

THE STRATEGIC COSTS OF

# EMPLOYEE MANAGEMENT

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STUDY REVEALS GAP BETWEEN HOW HR PROS ACTUALLY SPEND  
THEIR TIME VS. HOW THEY'D LIKE TO SPEND THEIR TIME

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# THE STRATEGIC COSTS OF EMPLOYEE MANAGEMENT MINUTIAE

STUDY REVEALS GAP BETWEEN HOW HR PROS ACTUALLY SPEND THEIR TIME

VS

HOW THEY'D LIKE TO SPEND THEIR TIME

As the traditional role of HR continues to evolve, one thing is clear: HR pros want to be more productive and involved by handling bigger issues that directly impact the company and its bottom line.

Recently, HR Daily Advisor, in conjunction with BambooHR, polled more than 1,300 U.S.-based HR professionals to gauge their thoughts and attitudes regarding the challenges they're currently facing and how they spend their time versus how they think they should be spending their time. Not surprisingly, the survey confirms that employee management takes up the majority of their time. But while they feel it's a necessary part of their job, many HR pros feel like they should be spending their time participating in higher-level functions.

HR professionals want to play a more strategic role in the company; they see their role and value as extending beyond minutiae like employee paperwork, payroll processing and

routine trainings. They want to own the role of managing and overseeing company culture and would like to be more involved in activities such as workforce planning. They care about their careers and strive to consistently attend HR-related trainings, but they would like to spend even more time on professional development.

HR professionals feel they understand the needs and issues of employees better than managers and executives do, yet they feel it's management's responsibility to make sure that employees are both happy in their jobs and being productive. In a more-involved, strategic role, HR professionals would like to do more to help rectify that disconnect, respondents believe.

This study illustrates how HR practitioners perceive their role and how they'd like that role to develop as the modern workplace evolves.

## KEY RESULTS

- **HR professionals spend the most time on:**

- Employee management (answering questions, resolving issues, recognition, discipline)
  - 71 percent of respondents felt like it consumed a lot or most of their time.
- Company policies and compliance
  - 54 percent of respondents felt like it consumed a lot or most of their time.
- Recruiting (job fairs, listings and posts, reviewing resumes, reference and background checks, interviewing)
  - 42 percent of respondents felt like it consumed a lot or most of their time.

- **The No. 1 task that HR professionals said they would like more training on was “workforce planning” (40 percent), followed by:**
  - Professional development (34 percent)
  - Managing and overseeing company culture (32 percent)
- **The percentage of respondents at businesses with 500+ employees who noted “managing and overseeing culture” should consume more time was much higher than from those at smaller businesses.**
- **The biggest perceived threat to productivity is employee management (even though only 29 percent saw this as the biggest threat, no other task came even close).**
  - Among those who felt like this was the biggest threat to productivity, the largest percentage (28 percent) felt that it was a threat because it takes time away from “more important work.”
  - Among those who felt like this was the biggest threat to productivity, 85 percent felt it consumed a lot or most of their time and 47 percent felt they should be doing it less.
- **Generally, HR professionals are well trained: 82 percent of respondents have attended HR-related trainings in the last 12 months, and 67 percent spend an hour or more educating themselves on HR updates weekly.**
  - But while they appear well trained, many (54 percent) would like to spend even more time developing professionally.
    - *A notably higher percentage of respondents at large (500+ employees) businesses felt they could use more professional development training than respondents at small to medium-sized (<500 employees) businesses (42 percent versus 30 percent).*
- **HR professionals overwhelmingly feel like it is management’s responsibility to make sure employees are happy in their jobs (65 percent) and that they are being productive (82 percent), rather than those tasks being the responsibility of either HR or other employees.**
  - Additionally, 69 percent felt like they understand the needs and issues of employees more than management does.

## CONCLUSION

Overall, this study shows that HR professionals are seeking to improve their job performance and enhance their role within the company. And as back-office technology and the modern workplace continue to evolve, the once traditional view of HR will adapt alongside them, continuing to usher in this new era of HR.



HR Daily Advisor

## ABOUT THE RESEARCH

The August 2014 study collected responses via an online survey from 1,307 U.S.-based HR professionals (the majority of whom [75 percent] have worked in the HR industry for 10+ years) who are currently employed by small (<50 employees) to large (500+ employees) businesses. This research was generated by BambooHR and HR Daily Advisor.

## ABOUT BAMBOOHR

BambooHR is the leading Software-as-a-Service (SaaS) company provider of online HR Software for small and medium businesses that have outgrown spreadsheets. BambooHR’s cloud-based system is an intuitive, affordable way for growing companies to track and manage essential employee information in a personalized Human Resources Information System (HRIS). Now HR managers have more time for meaningful work; executives get accurate, timely reports; and employees can self-service their time off using a convenient mobile app. BambooHR’s clients include innovators like Snapchat, SoundCloud, Pinterest, Fab, FreshBooks, Klout, Lyft, Fitbit and Squarespace, among hundreds of others in over 70 countries worldwide.

## ABOUT HR DAILY ADVISOR

HRDailyAdvisor keeps readers informed on the latest in HR management, HR tech, hiring and recruiting, compliance, and more. More than 285,000 HR and workforce management professionals access HR Daily Advisor for news, webcasts, research, and best practices.