

SAPIENT INSIGHTS GROUP

ANNUAL HR SYSTEMS SURVEY DATA

26th Edition

Exclusive Distributor Analysis Report

Asia-Pacific, Australia & New Zealand Regions

2023-2024

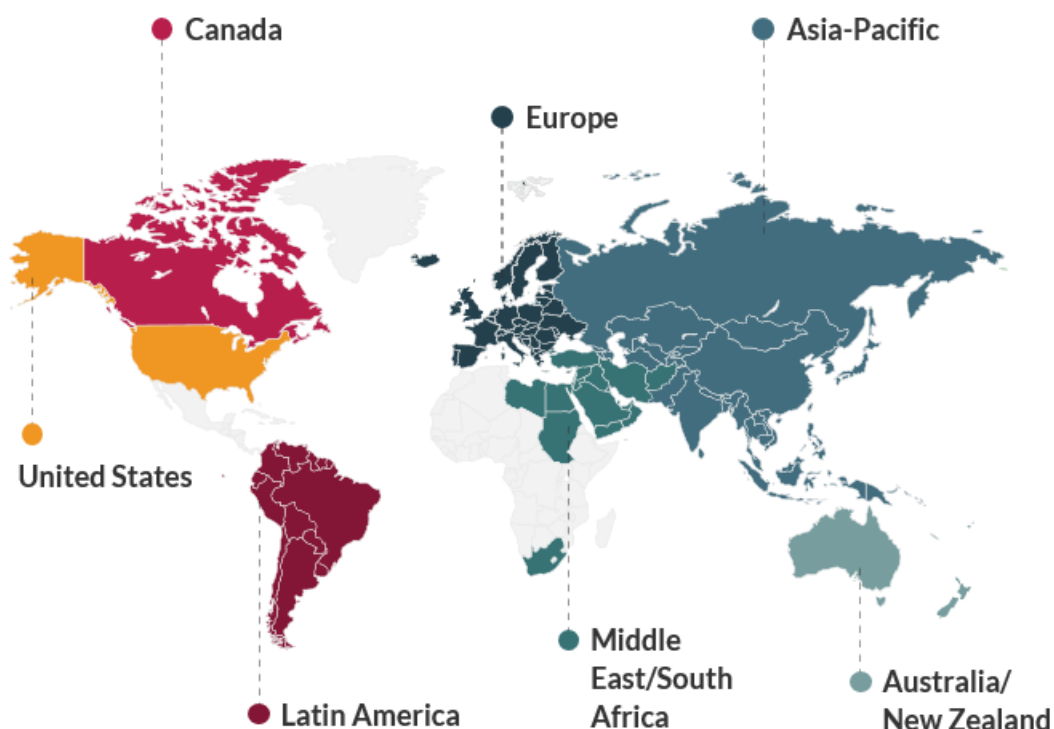


SAPIENT
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ORGANIZATIONAL DEMOGRAPHICS

AGGREGATE RESPONSES

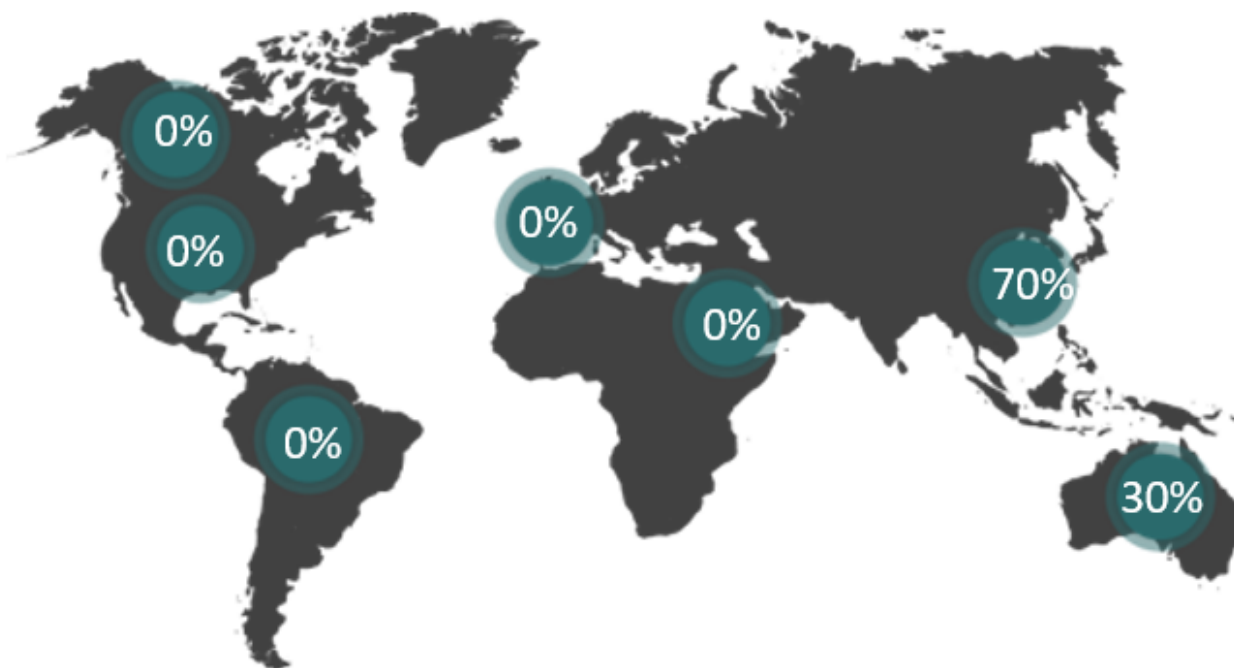
The **26th Annual HR Systems Survey** was conducted from May 9th through July 15th, 2023. The original survey had 5,000+ initial responses, and our research methodology includes an extensive cleansing process to remove duplicate organization details and responses with known inaccuracies based on a series of data validation steps. This year's White Paper and research analysis are based on **2,310 unique organizations representing a total workforce of 25 million employees and contingent workers.**



Global organizations represent **23% of our respondents**, with a workforce population in at least **one** additional country outside their headquarters location – a total of **524 organizations**. The average number of countries with additional employees outside of the headquarters location is **20 countries**. Also, **19% of our respondents** are headquartered outside the United States – a total of **437 organizations**.

ORGANIZATIONAL DEMOGRAPHICS

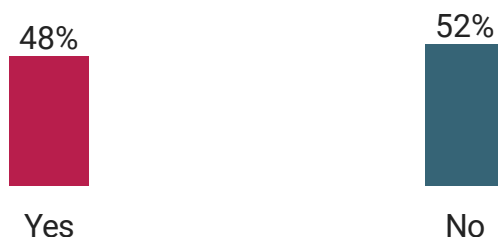
DISTRIBUTOR LINK RESPONSES



Does your organization have Employees in More Than One Country?

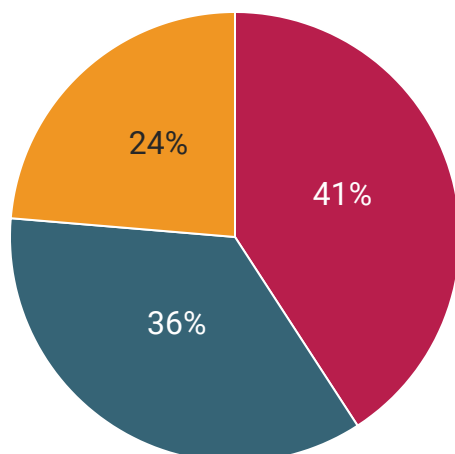


Is your organization bound by Collective Bargaining agreements?

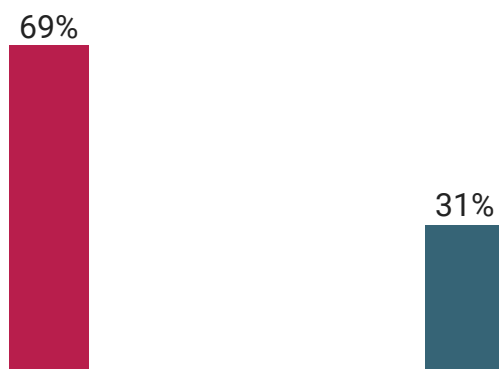


Organization Size

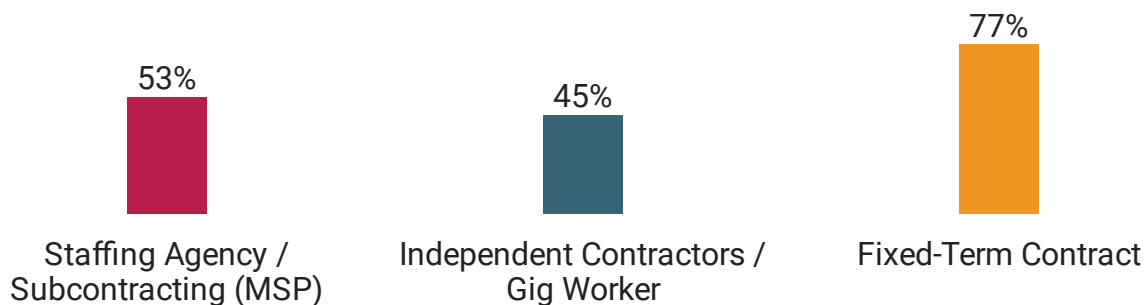
● SMB 1-499ee ● MID-MARKET 500-4999ee ● ENTERPRISE 5000+ee



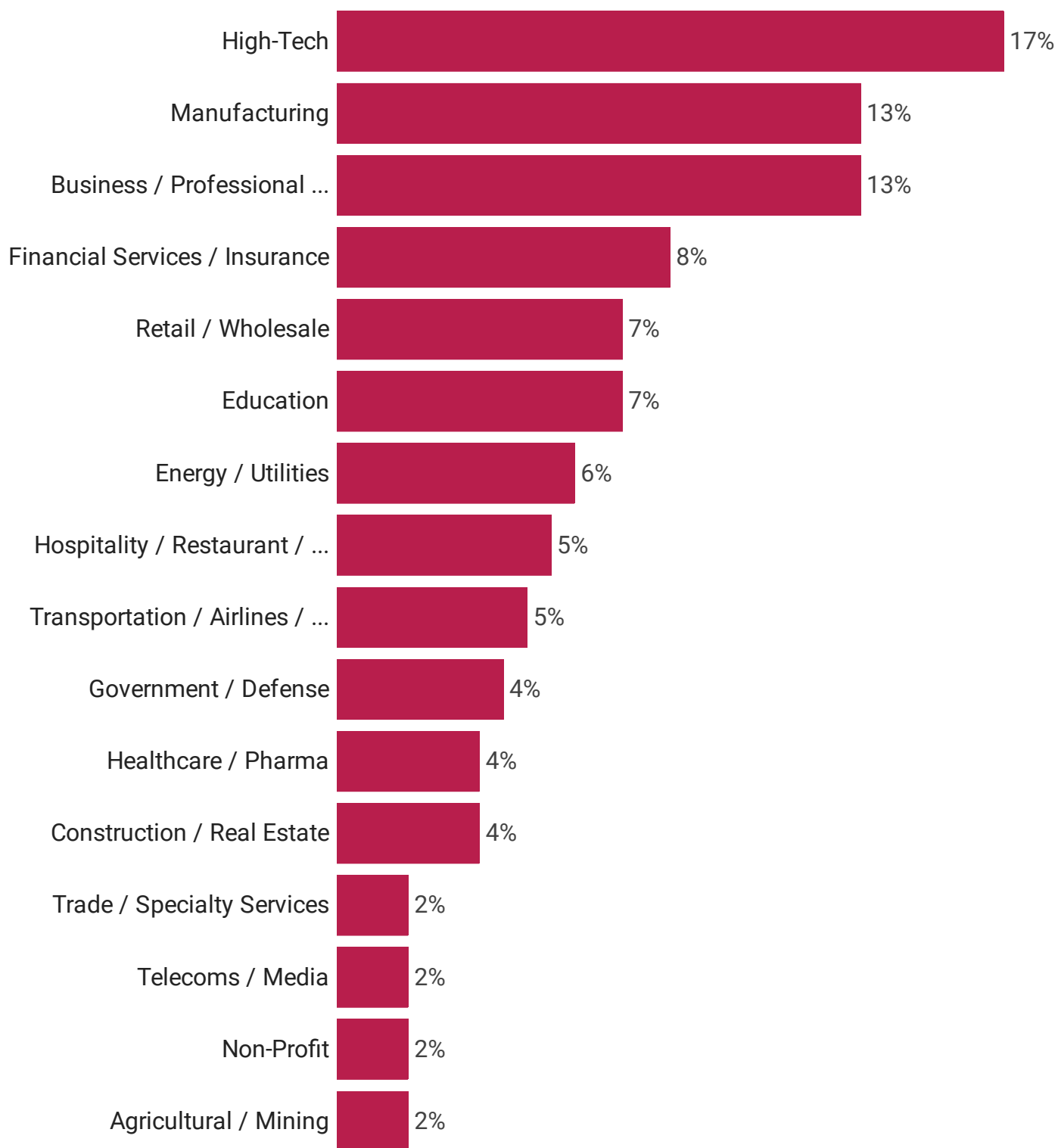
Do you have any types of Contingent / Contract workers?



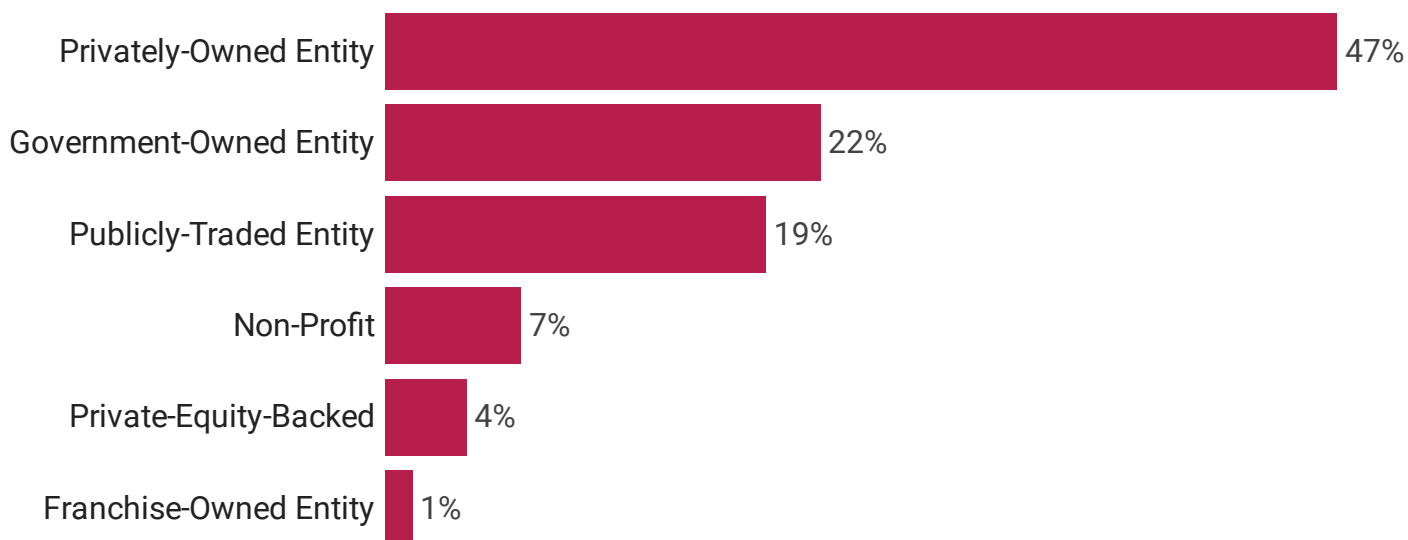
Please select All Types of Contingent / Contract Workers your organization employs.



What Industry does your organization operate in?



What Entity Type best describes your organization?



Estimate the percentage of your Workforce that falls into these Generational age ranges.

