

# Accessible document

Document title is why businesses need to prioritize the employee experience

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Employee engagement has got a lot more complicated

The workforce is suddenly more dispersed

Working from home has caused a lot of employees to reflect on what it is about the company and the role they're in that they love or don't love, says Kelley Steven-Waiss, CEO and co-founder, Hitch

Employers can no longer dodge their CSR duties

Seventy three percent of executives say that sustainability practices and policies have become more important to their employees

Seventy five percent of executives say that equal opportunities and diversity have grown in importance among employees

Businesses need to engage them or they will lose them

Eighty two percent of executives say that a company culture that supports remote/flexible working has become more important to their employees over the past twelve months

But the work from home revolution is taking its toll

More remote workers now face burnout than on-site workers

Percentage of employees who feel burned out at work 'very often' or 'always'

Do not work from home

September 2019

Thirty percent

April to September 2020

Twenty six percent

Work from home all the time

September 2019

Eighteen percent

April to September 2020

Twenty nine percent

And Covid-19 has made CEOs much more worried about talent

Ranking of talent risk by CEOs

Percentage of employees who feel burned out at work 'very often' or 'always'

January 2020

Twelfth placed risk

August 2020

First placed risk

They should be worried: losing those employees is expensive

Fifty six percent of unengaged employees are looking for new jobs or watching for opportunities

Twenty one percent of annual salary. Typical cost to the business of turnover

For all positions except executives and physicians

But are they taking the risks seriously enough?

Sixty three percent of executives agree that, when considering workplace transformation, cost-saving and efficiency ultimately take precedence over the impact of change on employee experience

And even if they do take it seriously, are they equipped to respond?

Twenty three percent of executives say that a lack of understanding of employees' needs is a barrier to improving employee experience

Overlooking the employee experience could end up costing businesses more than anything else

To improve employee engagement, business leaders acknowledge they need to

Increase workforce flexibility

Invest more in health and wellbeing services and support

Invest more in soft skills to support remote and hybrid working

Sodexo's Vital Spaces empowers workplace transformation, helping clients get the best out of their spaces and keeping people at the heart of what they do.

Sources

Experience Next research, Sodexo

Gallup, taken from Sodexo's Work from home and Productivity: the latest by Ruti Amal

[Kpmg 2020 Ceo Outlook: Covid 19 Special Edition report](#)

[Article from Gallup.com Are Your Employees Slipping Away](#)

The Center for American Progress: There Are Significant Business Costs to Replacing Employees