The Impact of
Employee Self-Service
(ESS)

Employee Self-Service (ESS) is becoming an increasingly popular system for organizations across various industries. The system allows employees to access their personal information and manage work-related tasks through an online portal, eliminating the need for manual paperwork and reducing the administrative load on HR and management. Employee Self-Service (ESS) has gained even more momentum in recent years due to the increasing shift to technology and the growing need for organizations to streamline their operations.

Has your organization implemented an Employee Self-Service (ESS) portal yet? If not, in this whitepaper, we'll cover what ESS is, why it is important, and how it benefits both employees and organizations.

WHAT IS EMPLOYEE SELF-SERVICE (ESS)?

Employee Self-Service, or ESS, is an online portal that allows employees to access and manage their personal information, such as their contact details, job descriptions, salary slips, tax forms, time off balances, and other work-related information. This system can also allow employees to update their personal information and make requests, such as requesting leave, training, or assets.

ESS can be accessed through a desktop or mobile application, making it easy for employees to access their information from anywhere, at any time. This system eliminates the need for employees to contact HR or their line managers for basic information or requests, freeing up their time and reducing the workload for HR and management.

# WHY IS EMPLOYEE SELF-SERVICE (ESS) IMPORTANT?

1

INCREASES EFFICIENCY

Employee Self-Service (ESS) streamlines processes, making it easier for employees to access information and manage their work-related tasks. This can lead to increased efficiency, reduced errors, and faster response times, benefiting both employees and organizations.

2

REDUCES ADMINISTRATIVE BURDEN
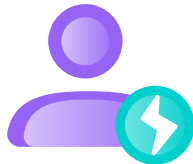
Significantly reduces the administrative burden on HR and management, as employees can access their information and make requests through the portal rather than contacting HR or their line managers. This frees up time for HR and management to focus on more strategic tasks.

3

ENHANCES EMPLOYEE ENGAGEMENT

It can improve employee engagement by allowing employees to take control of their work-related tasks and personal information.
This can increase job satisfaction and improve retention rates, as employees feel empowered and supported by their organizations.

4

ENSURES COMPLIANCE

ESS can help organizations comply with legal and regulatory requirements, such as labor laws, tax regulations, & data privacy regulations. This system can also help organizations manage compliance risks and reduce errors.

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ESS BENEFITS BOTH **EMPLOYEES** AND **ORGANIZATIONS**

ESS is a powerful system that can benefit both employees and organizations.

HOW IT BENEFITS EMPLOYEES
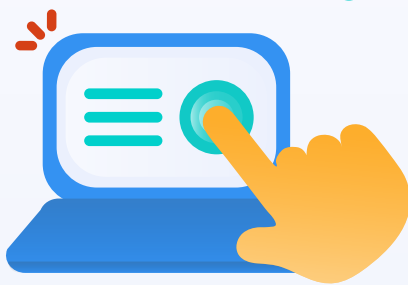
INCREASED CONTROL

Allows employees to take control of their personal information and work-related tasks, **reducing their reliance** on HR and management.

IMPROVED WORK-LIFE BALANCE

Make it **easier** for employees to manage their work-related tasks, such as applying for leave or submitting expenses, allowing them to have a better work-life balance.

WORK   LIFE
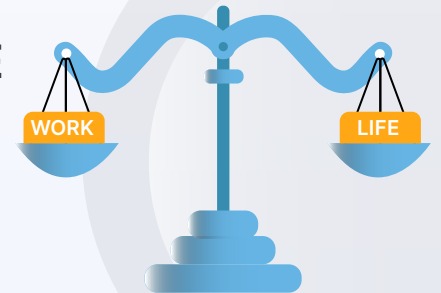
FASTER ACCESS TO INFORMATION

Employees can access their information **quickly and easily,** reducing the need for them to contact HR or their line managers.

ENHANCED CAREER DEVELOPMENT

Provides employees with access to training and development opportunities, allowing them to **enhance** their skills and progress in their careers.