Field	Mean
Greatest Generation (born 1930-1945)	5.6
Baby Boomer (born 1946 - 1964)	8.2
Generation X (born 1965-1980)	25.3
Millennial (born 1981-1996)	32.0
Generation Z (born 1997-2012)	11.2

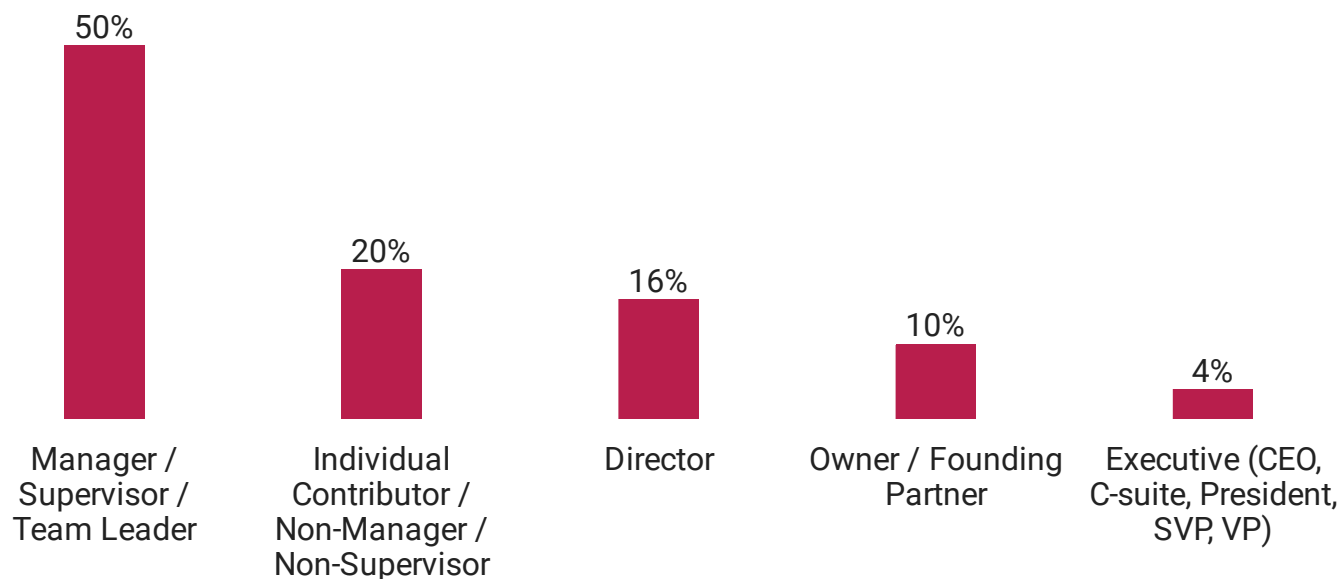
Prefer not to answer 17.7

INDIVIDUAL PARTICIPANT DEMOGRAPHICS

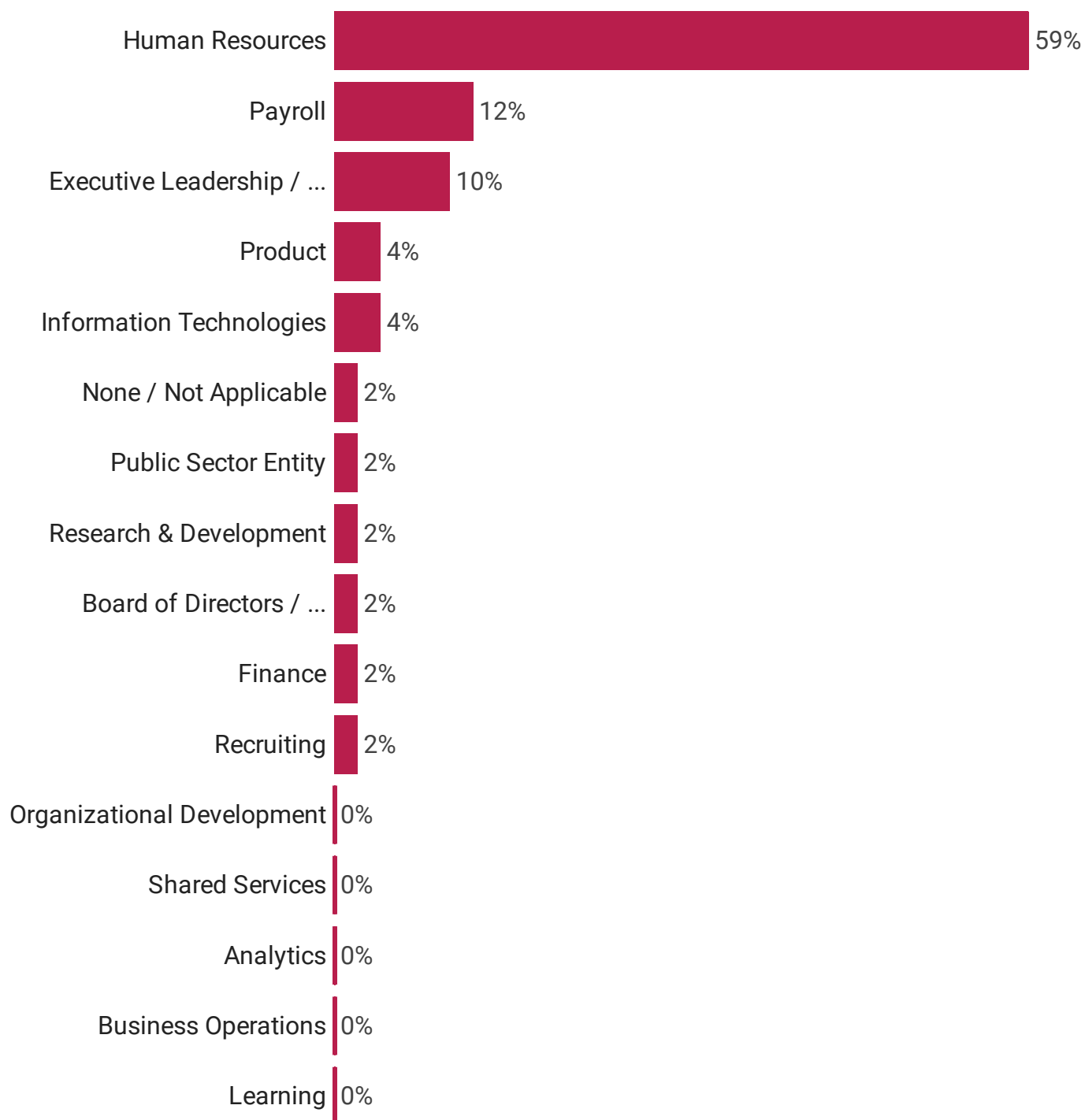
Next, we take a look at the demographics of the individual professionals participating in this year's survey. For additional context, we asked the 2023-2024 individual survey participants a series of demographics questions that include:

- Role within the organization
- Reporting function/department
- Years in current role
- Education level
- Certifications held
- Generation identification

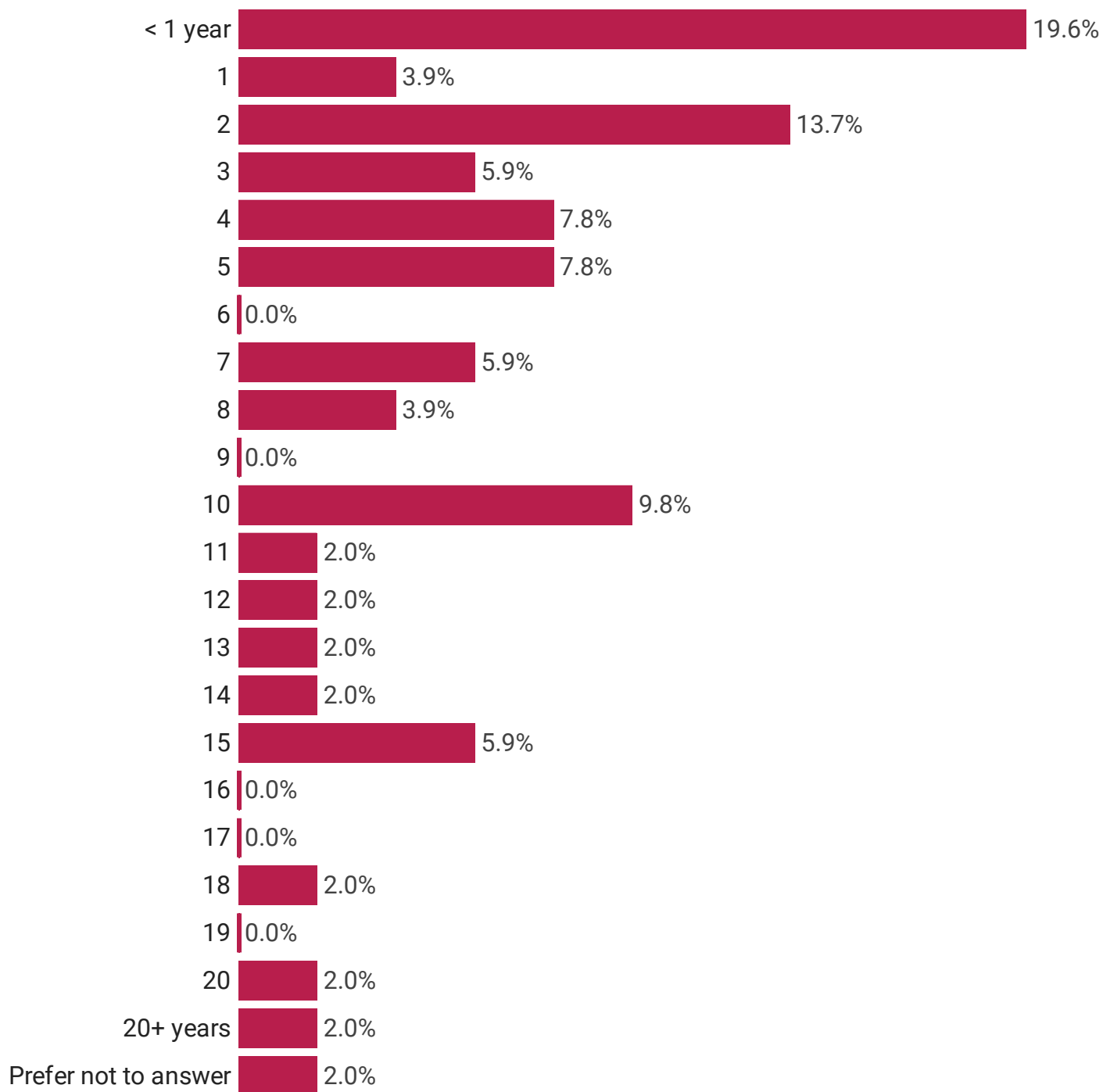
What is your Role / Level within your organization?



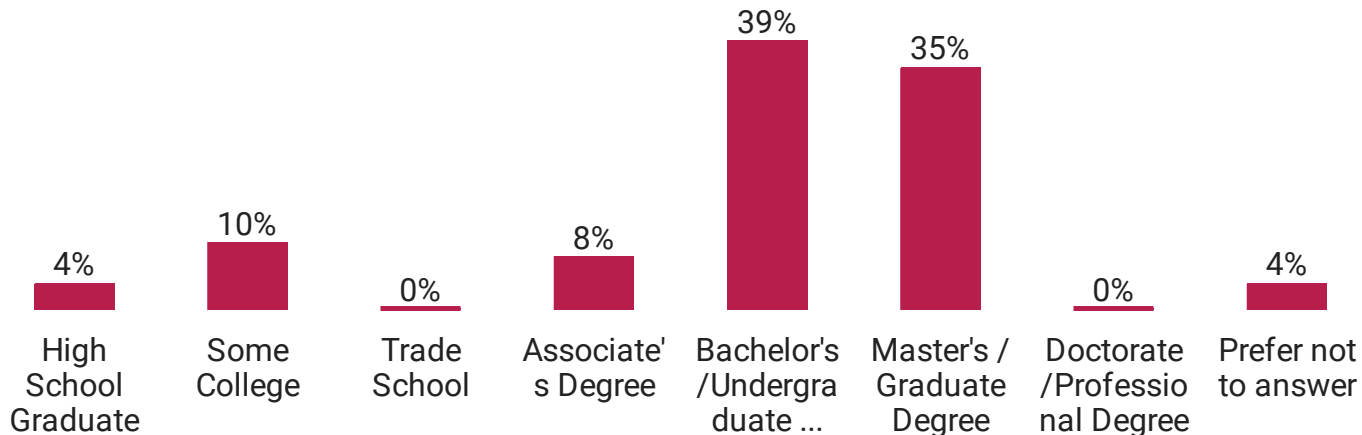
Which Department / Business Unit do you belong to?



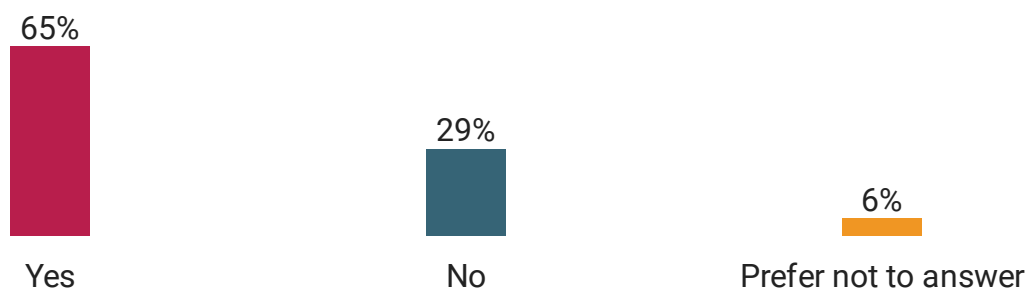
How Long in years have you been in your Current Role with your organization?



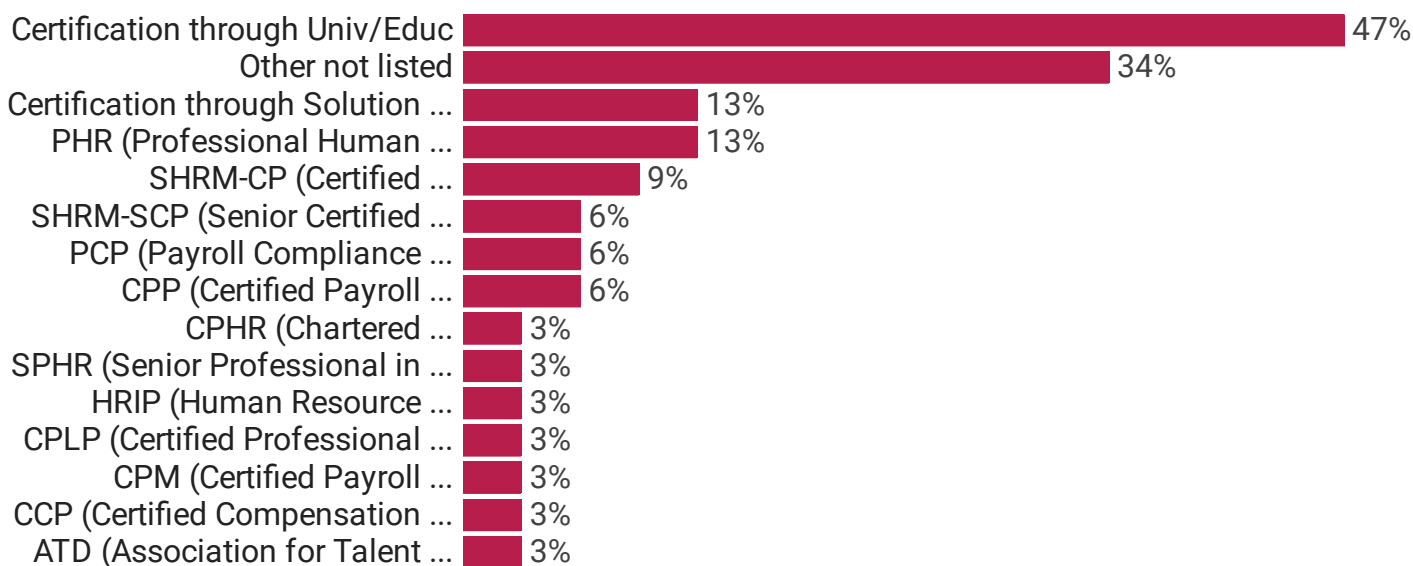
What is your Highest Level of Education?



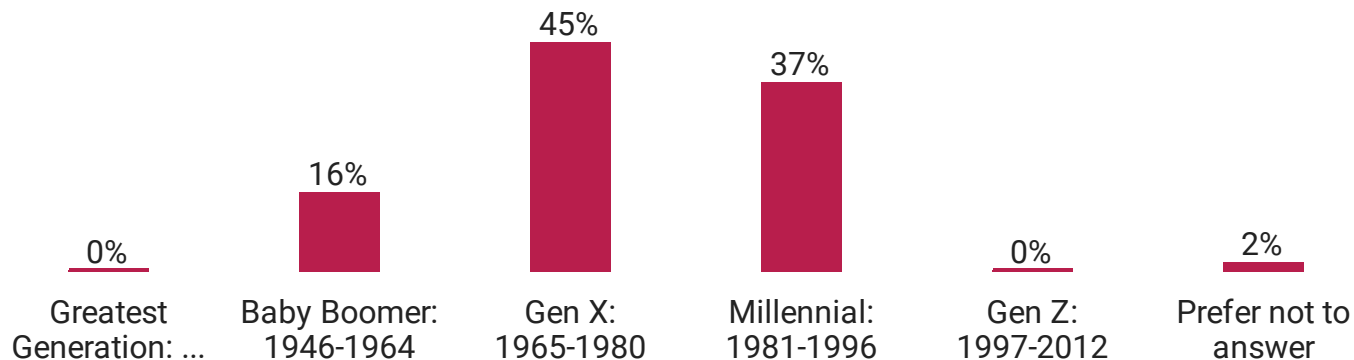
Do you have any HR or IT related Certifications?



