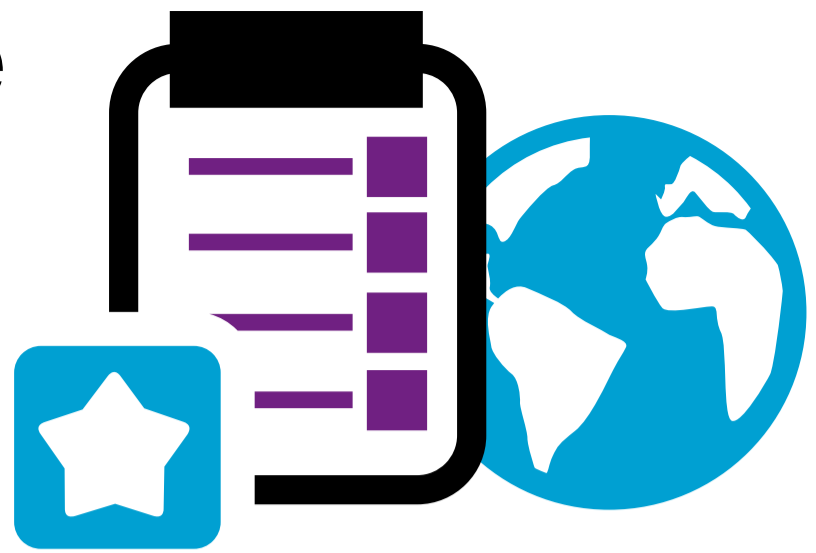


Employee experience (EX) is a top priority for nearly 9 in 10 employers in Asia Pacific



A great EX awakening occurred over the past year



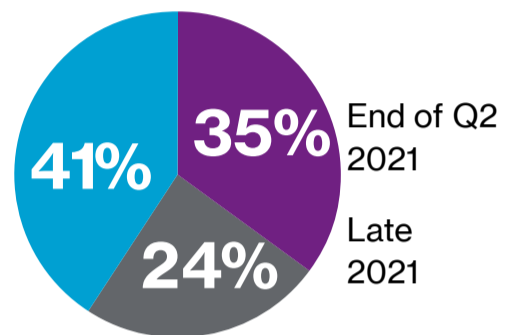
88% of employers say enhancing EX will be a top priority

Organisations recognise specific EX challenges, but few are ready to deliver change

When will employers reach their 'new reality'?



2022 and beyond



Why? Because the pandemic created an EX stress test

44% of employees use remote or hybrid working models, up from only 7% three years ago

39% of employers cut people or hours

45% restructured

36% cut pay or benefits



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

These transformative EX organisations are 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

Organisations were not equipped to deal with this challenge



37% have only a basic approach to EX and no overall strategy

Yet the majority view EX as a value driver in key areas:

79%
engagement

79%
wellbeing

79%
productivity

79%
business performance

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 fuelled by technology

Source: Willis Towers Watson 2021 Employee Experience Survey

About the survey: Asia Pacific research findings are based on responses from 440 employers representing 1.4 million employees across a range of industries. Conducted March 29 to April 23, 2021.

willistowerswatson.com