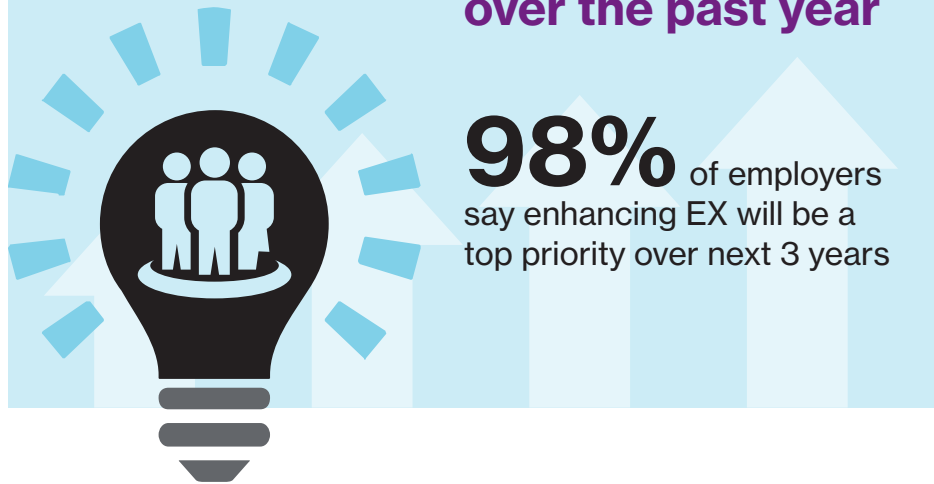


Employee experience (EX) a top priority for 9 in 10 employers

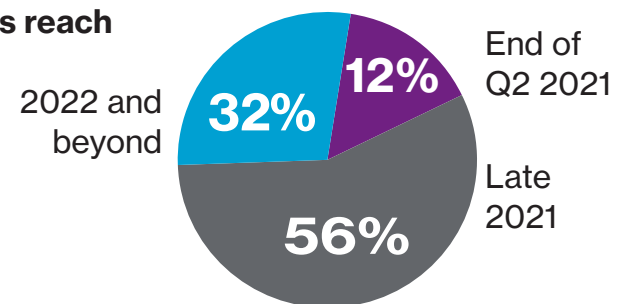


A great EX awakening occurred over the past year



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

When will employers reach their “new reality”?



Why? Because the pandemic created an EX stress test

74% of employees use remote or hybrid working models, up from only 19% three years ago

55% of employers cut people or hours

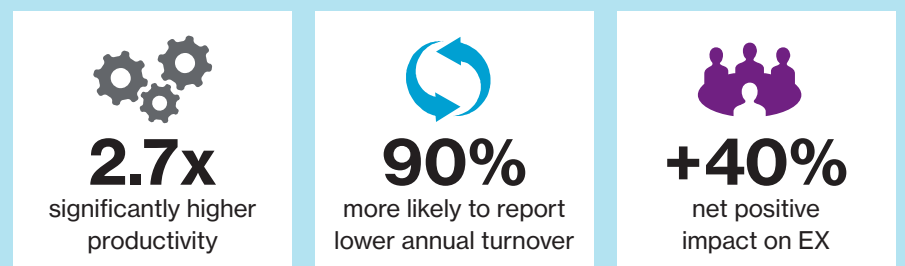
45% restructured

49% 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 more likely to report:

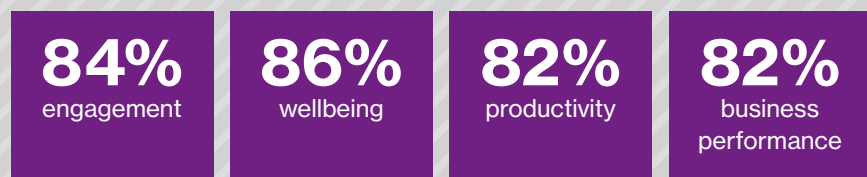


vs. companies with undefined EX

Organisations were not equipped to deal with this challenge

36% have only a basic approach to EX and no overall strategy

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



EX breakthrough moments are needed to thrive



Key actions to consider

- Recharge strategies, programmes and policies to address emerging needs of flexible work
- Rebalance EX programmes, focusing on the importance of designing and delivering Total Rewards, wellbeing, and inclusion and diversity programmes
- 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 29 March to 30 April, 2021.