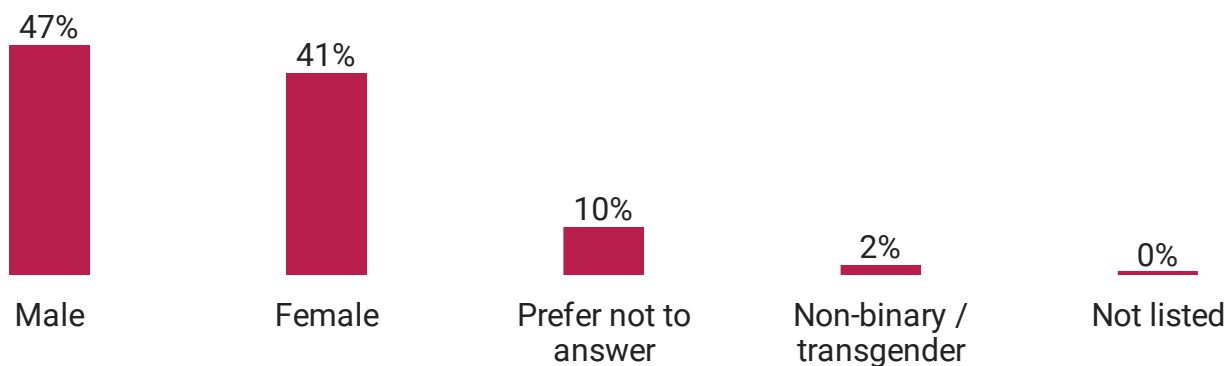
Top Certifications Held



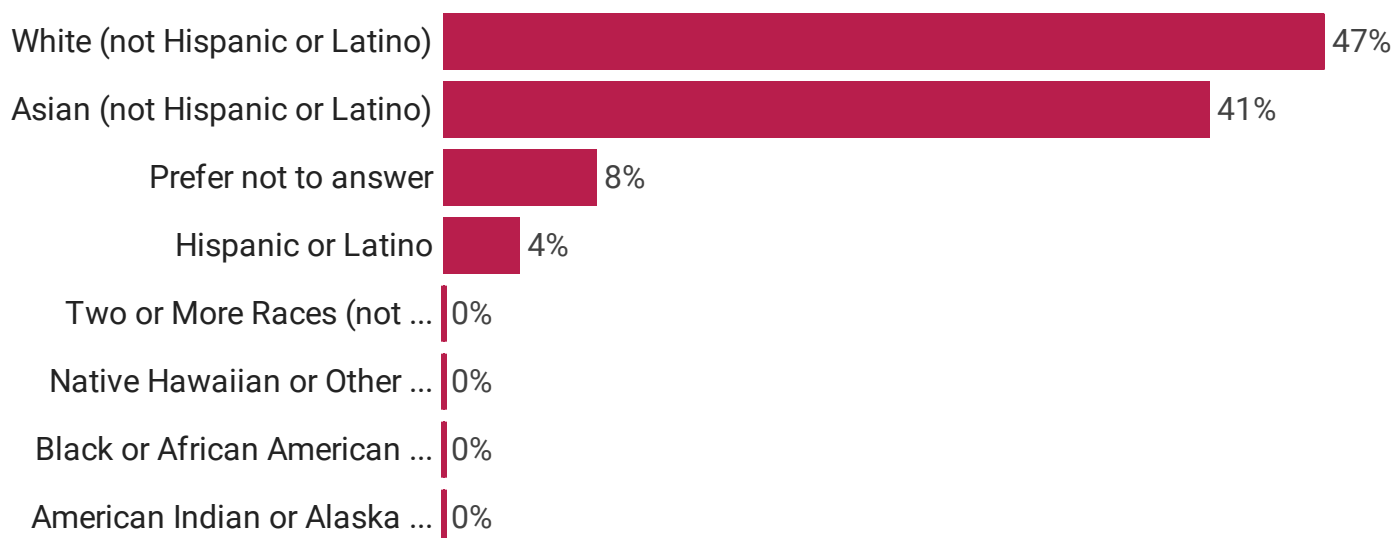
What Generation do you identify with?



Please share your Gender Identity.



Please select the category that best describes your Race / Ethnicity.

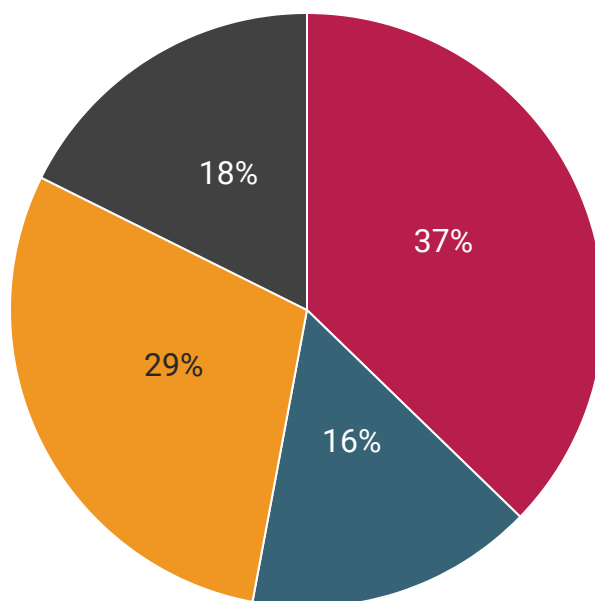


DISTRIBUTOR LINK

HR SYSTEMS STRATEGY INSIGHTS

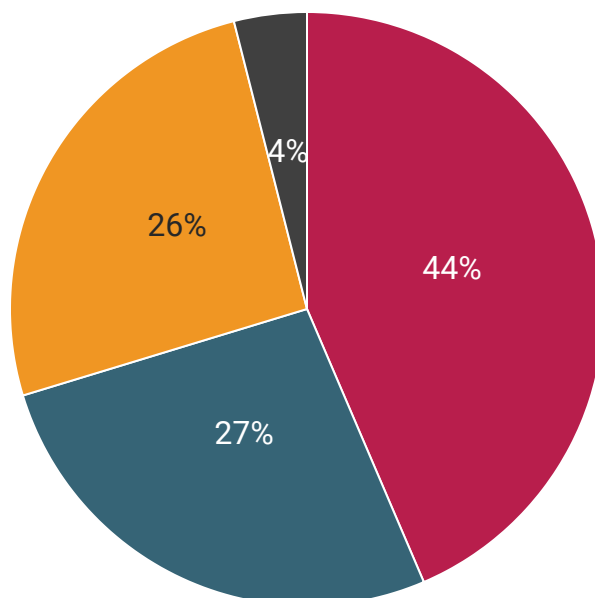
Does your organization have an Overall Enterprise HR Systems Strategy?

● Yes, updated regularly ● Yes, but rarely or never updated ● In development ● No

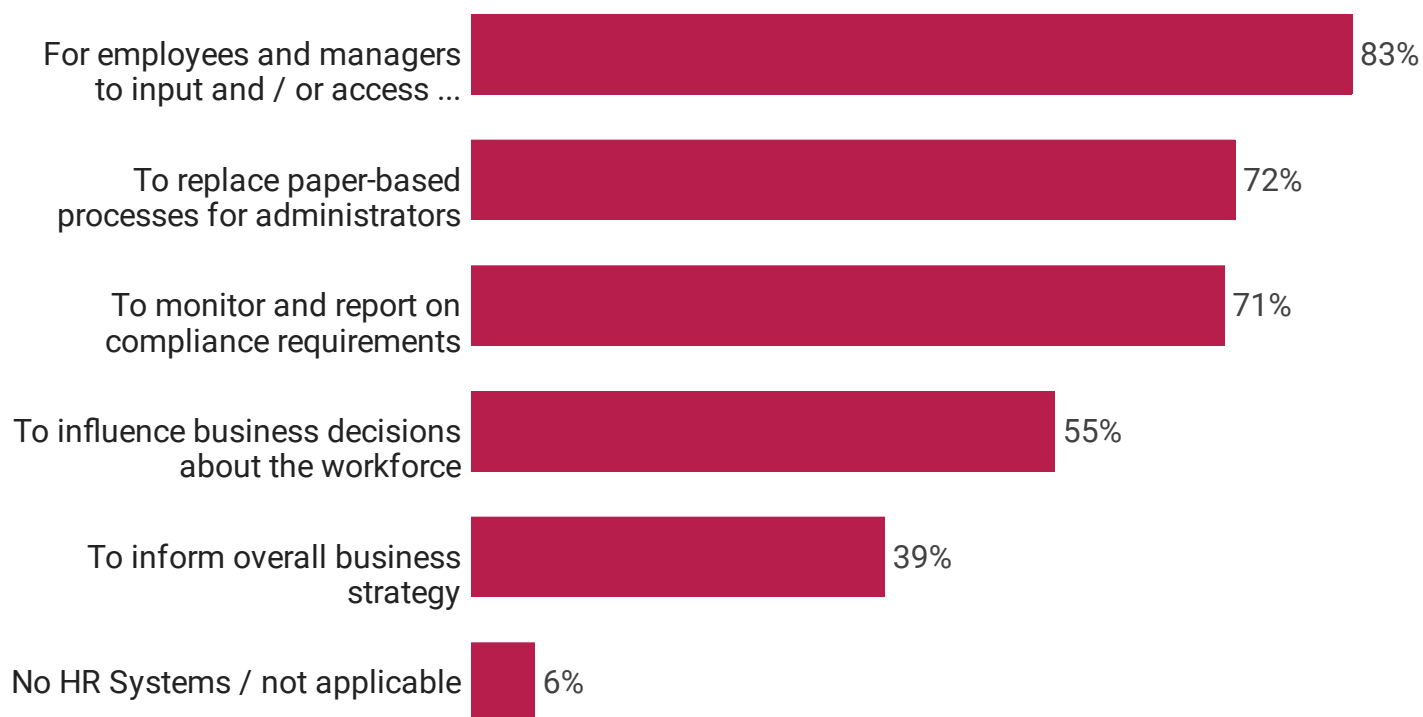


What is the General Perception of the HR Function at your organization?

● Strategic HR Partner ● Beginning to Contribute ● Compliance / Transactional ● Little or No Credibility

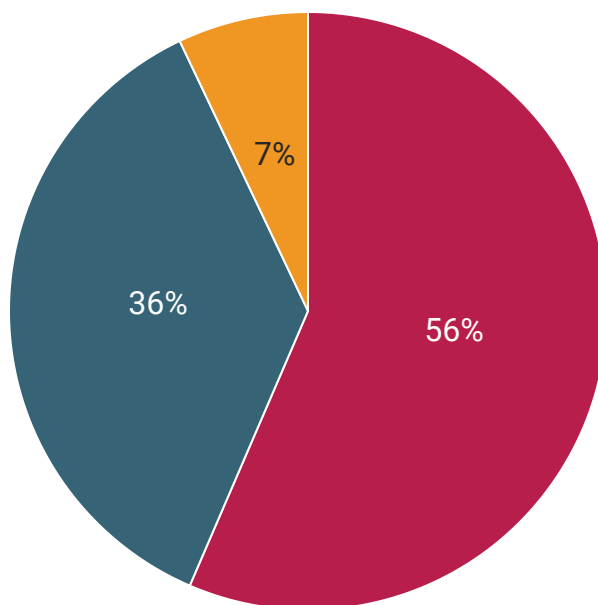


How does your organization Utilize its Overall HR Systems Environment?

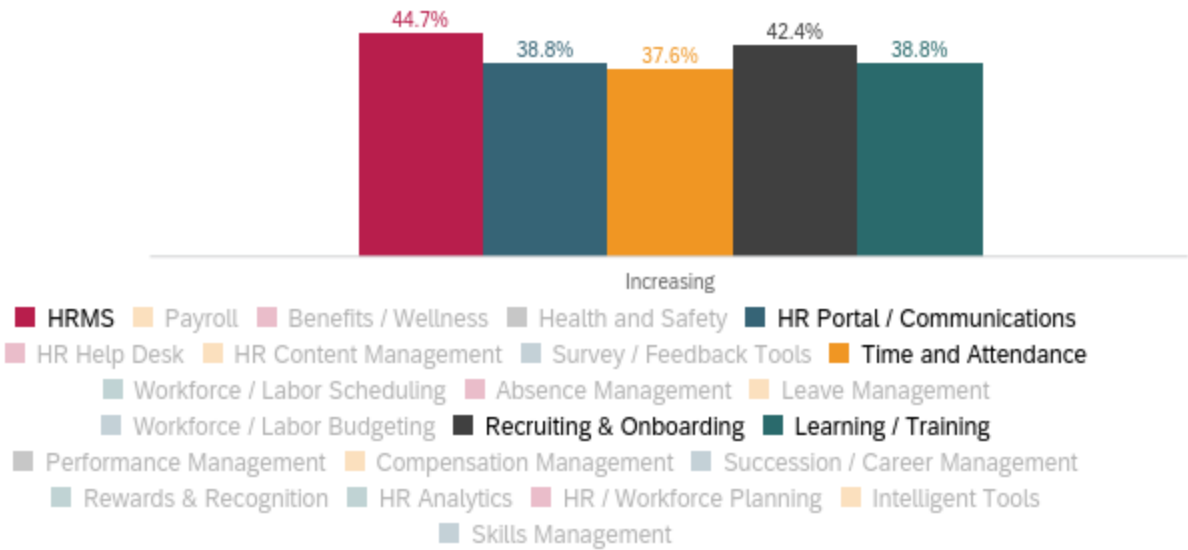


Will Overall Spending for HR Technologies at your organization Increase, Stay the Same, or Decrease for the next year?

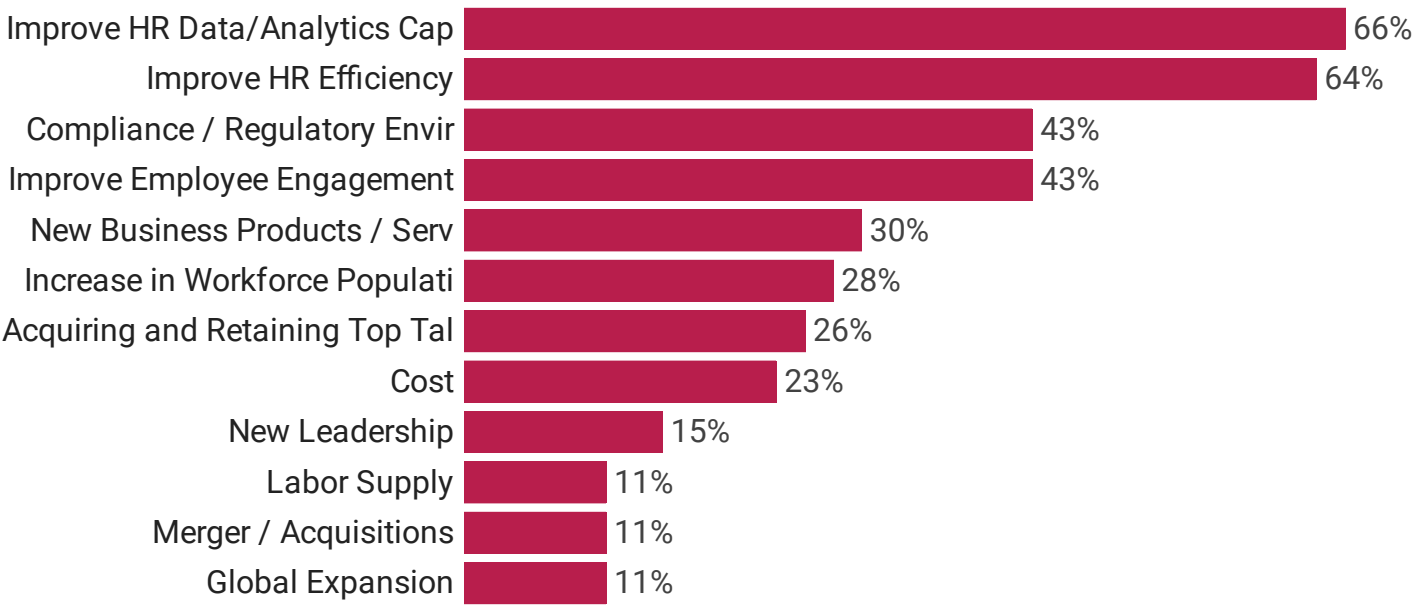
● Increase ● Stay the Same ● Decrease



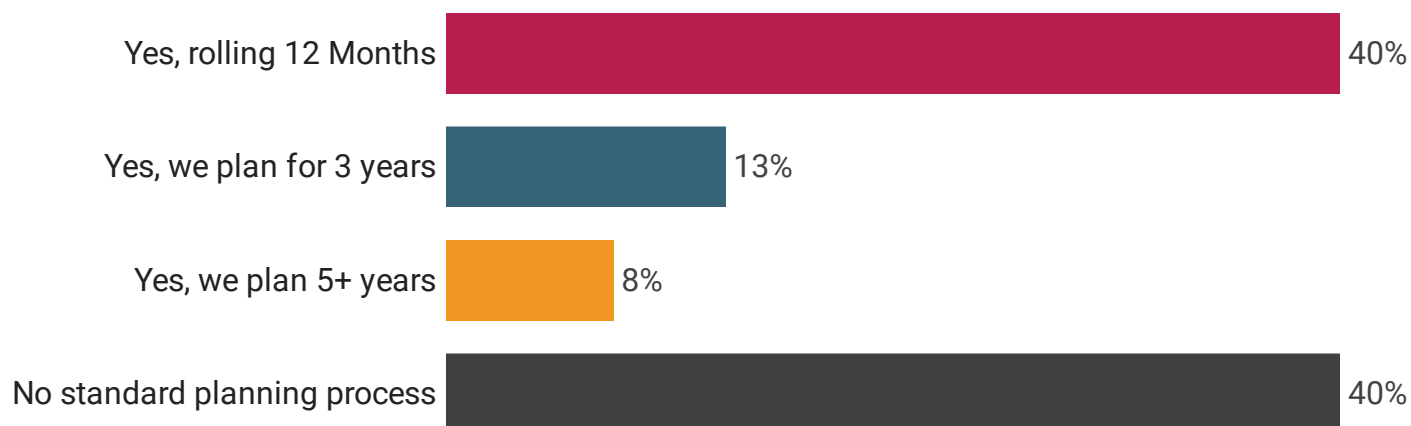
Please identify the HR Application Categories in which your organization plans to Increase spending. Top 5