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HOW IT BENEFITS ORGANIZATIONS

REDUCED COSTS

Reduces the costs that are associated with **administrative tasks**, such as printing, filing, and manual data entry. Overall reducing time and money spent.

INCREASED PRODUCTIVITY

Increases productivity by streamlining processes and reducing the administrative burden on HR and management.

IMPROVED DATA ACCURACY

It can improve data accuracy by reducing the **risk of errors** associated with manual data entry and paperwork.

ENHANCED COMPLIANCE

Helps organizations comply with legal and regulatory requirements, reducing the risk of non-compliance and associated penalties.

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⭐ ESS STATISTICS YOU SHOULD KNOW...

The statistics highlight the growing adoption of ESS and its impact on organizations and employees, including time savings, improved employee engagement, cost savings, enhanced compliance, and mobile access. As more organizations continue to implement it, it is clear that the system is becoming an essential tool for organizations looking to streamline their operations and improve employee satisfaction.
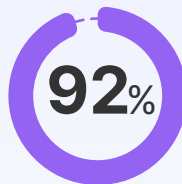
ADOPTION RATE

ACCORDING TO A SURVEY

70%
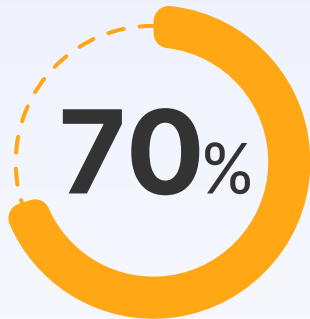
of **small** and **mid-sized** businesses in the United Stated have implemented **ESS systems**
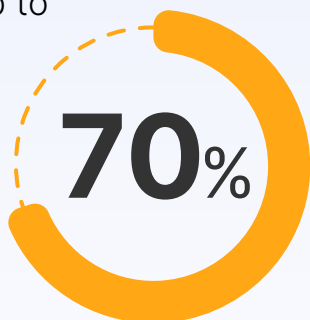
WITH ➡

92% of those businesses reporting a **positive impact** on their operations.

83% of employees prefer an **online portal** rather than contacting HR or managers.

TIME SAVINGS

ESS can significantly reduce the **time spent** on administrative tasks. It can reduce the time spent on HR-related tasks by up to

70%

The same study also found that organizations that implemented ESS saw a

22% **reduction** in time spent on administrative tasks, allowing HR and manag--ment to focus on more strategic tasks.

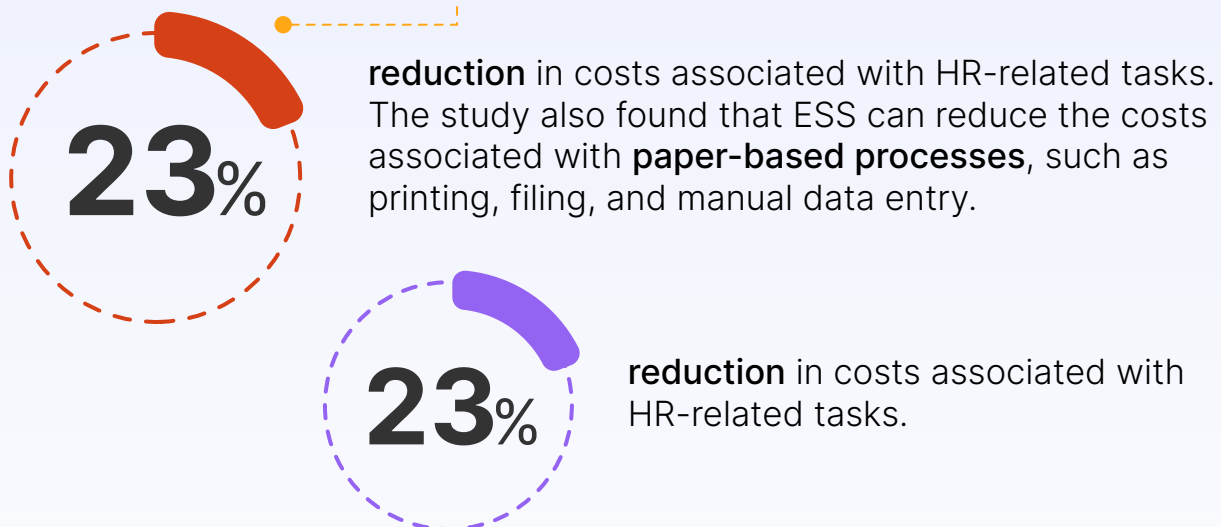**70%** **reduction** in time spent on HR-related tasks.

