rest of the company.
- 2 Evolve your recruitment tactics to include the goal of fostering diversity and inclusion.** Look at your current processes and see how you can approach hiring in ways that expands your candidate reach.
- 3 Continue to provide your employees with a variety of ways to deliver feedback.** Present your employees with different methods of communication while considering their distinct levels of comfort and safety.



## Hybrid Work

Research conducted by the Harvard Business School for Our Work from Anywhere Future indicates that the ability to work from anywhere is a particularly important benefit of the job<sup>8</sup>. This means that most companies are faced with the challenge of being able to offer some flexible options, as well as creating policies to make it successful. On the opposite end of working remotely, Metrigy Research found that 90% of remote workers had technical difficulties and 32% felt their connection to company culture suffered during the pandemic<sup>9</sup>. This shows that 2022 will be a big year in redefining remote work and determining how to define successful workplace policies will be critical for many organizations.

Here are five things to consider when looking at hybrid work policies and options:

### COMMUNICATION

Make sure there are clear lines of communication available for everyone. Take advantage of your HCM to create surveys and employee forums for questions. Send notifications whenever there are policy changes to ensure everyone is aware of any new processes. With any new policy update, communicate the reasoning behind the decisions to show transparency and build trust.

### SUPPORT

Ensure everyone has the right tools to set them up remotely or in the workplace, as needed. Highlight what is offered at the organization to help achieve results and provide all employees with resources if they need help. This might mean a dedicated team to troubleshoot technical issues, or workshops to help people manage their time better and create a good work-life balance. Some companies also set core working hours for everyone in the middle of the day to be present, which can help with time management and balance issues.

### ENGAGEMENT

Create experiences that work for everyone. With hybrid teams, it is important to create meetings where everyone has a chance to share, connect, and be heard. Consider your current equipment and software provided for employees, as an example; does it ensure a shared employee experience regardless of location? Tools to help employees engage and collaborate better are important when creating or updating your existing hybrid work policies.



## PRODUCTIVITY

Regardless of where the work happens, the key is to get it done. Employees and employers need to understand that they have to show results. Each organization defines success differently but there must be a set of key performance indicators set in place to help everyone stay on track. Use the systems available to you to track and measure productivity output. The output can be used as leverage to change work policies to help ensure it continues to go up.

## MANAGEMENT

Do you have the business systems in place to manage hybrid working effectively? Use cloud-based time and attendance management tools to give visibility on who is working where and provide employees with an easy method to track their working hours. Use time and attendance reports to find trends and get an overall understanding of how your work policies are going.

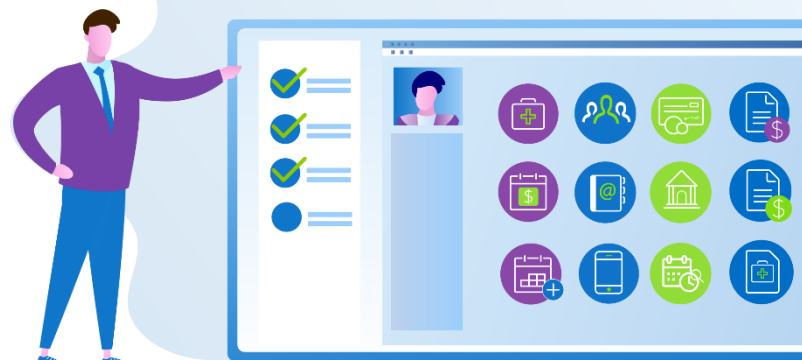
## Digital Transformation

The way we work has changed significantly over the past few years. According to Pega and the Future of Work study, 50% of the leaders surveyed believe technology will create more reliable work and 49% see it as increasing employee satisfaction<sup>10</sup>. Every organization has seen the need to go digital and the flexibility it gives everyone. Being able to log into your HR/payroll portal, book PTO, or review benefit eligibility from any connected device is now a “need” versus a “want” for employees. According to Apps Run The World research, the market size for HR and Talent Management applications is expected to reach \$61.6 Billion by 2025, compared with \$19.4 Billion in 2020<sup>11</sup>.

Now more than ever, it is worth making sure your HCM system can provide you with the necessary tools to excel.