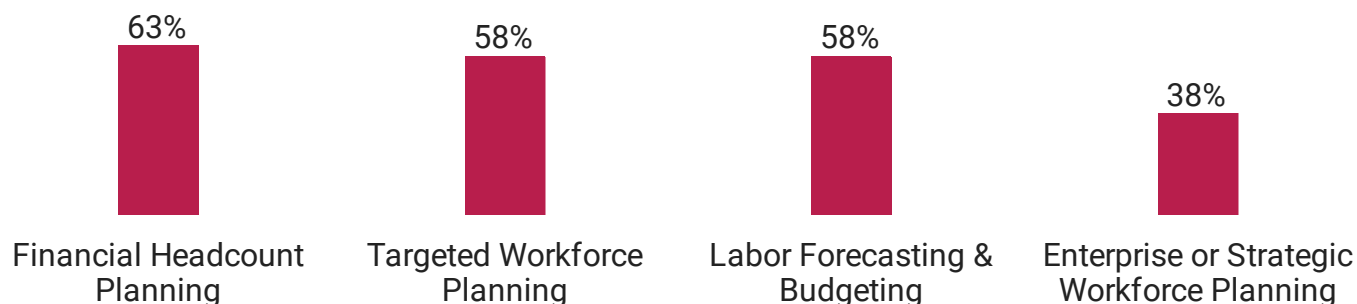
What are the Key Drivers behind the Increase in spending for HR Technologies?



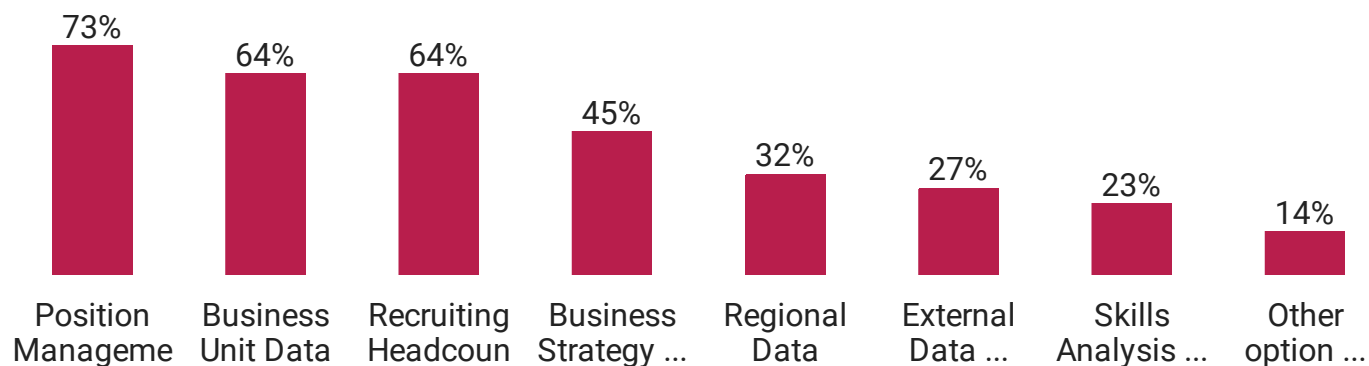
Does your organization conduct any form of Workforce Planning / Headcount Planning in your Organization?



Please select the level of Workforce Planning being conducted at your organization.



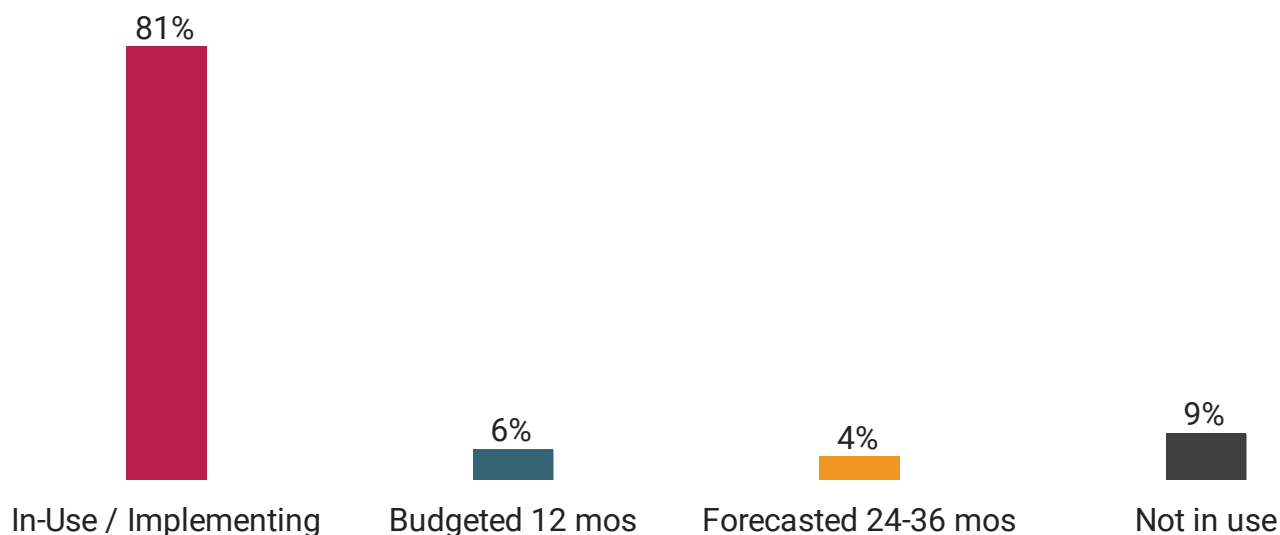
Which data is included in your Enterprise Workforce Planning Process?



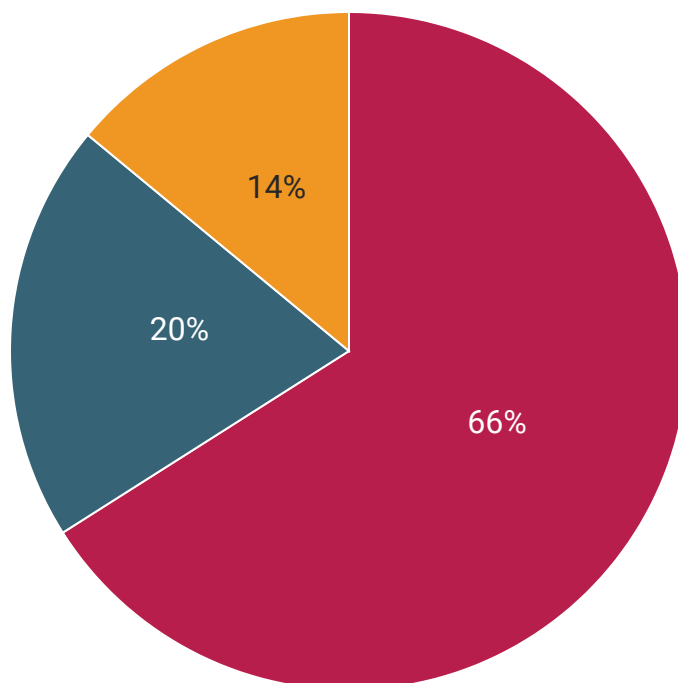
DISTRIBUTOR LINK

SYSTEMS ADOPTION DATA

Please identify the Current status of use of the **Core HR Management Solution(s)** at your organization.



CORE HRMS SYSTEMS MEETING NEEDS



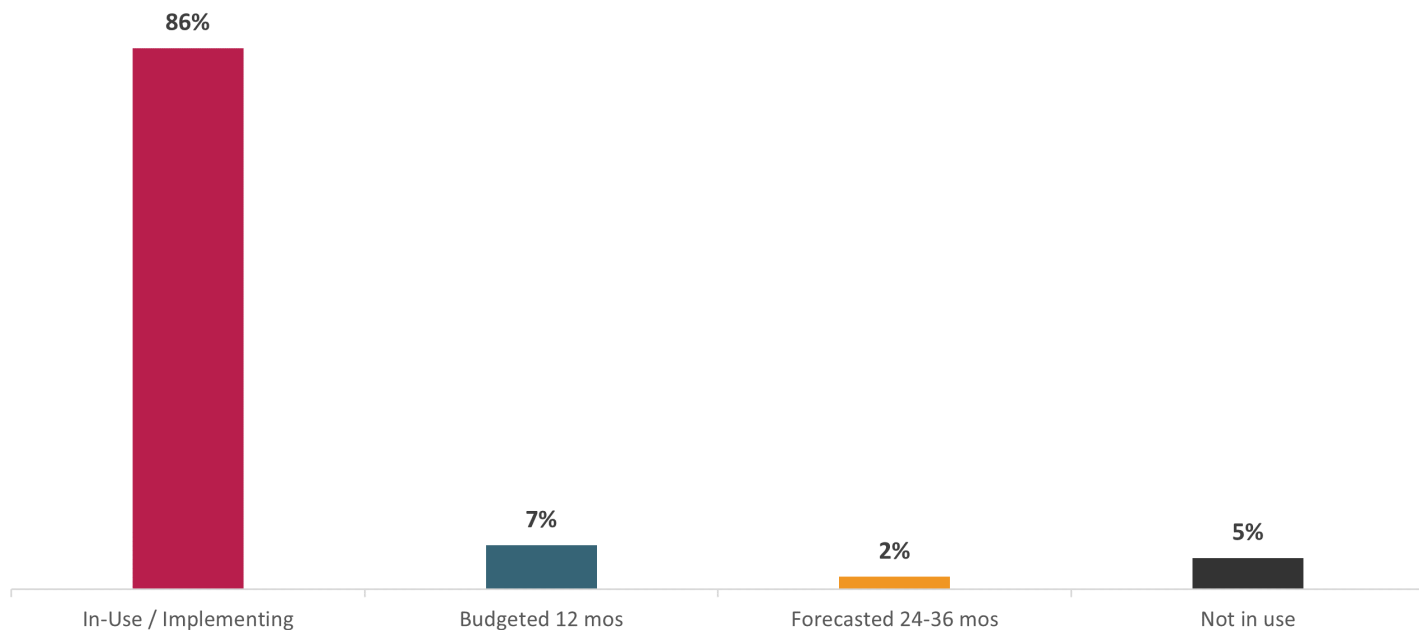
● Always/Most of the Time ● Half the Time ● Sometimes/Never

Please identify all **Core HR Management Solution(s)** In-Use Today by your organization.

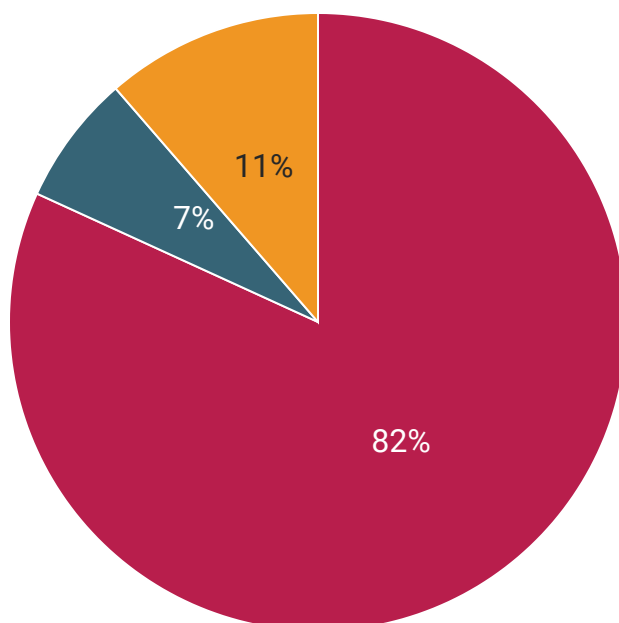
Field	Choice Count
Other Solution	17
In-house	11
Workday	7
SAP SuccessFactors	6
Oracle PeopleSoft	4
SAP HCM	3
Oracle HCM	3
Unit4	2
Sage People	2
Sage HRMS	2
Cornerstone	2
Aurion	2
ADP Workforce Now	2
UKG Pro	1
Oracle E-Business Suite	1
Microsoft Dynamics 365	1
isolved	1
HiBob	1
BambooHR	1
ADP Run	1
ADP (Other)	1
Visma Raet	0
UKG Ready	0
Tyler Technologies	0
TriNet Zenefits	0
SDWorx	0
Rippling	0

Ramco	0
PeopleStrong	0
Payworks	0
Paylocity	0
Paycor	0
Paycom	0
Paychex	0
NEOGOV	0
Namely	0
Insperity	0
Infor HCM	0
Gusto	0
Epicor	0
Ellucian Banner	0
DLGL ViP	0
Ceridian Dayforce	0
Cegid TalentSoft	0
Cegid Meta4	0
Arcoro	0

Please identify the Current status of use for the **Payroll Solution(s)** at your organization.



PAYROLL MEETING NEEDS



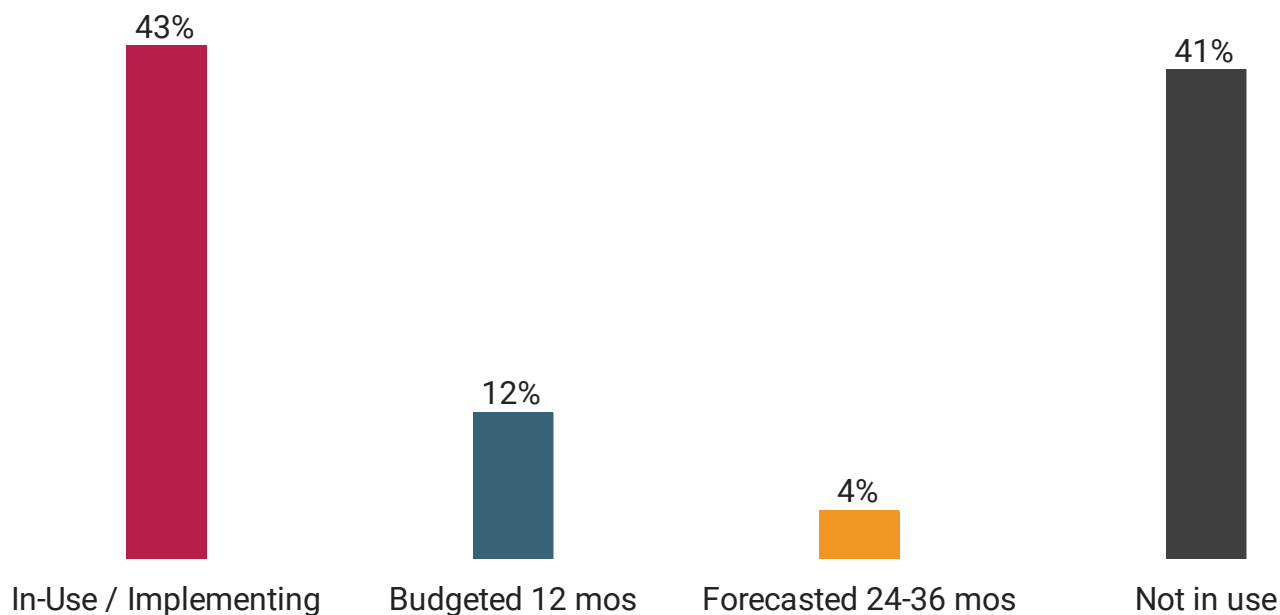
● Always/Most ● Half the Time ● Sometimes/Never

Please identify all **Payroll Solution(s)** In-Use Today by your organization.

