

Why does Employee Experience (EX) matter?

Employee experience matters to employees.

It tells employees a lot about how supportive an organization is – whether they really mean it when they say **“Our staff are our most important asset.”**



92%

of employees say that a good employee experience contributes to better performance.¹



64%

of employees would leave their current employer for one offering a better employee experience.¹



\$4.7k

is the average cost to recruit a new employee.²

With the cost to recruit specialist workers almost double, the implications for organizational recruitment costs are eye watering.

Employer attitudes are changing.

Employers are realizing that strong EX doesn't just benefit employees, it helps organizations stay competitive in a changing job market.



74%

of high performing companies consider EX as a shared priority – not just the responsibility of the HR team.³



55%

of executives say it's not possible to provide a great customer experience without providing a great employee experience.⁴

Service management has a strong influence on EX.

The corporate service experience is part of the overall employee experience. Providing a unified experience improves EX by replacing a fragmented service ecosystem with a single digital portal.



75%

of organizations which are planning or using ESM cited **improving the employee experience** as a key motivator.⁵



52%

of organizations which have expanded service management beyond IT have experienced an increase in employee satisfaction.⁵



75%

have seen a productivity increase as a result of a more efficient and integrated approach to services and service experiences.⁵



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The future of service management

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