### WHAT ARE SOME OF THE NECESSARY BENEFITS AN HCM SYSTEM CAN PROVIDE?

- Employee/employer self-service tools
- Accessible and secure document management
- Workforce communications via email or text
- Self-service time entry and paycheck history
- Translation tools to localize content for non-English speaking users
- Mobile benefit access for employees and managers
- Allow applicant to apply via mobile device



## The Data Challenge

Sierra-Cedar's HR System Survey found that data-driven organizations were performing financially better<sup>12</sup>. Managers that used data and analytics in decision-making were able to make more informed and positive changes for their organization.

What does this mean for HR departments? Use your HCM system to gather data from the whole organization to help make informed business decisions. Employee data from recruitment to retirement is being collected in your HCM system and presenting it in a meaningful way can help highlight important trends.

Use these steps to get started:

### DEFINE

Look at all the data you are collecting and define which elements will help you make better decisions. For example, try to anticipate how you'll want to group data, by company, location, or department, so that you can tell your story.

### SCHEDULE

Consider what time intervals are needed to get the information you need out of your HCM system and schedule your reports accordingly. PDS Vista provides the means to capture "snapshots" of your data for later trend analysis – for example, turnover statistics at month-end, the number of applicants on a daily basis – versus running regular reports to capture trends.

### COLLECT

Use your system to collect the information needed, by utilizing surveys, forums, or monthly business results, and then deploy reports and analytics to present the results.

## Conclusion

The ability to adapt and have resilience are continuing to be important traits needed in the workplace heading into the second half of 2022. In the US last year, there were 8.1 million vacant job openings, and the study showed that there were approximately half as many available workers per open job when compared to a historical 20-year average<sup>13</sup>. This shows that to get the right employees to cover the open positions, workplaces must offer what employees are looking for.

HR departments need to look at all their existing policies and systems in place and evaluate their needs on an ongoing basis. 32.6% of respondents to the Wellness Trends Report are incorporating diversity, equity, and inclusion objectives into their overall wellbeing strategy<sup>14</sup>. Creating healthy work environments is a top priority because it helps elevate workplace equity, collaboration, and output.

## About PDS

PDS is a leading developer of HCM solutions that offer complete all-in-one HR and Payroll management through leveraged technologies and world-class client support services in the US, Canada, and the Caribbean. Recruiting and onboarding, full benefits management, cross-border payroll capabilities, analytics, and more - fully designed with you in mind. PDS works to keep their community informed on all HCM-related issues that may affect the workplace. Contact their team of experts today and let them revolutionize the way you work.

## PDS + Privacy

PDS abides by all country specific laws it does business in, keeping your personal information as private as possible. For more information on privacy, [click here](#).

Endnotes:

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- <sup>1</sup> [The Future of Work | Accenture](#)
- <sup>2</sup> [Global Corporate Wellness Industry \(reportlinker.com\)](#)
- <sup>3</sup> [GWI-WE-Monitor-2021\\_final-digital.pdf \(globalwellnessinstitute.org\)](#)
- <sup>4</sup> [Mental Health Smartphone Apps: Review and Evidence-Based Recommendations for Future Developments - PMC \(nih.gov\)](#)
- <sup>5</sup> [2021 Employee financial wellness survey: PwC](#)
- <sup>6</sup> ['The Great Resignation': A Majority of Employees Would Quit Their Job -- and Only 1 in 4 Workers Would Accept One -- If Company Values Do Not Align With Personal Values \(prnewswire.com\)](#)
- <sup>7</sup> [us-inclus-millennial-influence-120215.pdf \(deloitte.com\)](#) pg.13
- <sup>8</sup> [Our Work-from-Anywhere Future \(hbr.org\)](#)
- <sup>9</sup> [5 Traits of a Successful Hybrid Work Environment - SPONSOR CONTENT FROM WEBEX \(hbr.org\)](#)
- <sup>10</sup> [pega-future-of-work-report.pdf](#)
- <sup>11</sup> [Top 10 Core HR and Talent Management Applications Vendors, Market Forecast 2020-2025, and Customer Wins \(appsruntheworld.com\)](#)
- <sup>12</sup> [The Importance of Democratizing People Data | Visier Inc.](#)
- <sup>13</sup> US Chamber of Commerce, ["The America works report: Quantifying the nation's workforce crisis,"](#) June 1, 2021.
- <sup>14</sup> [2021 Wellness Trends Report | Shortlister \(myshortlister.com\)](#)