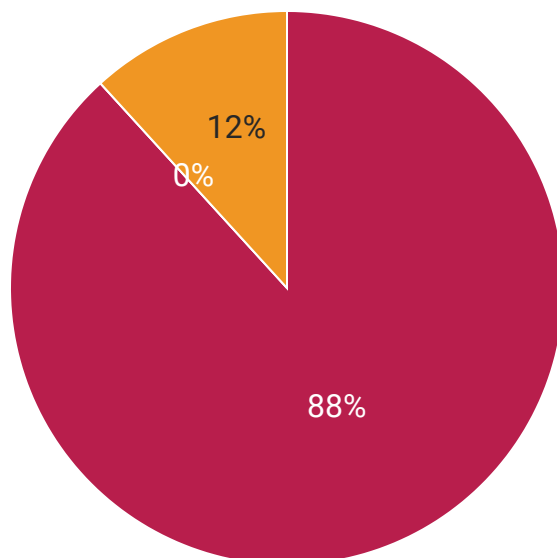
Field	Choice Count
Other Solution	24
In-house/Excel	11
SAP HCM	5
SAGE HRMS	4
Workday	3
UKG Ready	3
Oracle PeopleSoft	3
Aurion	3
ADP Workforce Now	3
UKG Pro	2
SAP SF Employee Central	2
Oracle HCM	2
Microsoft Dynamics 365	2
Ceridian Dayforce	2
ADP Run	2
Unit4	1
Tyler Technologies	1
Oracle E-Business Suite	1
JustWorks	1
isolved	1
Intuit Quickbooks	1
Insperty	1
Visma Raet	0
TriNet Zenefits	0
SDWorx	0
Safeguard	0
Rippling	0
Ramco	0

PeopleStrong	0
Paylocity	0
Paycor	0
Paycom	0
Paychex	0
Papaya Global	0
Oyster	0
Neeiamo	0
Namely	0
Infor HCM	0
Gusto	0
Ellucian Banner	0
DLGL ViP	0
Darwinbox	0
CloudPay	0
Cegid Meta4	0
BambooHR	0
Atlas HXM	0
Asure	0
Alight	0
ADP (Excluding Run or Workforce Now)	0

Please identify the Current status of use for the **Benefits Solution(s)** at your organization.



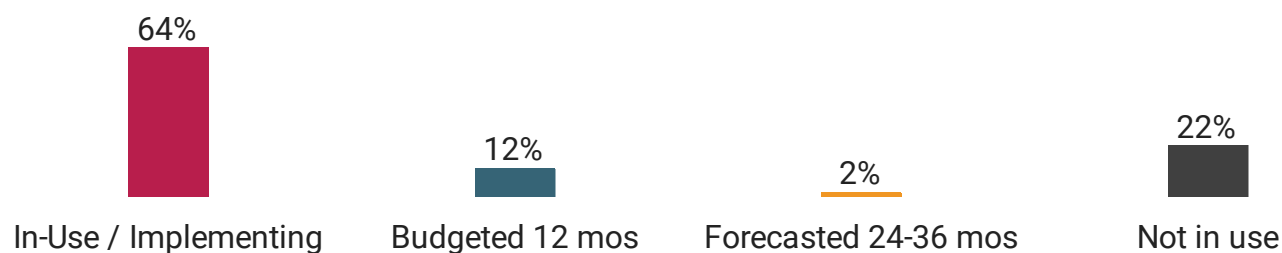
BENEFITS MEETING NEEDS



● Always/Most ● Half the Time ● Sometimes/Never

Please identify the Current status of use for the **HR Service Delivery Solution(s)** at your organization.

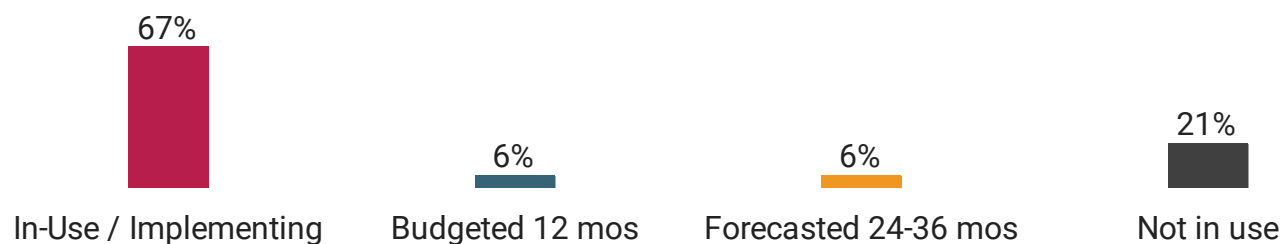
Portal / Communications Solutions



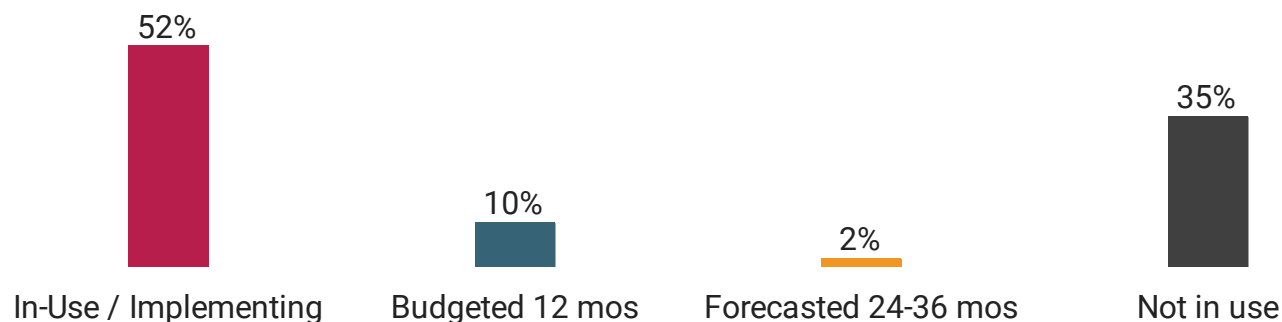
Employee Self-Service



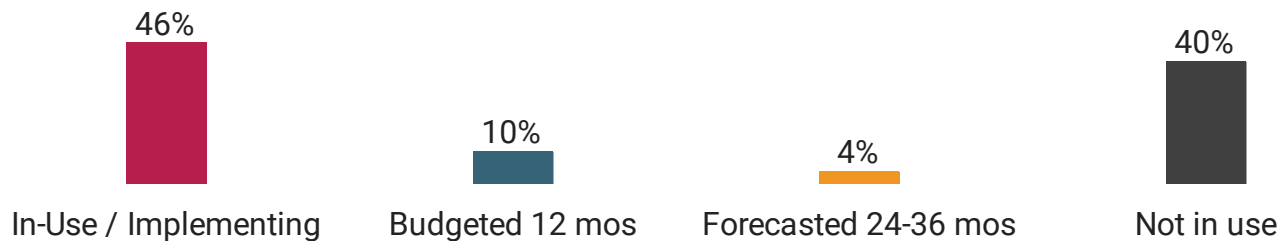
Manager Self-Service



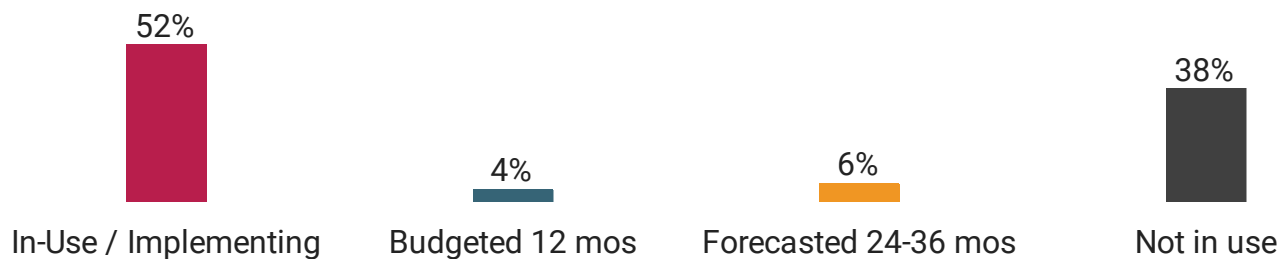
Content Management



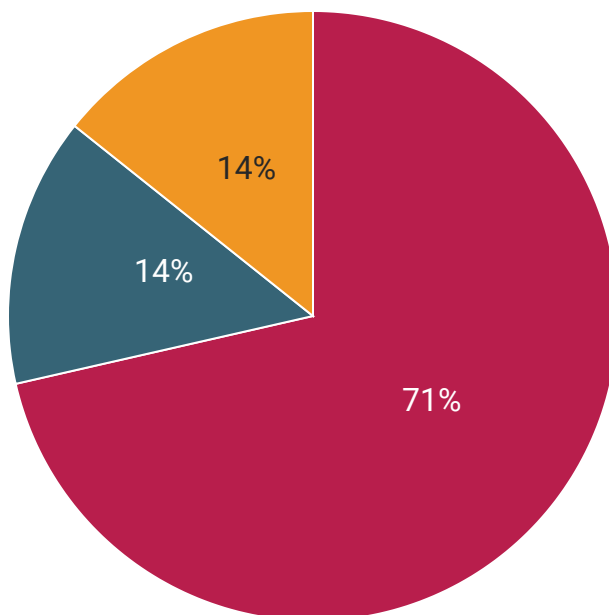
Employee Help Desk / Case Management



Survey / Feedback



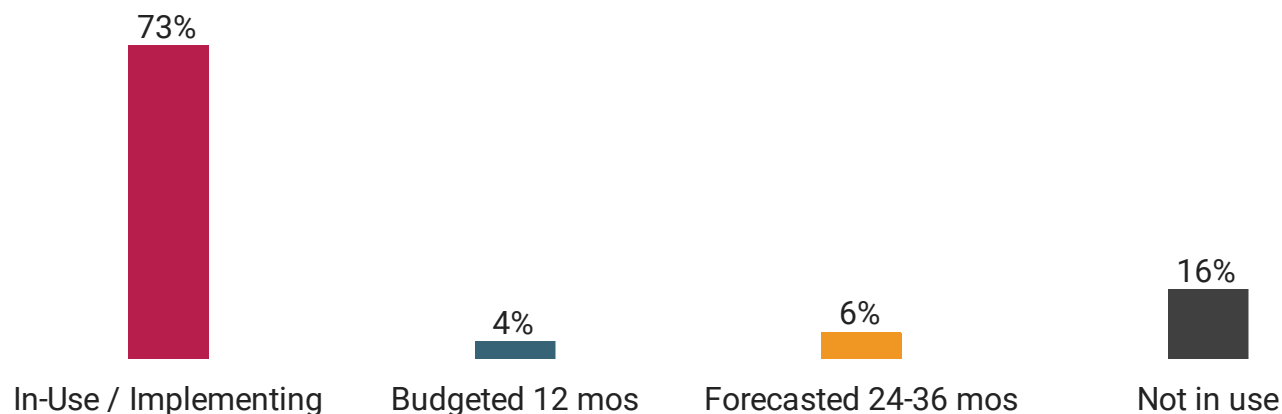
HR SERVICE DELIVERY MEETING NEEDS



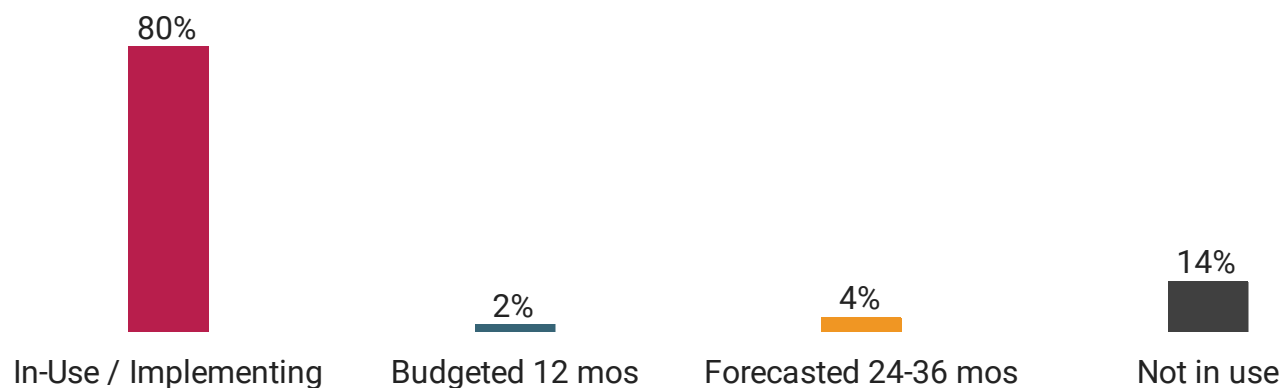
● Always/Most ● Half the Time ● Sometimes/Never

Please identify the Current status of use for the following **Time Management Solution(s)** at your organization.

