At Your Convenience

Employee Self-Service Streamlines HR, Saves Money, Engages Staff.

PAYCHEX

Payroll | Benefits | HR | Insurance

Overview

Most people today are all for taking care of business themselves. We expect self-serve gas pumps, self-checkout at the grocery store, self-check-in at the airport kiosk, do-it-yourself car washes, self-checkout of library books, and more. Self-service is on your schedule, at your pace, at your convenience. And today's workforce has come to expect that same level of self-service while on the clock at work.

In an increasingly digital world, HR self-service is becoming a way of life for many companies – a shift that is still happening and is largely driven by the demand of employees for automation in the workplace. Employee self-service (ESS) systems are not new, but adoption of such technology was once only reserved for enterprises with thousands of employees. The good news for today's workforce is that technology has both improved and moved down-market, meaning any business that can access the internet can offer such a benefit to their employees. Doing so can allow employees to perform a variety of administrative HR tasks themselves, sans paper and sans HR contact – both of which can have a tremendously positive impact on efficiency and recordkeeping.

At a basic level, ESS systems allow employees to:

| Obtain online pay slips;

| View and print Form W-2;

| View and update bank account information for direct deposit;

| Confirm employer-initiated employment status, rate of pay, or other changes;

| Update personal information, such as address, phone number, and educational experience; and

| View federal, state, or local tax withholding information.

Overview

More sophisticated employee self-service systems can give employees the ability to choose benefits and add dependents, review performance evaluations, enroll in online training classes, adjust contributions to their 401(k) plan, and more. Many self-service providers also offer analyses of workers' use of the portal, and provide data on the most- and least-used tools.

Managers and HR administrators can use employee self-service systems to implement career development material, help with recruitment and hiring, and oversee and approve scheduling and payment issues. These systems enable HR professionals to create and apply content; show employee data, such as job categories and benefit choices; and adjust permissions to allow or restrict access to certain areas of the portal.

An effective self-service portal can reduce administrative workloads for HR teams, giving them more time to pursue corporate strategic goals. In fact, according to the 2017 Paychex Pulse of HR Survey, 75 percent of respondents said that HR technology has enabled them to become more strategic and efficient on the job.

The convenience of employee self-service may also improve worker satisfaction with the company. However, to avoid the appearance of disengagement and depersonalization, and to encourage employee participation in automated services, businesses must implement self-service thoughtfully.

Employees Want Self-Service

Employees in most industries today expect at least some degree of computerized interaction on the job — and want it that way when it comes to personnel tasks. The Paychex Small Business Survey* found that 80 percent of respondents prefer to accomplish certain tasks — from updating personal information to managing benefits to recording time worked — via an electronic device rather than a paper form.

The days of engaging HR to perform standard tasks, such as those listed to the right, are fading fast. Workers today want to accomplish these routine actions in just a few clicks or taps.

Other Key Findings

73 percent of employees indicated that they expect an employer today to provide self-service for basic tasks, such as the ability to update one's address, enter a life event, fill out tax forms, report hours, and manage retirement accounts.

The top five tasks respondents would rather do themselves than contact HR are: updating personal information, managing time off, viewing payroll information, reporting hours worked, and viewing work schedules.

One more stipulation on the technology side

Any business seeking to adopt HR software with employee self-service capabilities must have the strongest, most up-to-date internet security and a commitment to protecting the privacy of employee data. Workers will likely hesitate to use a system they don't deem safe, and the business may be liable if security is breached.

Employers And Employees Find Benefits In Self-Service

Employee self-service offers significant advantages to companies and employees alike, including increased efficiency, greater accuracy, better recordkeeping, and improved responsiveness to employees

Increased Efficiency

Self-service technology can help companies simplify processes, reducing redundant data entry and possibly the number of people who have to handle the data, since employees can enter their own information into the system. This is particularly useful for firms with high turnover, such as those employing seasonal workers or with staff members based in multiple locations.

Employee self-service allows quick and easy updates, which can be communicated to large or selected groups of people. Changes can often be automated, without the need for a human to key in data.

HR staff can spend less time on paperwork and instead focus on the needs of employees and strategic, business-building issues.

Cost savings result when HR staff has less paperwork, fewer employee inquiries, payroll upkeep, and other administrative duties. Companies spend less on paper forms, printing, and postage, and gain physical space once used for file storage.

Greater Accuracy

When individuals self-report information, there may be less chance of an error.

Online forms that require sequential input of data avert skipping essential parts of a process and key information.

A central, online location for HR information and data entry accessible to all individual employees simplifies tasks and reduces confusion.

Employers And Employees Find Benefits In Self-Service

Better Recordkeeping

Inputting and saving data online allows easier recordkeeping for taxes, regulatory compliance, and legal observance.

Online documentation allows companies to establish and adhere to standardized processes.

Better records enhance the ability to track, measure, and analyze data, such as recruitment and retention trends, and participation in company programs and benefits.

Improved Responsiveness To Employees

It's easier to access information, rather than parsing multiple documents in multiple locations.

Instant availability of information, in any location with online access, can help staff feel empowered.

Information tailored for employees encourages involvement and awareness of targeted services and information.

Communicate with the workforce reciprocally— as online platforms can offer give-and-take dialogue, rather than just top-down messaging.

Self-service portals can give employees a voice and allow them to feel they're an integral part of company processes.

Employees have the ability to provide input and may feel greater engagement in the company. They may be able to make significant contributions and better-informed decisions.

Company leaders should recognize, however, that not every employee will immediately adjust to finding and completing documents on their own. They may prefer reaching out to the HR department. Counteract any hesitation and encourage self-service adoption by providing thorough training and stressing the benefits

of immediate access to information. Employee self-service analytics can even determine who among your workforce isn't using the system or is using it incorrectly, and may benefit from additional training.

If, after implementation, HR staff still fields questions about information available on the self-service portal, consider encouraging managers to politely remind employees to go online for answers.

About Paychex

Paychex, Inc. is a leading provider of integrated human capital management solutions for payroll, human resources, retirement, and insurance services. By combining its innovative software-as-a-service technology and mobility platform with dedicated, personal service, Paychex empowers small- and medium-sized business owners to focus on the growth and management of their business. Backed by more than 45 years of industry expertise, Paychex serves over 650,000 payroll clients as of May 31, 2018, across more than 100 locations in the U.S. and Europe, and pays one out of every 12 American private sector employees. Learn more about Paychex by visiting www.paychex.com, and stay connected on Twitter and LinkedIn.

800-401-9304

To learn about how Paychex Flex® could be the right HR tech for your business, visit payx.me/RightTech.

Conclusion

Self-service can offer tremendous advantages for both HR staff and employees, delivering information and benefits with efficiency. And increasingly, employees want — even expect — a self-service component in HR interactions. When adequately supported and implemented, the technology can complement, rather than replace, personal interaction.

*About the Paychex Small Business Survey

The employer portion of the Paychex Small Business Survey was administered by Bredin, a third-party research firm specializing in small and medium-sized businesses. The online survey was conducted between November 17, 2017 and November 23, 2017 and polled 257 principals of U.S. companies with 2-500 employees. Paychex also polled 404 full-time U.S. employees working in organizations with less than 1,000 employees. The survey was conducted online via SurveyMonkey Audience between November 21, 2017 and November 29, 2017.

PAYCHEX®

Payroll | Benefits | HR | Insurance

The Power of Simplicity