

Pressure Mounts to Balance Technology and the Human Touch



Technology Can Make Life Better for People

Companies see the **human factor** as a **major influence** on their ability to attract and retain workers, and they are looking to apply technology to improve the personal aspects of the job.

Workers Want a More Human Experience

57% of 2,000 global workers see a need for employers to better humanize the worker or job seeker experience

Businesses Cite Humanizing Technology as a Priority

Among 1,800 global HR and business decision-makers:

58% cite the **push to humanize the talent experience** as a priority to improve talent attraction, productivity, and retention

43% say **improving the use of digital tools and data** is a workforce priority

Yet Companies' Commitment Levels Vary

Organizations' level of commitment to adopting new solutions varies:

48%

described their approach as **strategic**, with a plan to revise processes and utilize technology across all activities that influence the worker and job seeker experience

42%

described their approach as **reactive**, acting only when an issue with the worker or job seeker experience results in lost business, a lack of prospective talent, or employee turnover

And Results Aren't Measuring Up

When it comes to applying technology innovation to humanize the worker experience, a small portion of companies are keeping up:

Only **27%** greatly improved their employees' ability to get work done through the use of technology compared to 3 years ago

Further, only:

23%

rely on **advanced automated solutions** to identify, assess, prioritize, and engage talent from across all digital channels

23%

use **advanced AI tools** to correlate candidate skills and experience to guide career advancement for their workers

28%

draw on **detailed, current data** that tracks pay rates by location, skills, and available talent supply

35%

support employees through a **comprehensive learning platform**, guiding them toward their goals

For organizations seeking a more intelligent human experience, the message is clear: commit to applying technology to make every day better for the people who drive their success.



Get the Report

For more survey results and insight on how to connect technology to real outcomes, download our free report.

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