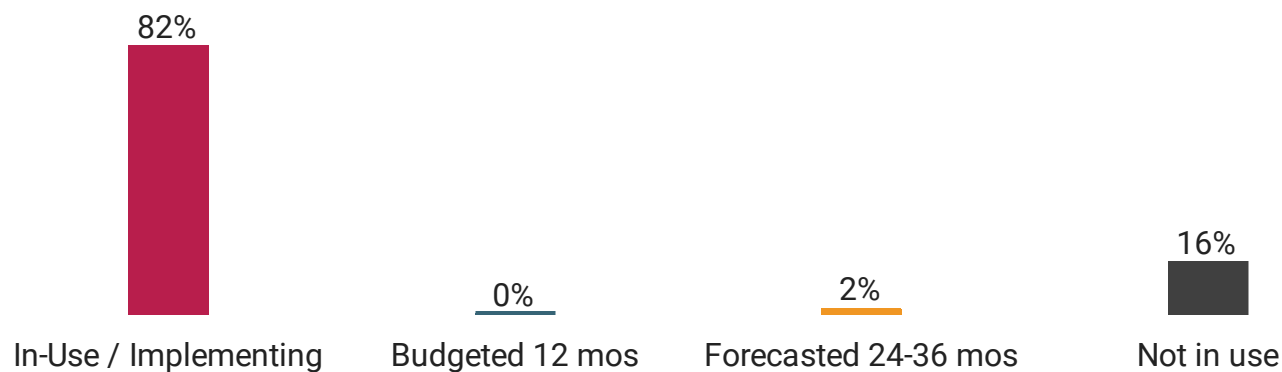
Time & Attendance / Time & Labor



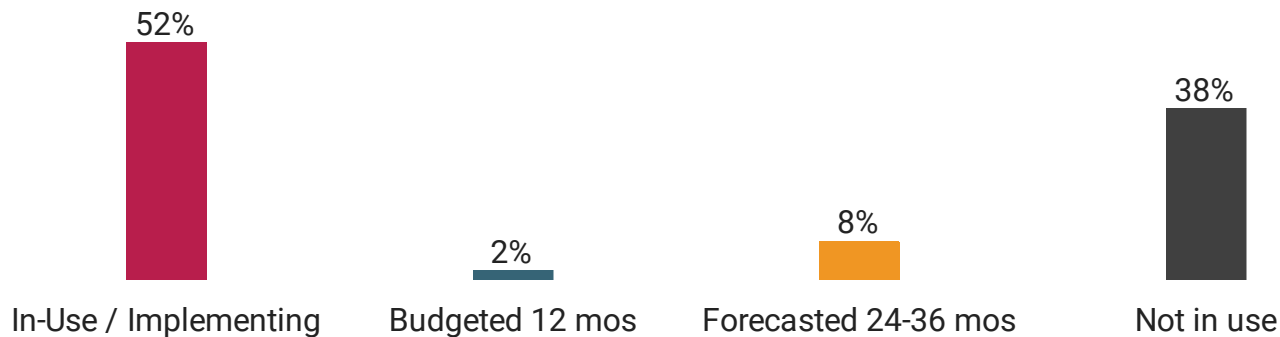
Absence Management



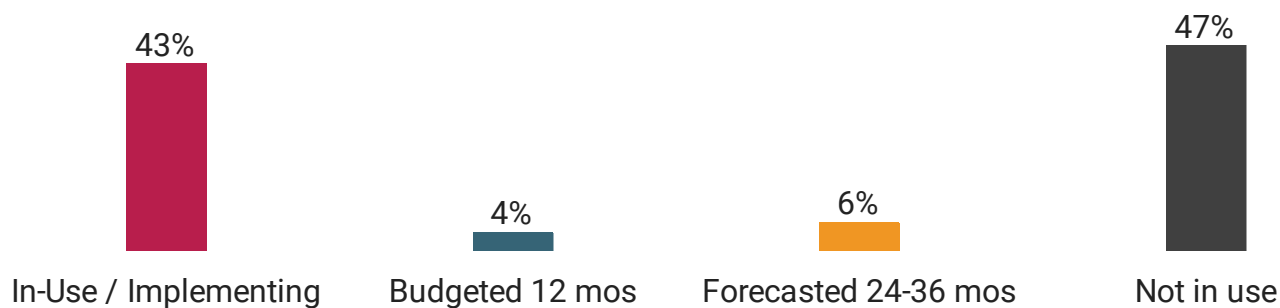
Leave Management



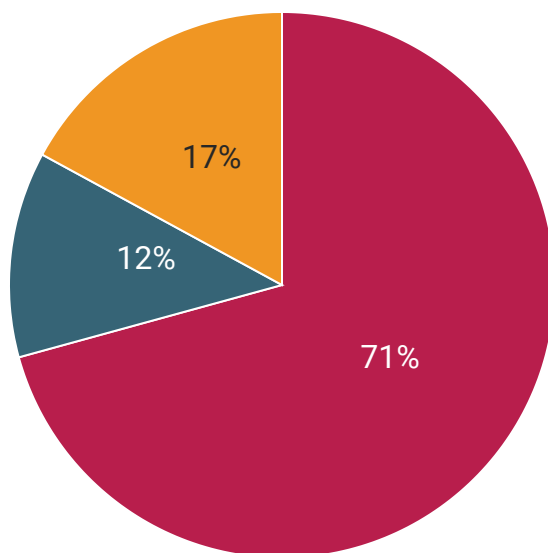
Workforce / Labor Scheduling



Workforce / Labor Budgeting & Forecasting

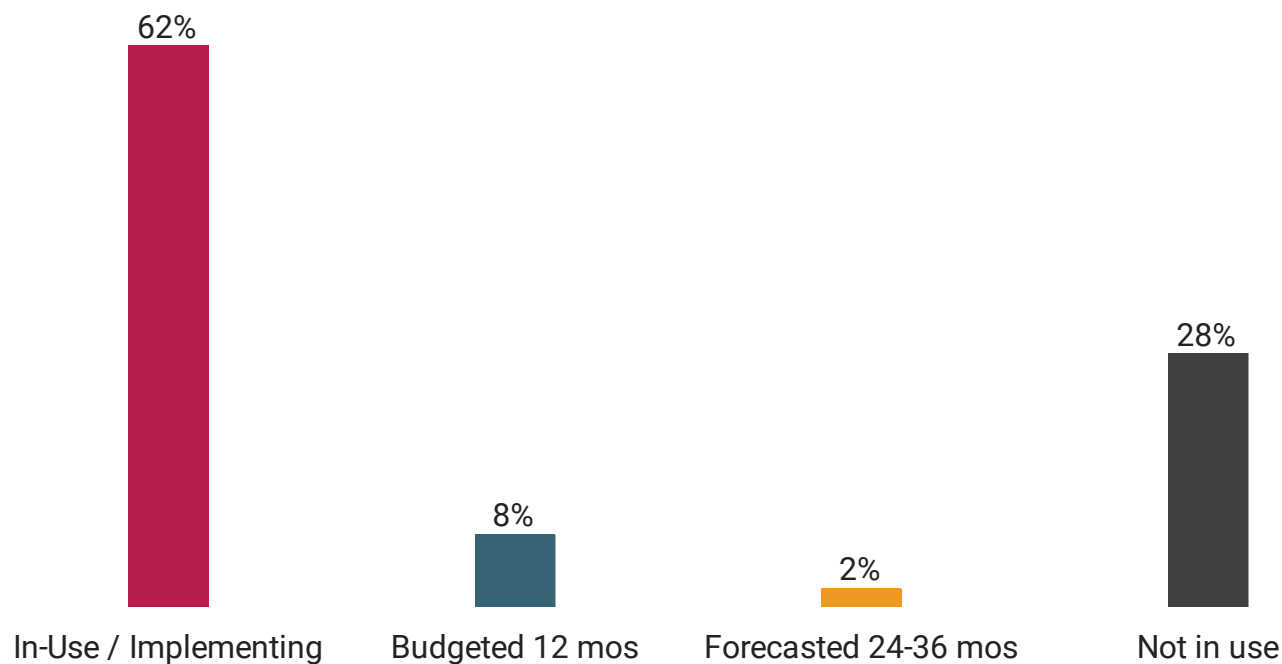


TIME MANAGEMENT MEETING NEEDS

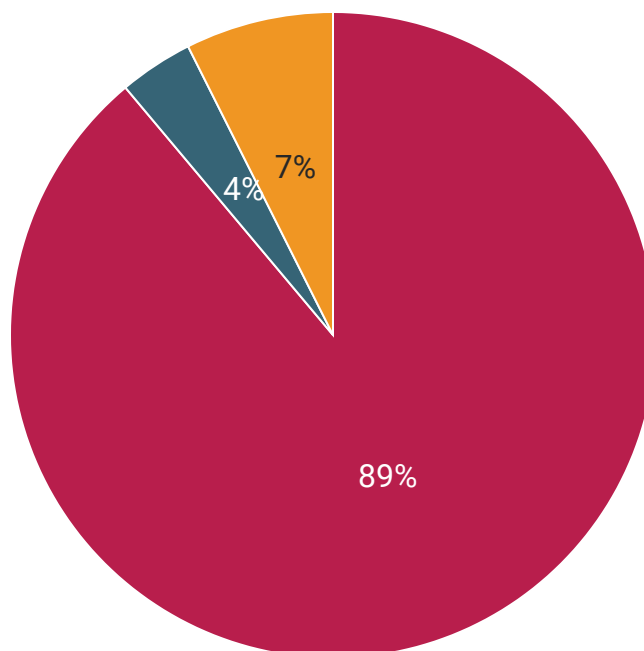


● Always/Most ● Half the Time ● Sometimes/Never

Please identify the Current status of use for your **Learning & Development Solution(s)** at your organization.

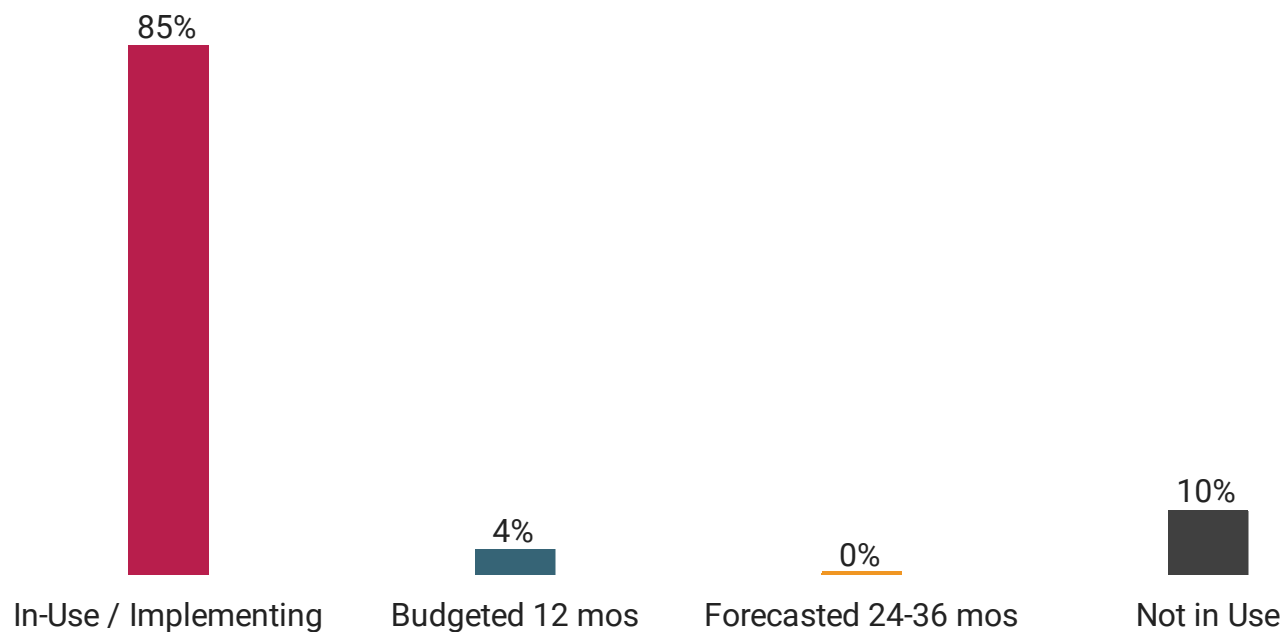


LEARNING & DEVELOPMENT MEETING NEEDS

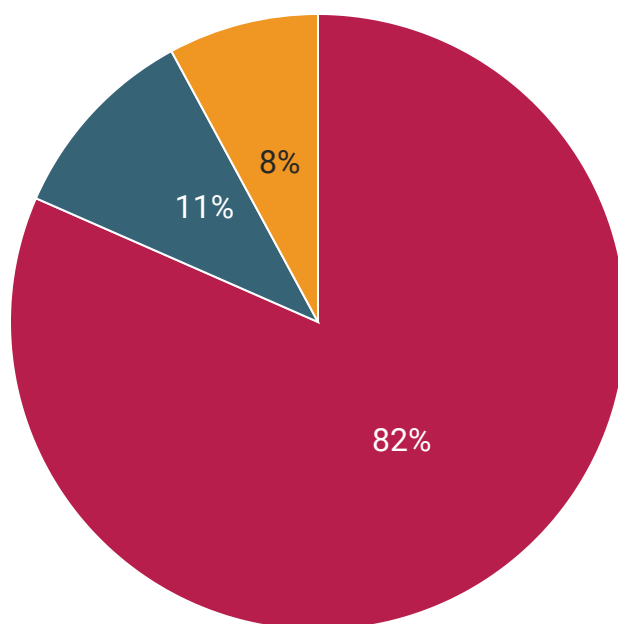


● Always/Most ● Half the Time ● Sometimes/Never

Please identify the Current status of use for the following **Recruiting / Talent Acquisition Solution(s)** at your organization.

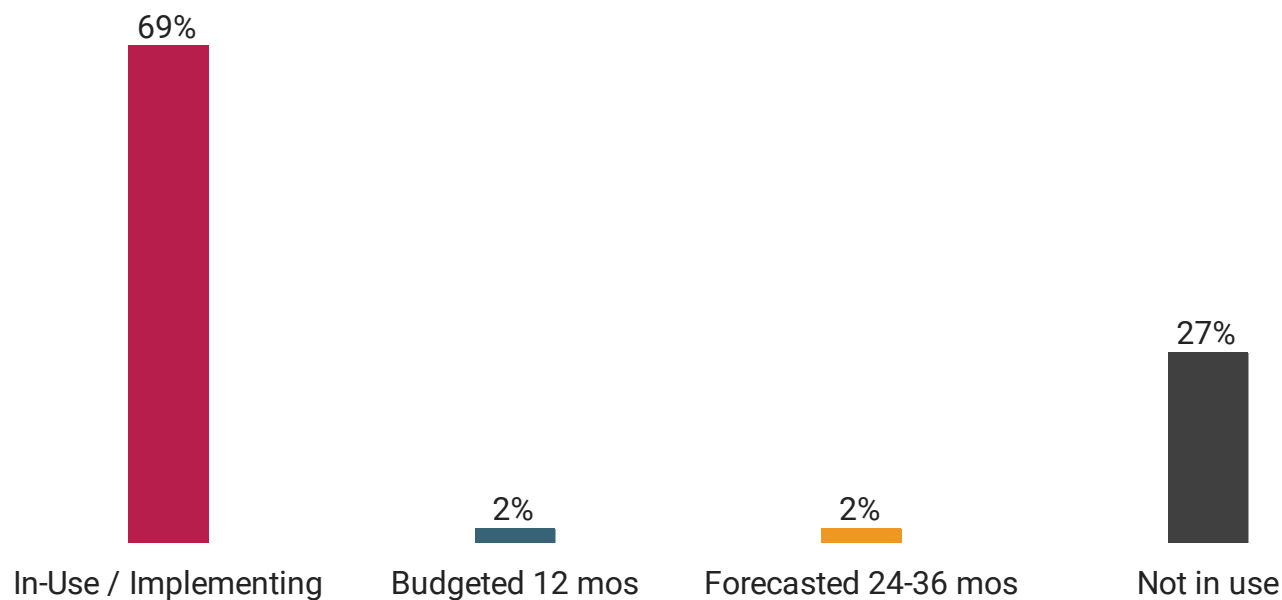


RECRUITING MEETING NEEDS

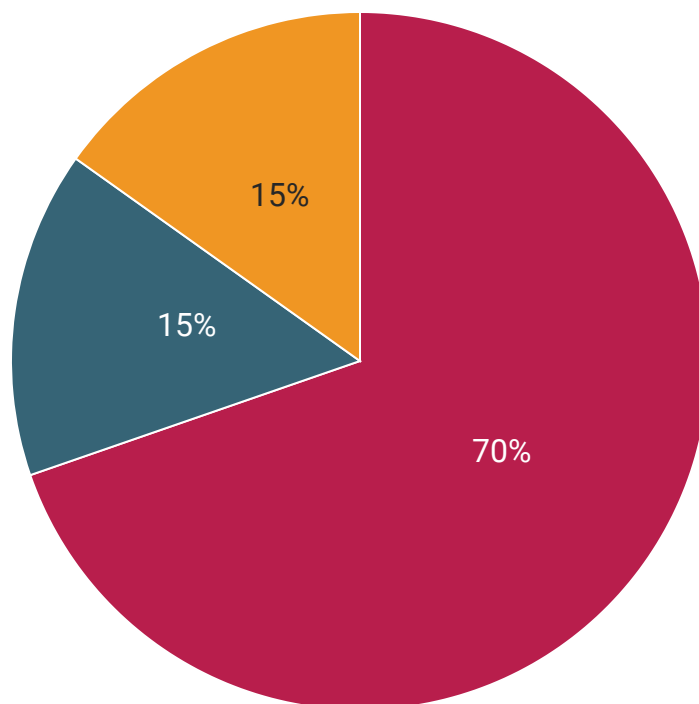


● Always/Most ● Half the Time ● Sometimes/Never

Please identify the Current status of use for the **Performance Management Solution(s)** at your organization.



PERFORMANCE MEETING NEEDS



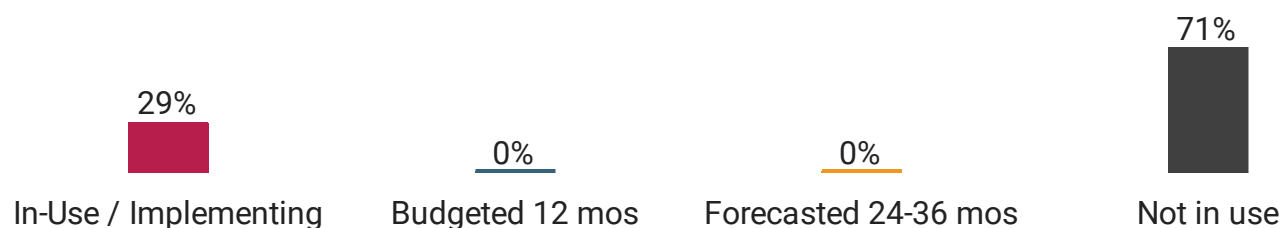
● Always/Most ● Half the Time ● Sometimes/Never

Please identify the Current status of use for the following **Analytics & Planning Solution(s)** at your organization.

