Employee experience (EX) a top priority for 9 in 10 employers

A great EX awakening occurred over the past year

92% of employers say enhancing EX will be a top priority over next 3 years

Why? Because the pandemic created an EX stress test

56% of employees use remote or hybrid working models, up from only 9% three years ago
46% of employers cut people or hours
44% restructured
39% cut pay or benefits

Organizations were not equipped to deal with this challenge

35% have only a basic approach to EX and no overall strategy
Yet the majority view EX as a value driver in key areas:

- 81% engagement
- 80% wellbeing
- 79% productivity
- 78% business performance

Organizations recognize specific EX challenges, but few are ready to deliver change

When will employers reach their “new reality”?  

2022 and beyond 41%
End of Q2 2021 21%
Late 2021 38%

Only 1 in 10 employers have integrated EX and business strategies, and use technology to transform EX

These transformative EX organizations more likely to report:

- 2.7x significantly higher productivity
- 90% more likely to report lower annual turnover
- +40% net positive impact on EX vs. companies with undefined EX

EX breakthrough moments are needed to thrive

Key actions to consider

- Recharge strategies, programs and policies to address emerging needs of flexible work
- Rebalance EX programs, focusing on the importance of designing and delivering Total Rewards, wellbeing, and inclusion and diversity programs
- Equip leaders and managers to lead through change
- Reconnect with employees by listening, communicating and focusing on engagement
- Build an EX strategy that is integrated with your business strategy and fueled by technology

Source: Willis Towers Watson 2021 Employee Experience Survey

About the survey: Global research findings are based on responses from 1,550 employers representing 9.45 million employees across a range of industries. Conducted March 29 to April 23, 2021.