IMPROVED EMPLOYEE ENGAGEMENT

It improves **employee engagement** by providing employees with **greater control** over their work-related tasks and personal information. According to a study, organizations that implemented ESS saw a

25%

increase in employee engagement.

50%

reduction in the time spent on employee inquiries related to pay and benefits.

25%

increase in employee engagement with ESS.

COST SAVINGS

ESS can also result in **significant cost savings** for organizations. According to a study by the Center for Digital Government, organizations that implemented ESS saw a

23%

reduction in costs associated with HR-related tasks. The study also found that ESS can reduce the costs associated with **paper-based processes**, such as printing, filing, and manual data entry.

23%

**reduction** in costs associated with HR-related tasks.

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ZenHR's employee self-service mobile app

ZenHR's Employee Self-Service (ESS) mobile app offers your entire workforce immediate access to HR-related tasks and information while staying connected wherever they go. Your employees will have access to salary slips, time off approvals and requests, automated time and attendance tracking, and work schedules and shifts, all at their fingertips.

What else does **ZenHR's Mobile App** have to offer?

LEARN MORE
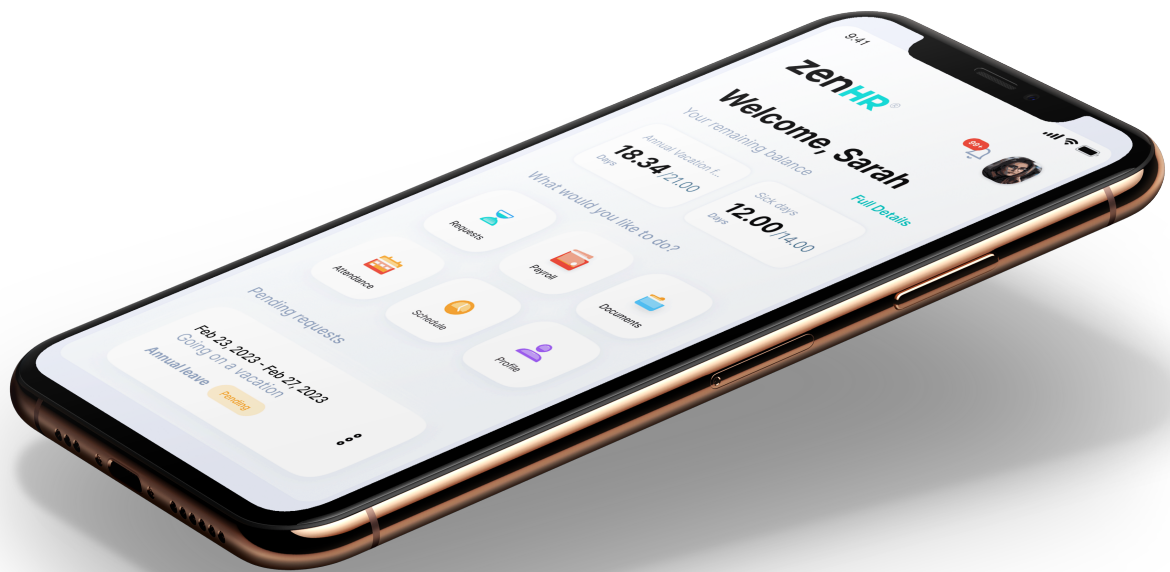
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Technology with the power to transform HR

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