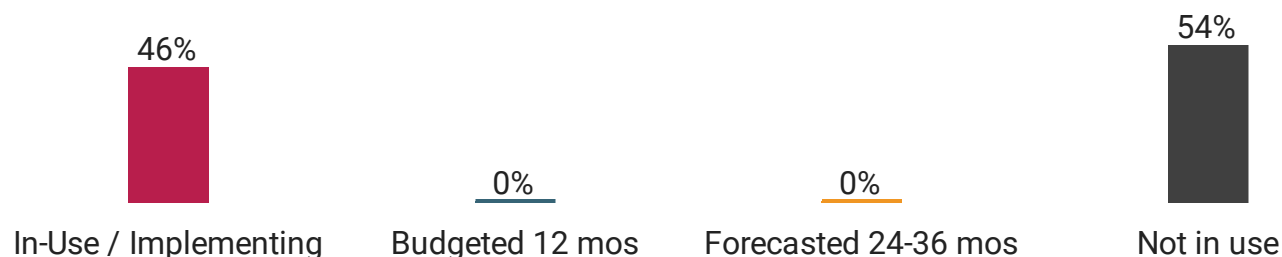
Generic Analytics & Visualization Tools



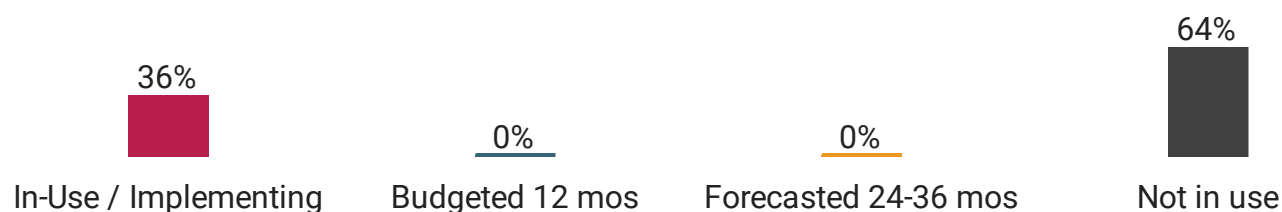
Standalone Statistical Tools



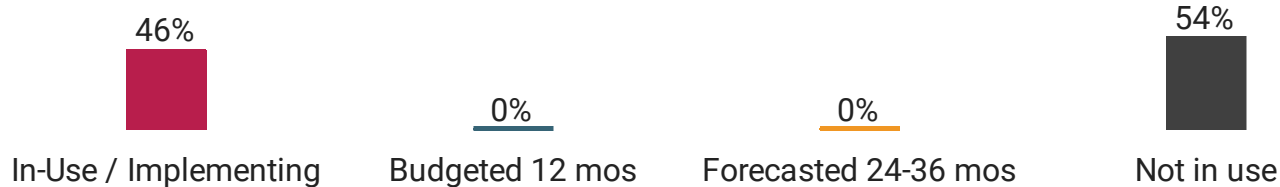
Enterprise Business Intelligent Platform



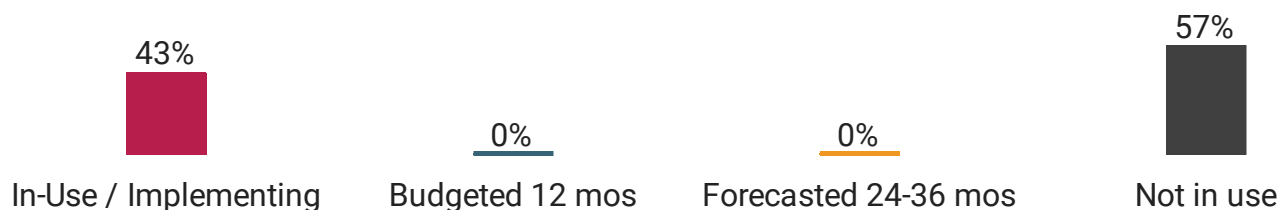
Standalone HR Workforce Analytics



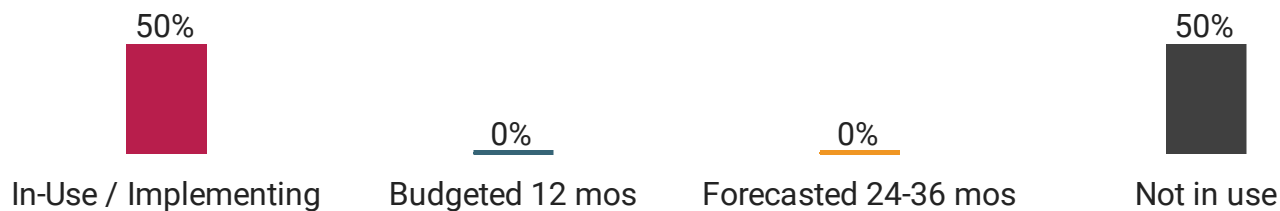
Standalone Data Warehouse



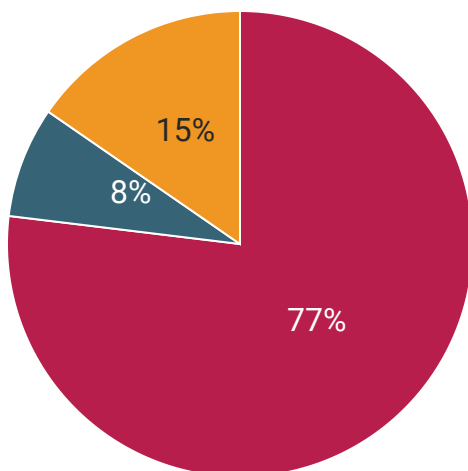
Standalone Data Lake



Workforce Planning Solution

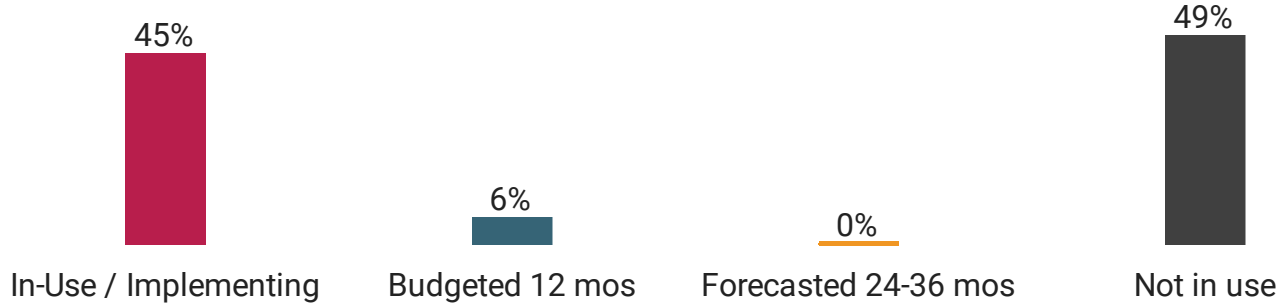


ANALYTICS & PLANNING MEETING NEEDS

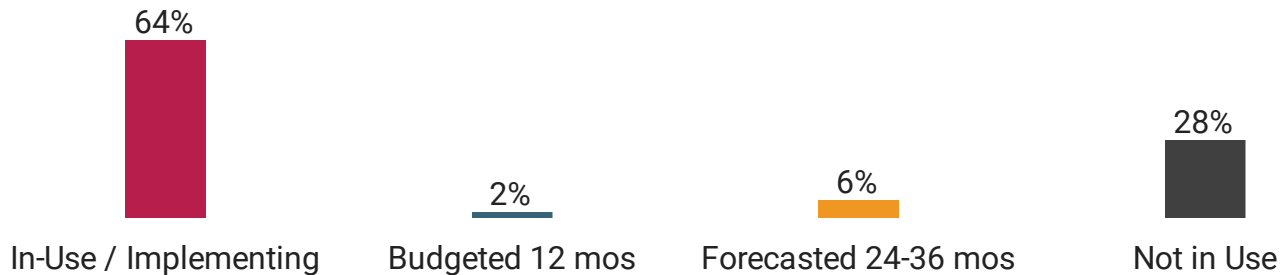


● Always/Most
 ● Half the Time
 ● Sometimes/Never

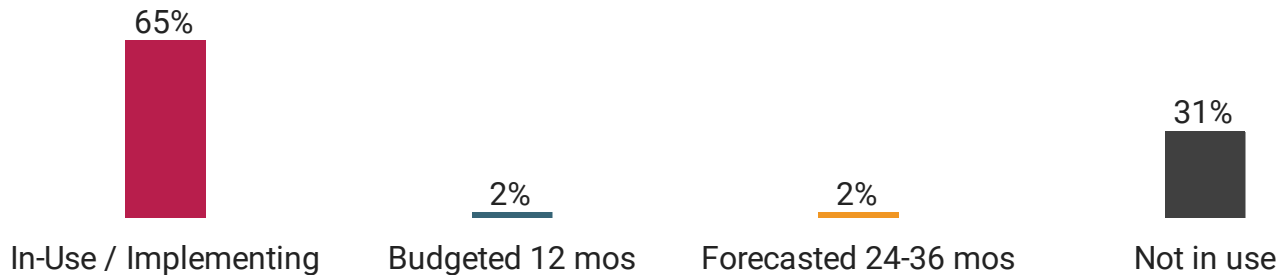
Please identify the Current status of use for your **Succession / Career Mobility Solution(s)** at your organization.



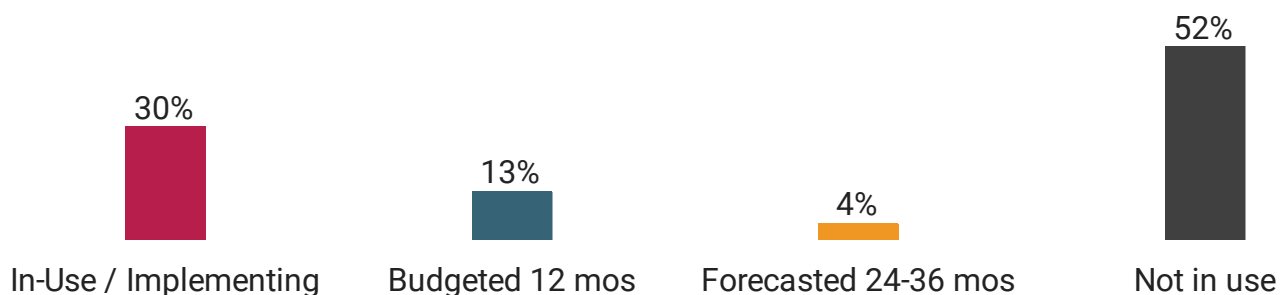
Please identify the Current status of use for your **Onboarding / Transition Solution(s)** at your organization.



Please identify the Current status of use for the following **Compensation Management Solution(s)** at your organization.



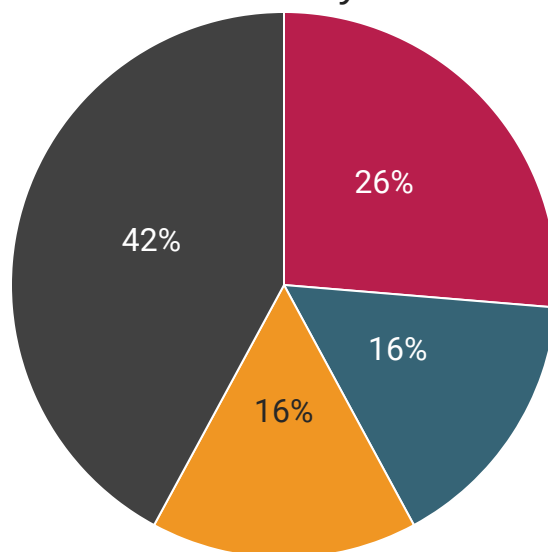
Please identify the Current status of use for the **Skills Management Application(s)** at your organization.



DISTRIBUTOR LINK

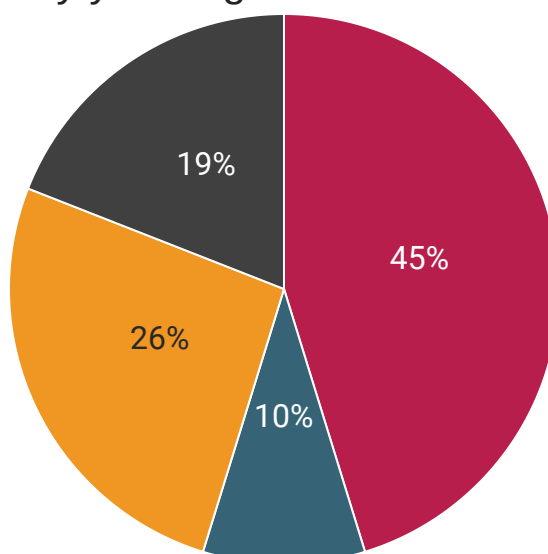
SYSTEM SUPPORT INSIGHTS

Does your organization have an Overall Systems Integration Strategy?



● Updated regularly ● Rarely or never updated ● In development ● No

Does your organization have a Single Strategy for Identifying / Managing All Employee Data gathered by your organization?

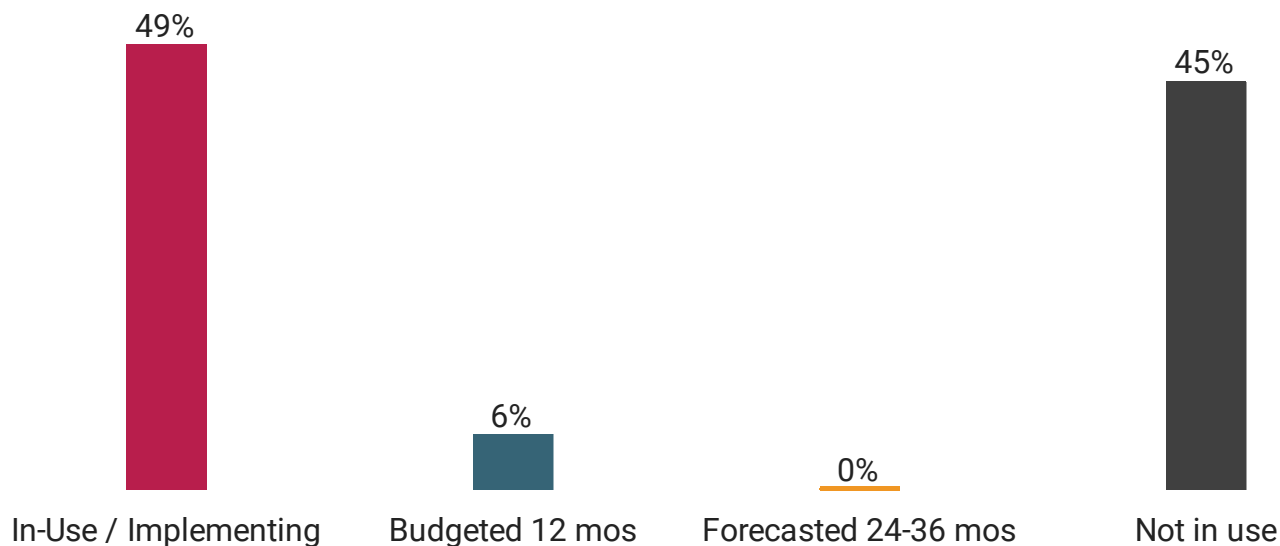


● Yes ● In Development ● No ● Prefer not to answer

Is your organization currently using these specific Data Collection Tools?

Field	In-Use / Implementing	Budgeted 12 mos	Forecasted 24- 36 mos	Not in Use
Exit Interviews	80.0%	0.0%	6.7%	13.3%
Annual Surveys	69.6%	0.0%	2.2%	28.3%
Pulse Survey	63.6%	2.3%	2.3%	31.8%
Social Media Applications	40.5%	0.0%	0.0%	59.5%
Bio-metric Sensors (Fingerprint / Face)	35.0%	0.0%	2.5%	62.5%
Mobile (GPS / Location)	33.3%	2.4%	0.0%	64.3%
Video Monitoring / Surveillance	29.7%	0.0%	2.7%	67.6%
Environmental Sensors (Air Quality)	27.8%	0.0%	2.8%	69.4%
Wearables / Badges / RFID	27.5%	0.0%	5.0%	67.5%
Internet / Screen Monitoring	26.3%	0.0%	0.0%	73.7%
Audio Monitoring / Surveillance	11.1%	0.0%	2.8%	86.1%

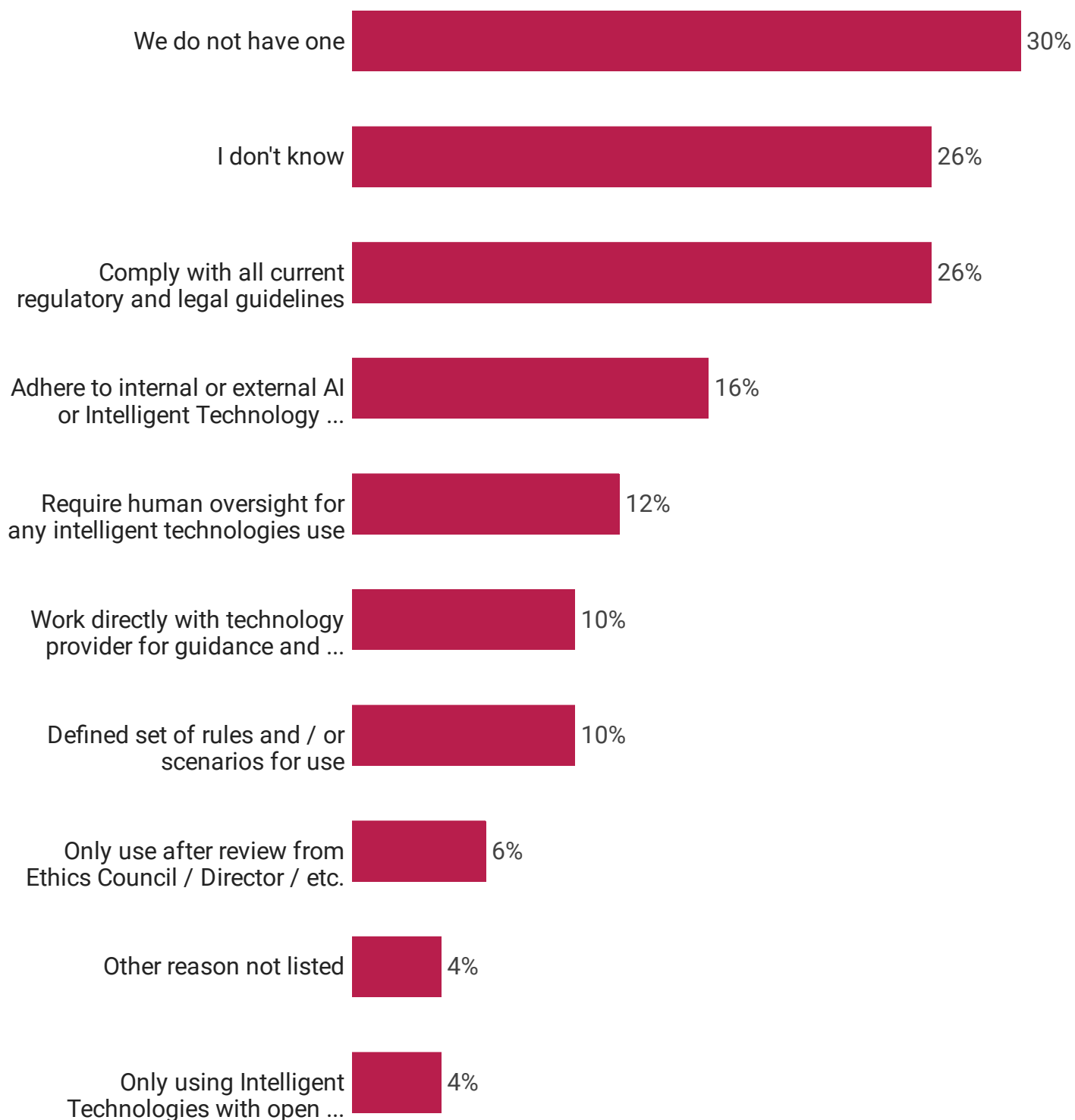
Is your organization currently using Mobile-Enabled HR Technology?



