

What's Hindering HR Success in 2019?



Are You an HR Leader or an HR Laggard?

Like other corporate functions, Human Resources (HR) is increasingly asked to deliver greater value than it has in the past. To accomplish this, many HR departments are striving to take on more strategic roles while continuing the time-intensive, detailed HR routines required for organizational effectiveness and legal compliance. Together, Access and HR.com conducted a study to understand why some HR teams can rise to the challenge and become HR leaders while HR laggards continue to flounder in a sea of paperwork.

So, how is HR faring in these endeavors?

In essence, we discovered that most HR professionals feel their departments are well aligned with the goals of their larger organizations, but they continue to struggle with a number of key challenges, including administrative inefficiencies and onerous backoffice burdens.

The good news first:

1. Most HR professionals believe that they and their organizations are relatively well aligned around the issues of efficiency, skills and engagement in 2019.
2. A majority (63%) of HR professionals believe there is a high or very high level of alignment between HR goals and organizational goals. Indeed, HR is highly focused on improving efficiency, notably through more automation of manual processes. HR is also focused on employee engagement and on the acquisition and development of skilled workers.

If the good news is that HR professionals and their organizations tend to be aligned around the issue of efficiency, then the bad news is that, generally speaking, HR isn't there yet.

In fact, a majority of HR professionals rate the efficiency of their HR departments as average or below, and most (59%) say



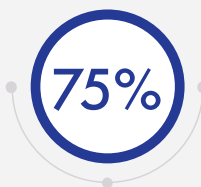
“too many inefficient manual processes” is the single biggest barrier to succeeding in key HR initiatives.

It is little wonder, then, that HR is still viewed as filling roles that are more administrative than strategic.

When asked about which roles they play in their organizations, the most widely given answers are:



ADMINISTRATOR



COMPLIANCE EXPERT



STRATEGISTS

HR professionals recognize they must do better in order to gain more efficiencies and take on a more strategic role. So, what's stopping them? Back-office burdens —the old administrative processes that can be re-engineered with new thinking and with the help of technology.

HR's Achilles' Heel: Back-office Burdens

Most (71%) HR professionals

71%

say two-fifths or more of their HR department's time is spent on administrative duties.

What's more, 34% say HR is spending three-fifths or more of its time on these duties.

In short, HR's goals are aligned with organizational goals, but they're hindered from meeting those goals by administrative burdens.

We asked participants about what they need—and yet are lacking—to achieve greater administrative efficiencies. It turns out that nearly two-thirds (63%) say a lack of automation hinders them, and 45% cite a lack of technological integration across HR silos.

To enable HR to address efficiency barriers and achieve higher performance, HR professionals benefit through investments in greater automation, better technology integrations and support, and more process improvements.



Making the leap from administrator to strategist

HR departments who have already reached higher levels of efficiency have seen the benefits.

For example, compared with less efficient HR departments,

65%

of high efficiency HR teams cite greater automation of workflows for reducing paperwork and improving compliance.



Highly efficient HR teams are more likely to **BE VIEWED AS BUSINESS PARTNERS, CULTURE KEEPERS AND STRATEGISTS**



HR leaders re-allocate time saved to strategic initiatives like **FINDING, DEVELOPING AND ENGAGING TOP TALENT**



Process improvement and automation allow HR teams to become **THE HIGH-VALUE STRATEGIC FUNCTION THAT TOP LEADERSHIP REQUIRES.**

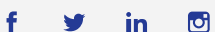


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