

# Employee experience (EX) a top priority for over 9 in 10 U.S. employers



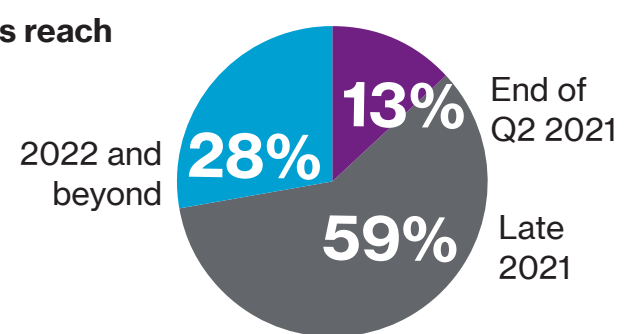
## A great EX awakening occurred over the past year



**94%** of employers say enhancing EX will be a top priority over next 3 years

## Organizations recognize 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

**61%** of employees use remote or hybrid working models, up from only 12% three years ago

**62%** of employers cut people or hours

**44%** restructured

**42%** cut pay or benefits



## 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

## Organizations were not equipped to deal with this challenge



**38%** have only a basic approach to EX and no overall strategy

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

**82%**  
engagement

**79%**  
wellbeing

**79%**  
productivity

**80%**  
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 fueled by technology

Source: Willis Towers Watson 2021 Employee Experience Survey

**About the survey:** The above findings from Willis Towers Watson's 2021 Employee Experience Survey are based on the responses of 258 employers in the U.S. that employ more than 3.6 million workers. The survey was conducted between March 29 and April 23, 2021. Globally, a total of 1,550 employers participated in the survey.

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