Is your organization currently using these Intelligent Technologies?

Field	In-Use / Implementing	Budgeted 12 mos	Forecasted 24-36 mos	Not in Use
Benchmarking Databases	31.7%	0.0%	4.9%	63.4%
Chatbots	19.0%	2.4%	4.8%	73.8%
Predictive Analytics	17.1%	4.9%	4.9%	73.2%
Robotics Process Automation (RPA)	16.3%	7.0%	0.0%	76.7%
Machine Learning (ChatGPT)	9.8%	4.9%	2.4%	82.9%
Virtual Reality / Metaverse	7.5%	0.0%	2.5%	90.0%
Blockchain	2.5%	2.5%	0.0%	95.0%

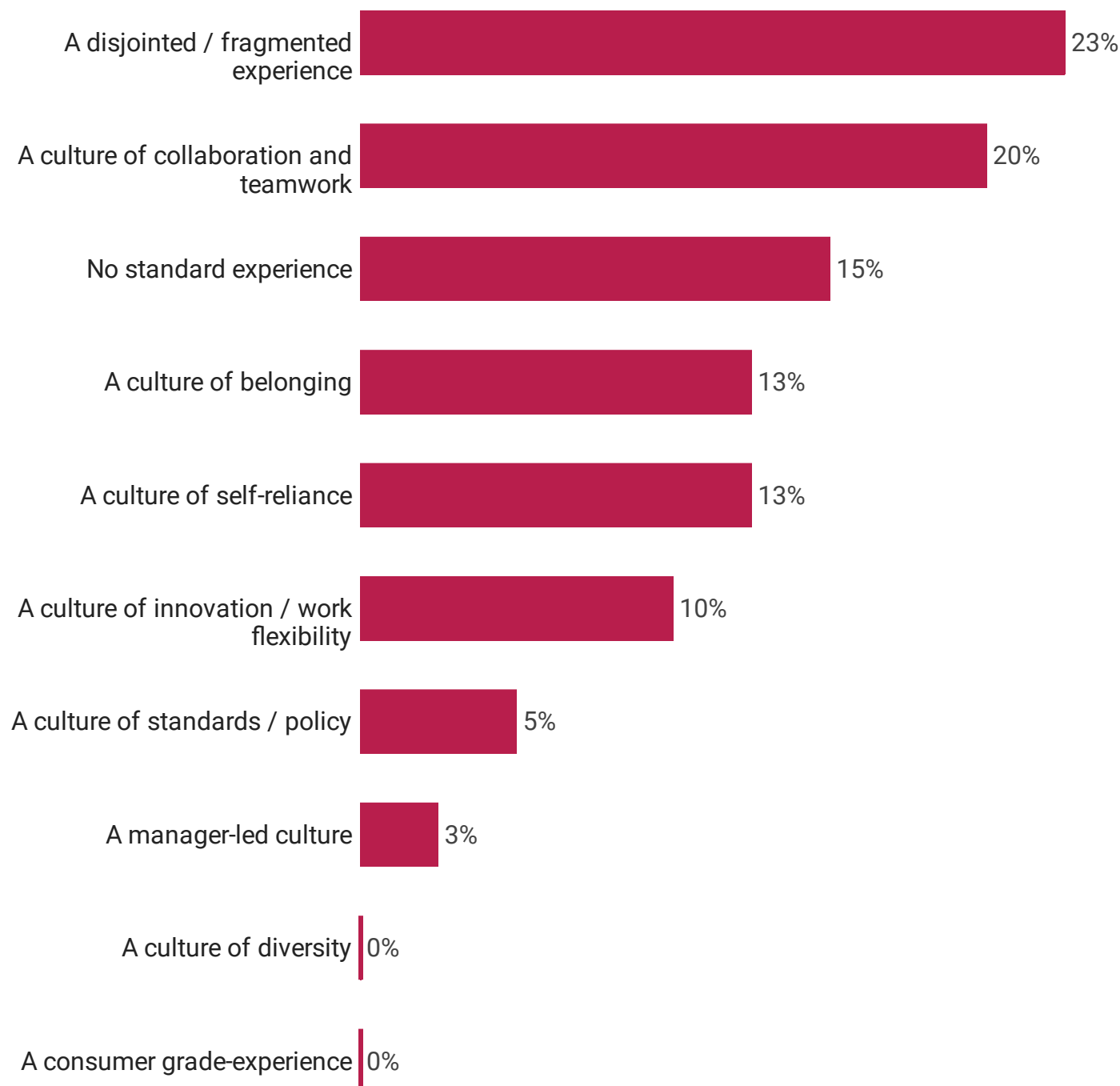
What is your organization's strategy for using Emerging or Intelligent Technology in an Ethical manner?



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EMPLOYEE ENVIRONMENT/CULTURE

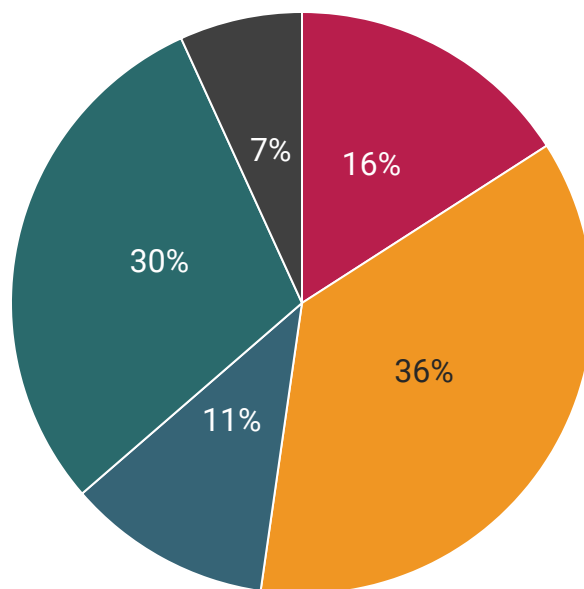
Which description best represents the current Employee Experience within your HR Systems and Processes?



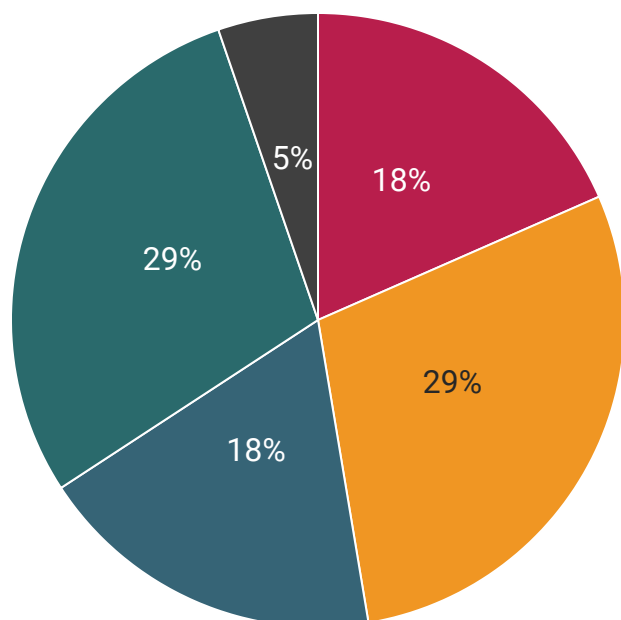
Please evaluate your organization's Approach to these Employee Wellness Practices.

Easy access to paid family leave information & resources

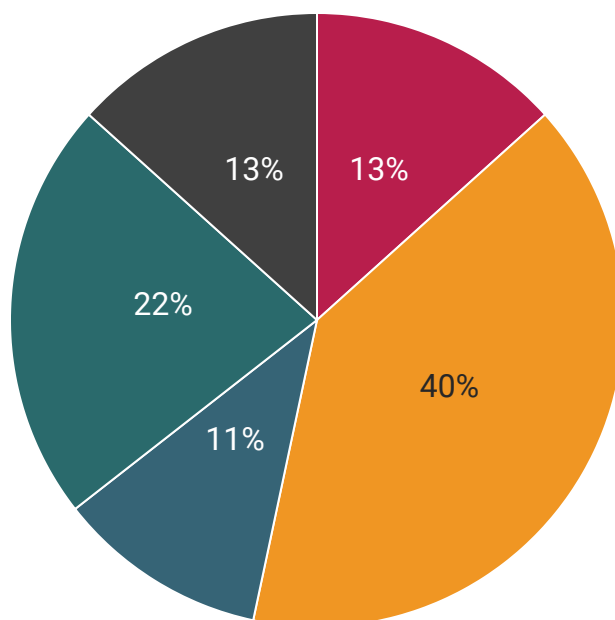
- Reactive
- Meets Compliance Standards
- Evaluating Current Approach
- Utilizing Best Practices
- Transformative



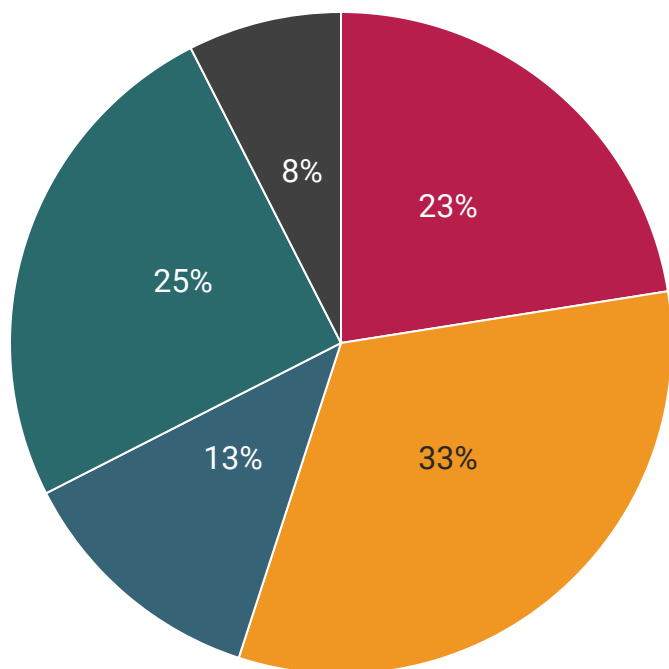
Fair & equitable healthcare benefits for all employees



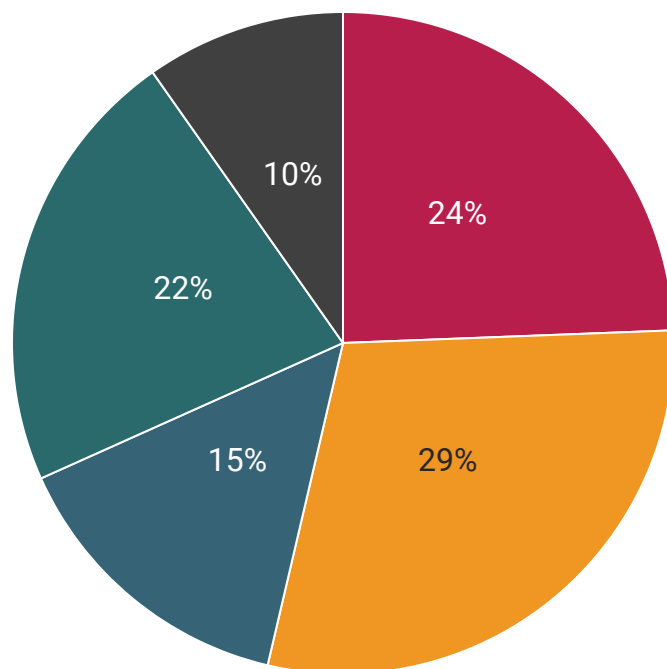
Fair & equitable paid time off policy for all employees



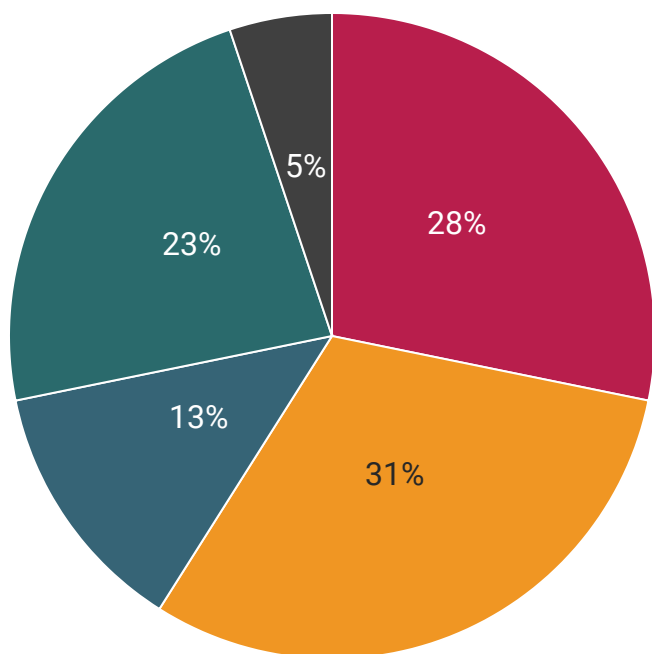
Fair & equitable retirement plans for all employees



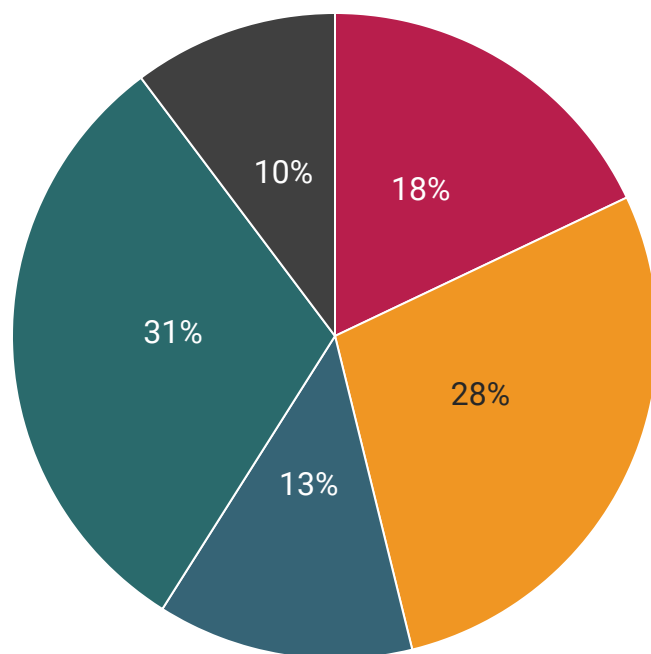
Mental wellness services available to all, easy to access, and supported



Financial wellness resources are available to all, and easy to access



Health and wellness resources available to all, and easy to access



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NEXT STEPS

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To request a media interview, email us at Research@SapienInsights.com.

This report contains data from our **Sapien Insights Group Annual HR Systems Survey**. More details on our research approach can be found in our [Research Methodology](#).

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