Breaking Your Employee Promise?

Is Your Work Setting Keeping or Breaking Your Employee Promise?

While employees continue to demand hybrid or remote work options, many organizations expect work to be performed on-site and in-person. Consequently, leaders today struggle to determine how the work setting will unlock the full potential of their people. Understanding how employee experiences and engagement levels vary in these different constructs is essential for how they can be restructured for every employee—providing insights needed to shape better leadership decisions.

Let’s begin by reviewing how engagement differs across various work settings. Utilizing insights from a global panel study of more than 1,000 employees, we found four key constructs (which include a key outcome of EX) that are operated across different work settings, with the exception of on-site workers in non-office settings (i.e., restaurants, hospitals, manufacturing). While slightly different by setting, overall organizations have room for improvement in delivering on their employee promise, and no single setting being the definitively more advantageous than another in this regard.

In each setting, engagement levels depend upon the organization’s ability to deliver on the employee promise—a shift only about half of all employees feeling their organization is providing the employee experience (EX) they expected. While there are slightly different by setting, overall organizations have room for improvement in delivering on their employee promise, and no single setting being the definitively more advantageous than another in this regard.

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