

Employee Expectations \neq Reality

Issues and trends impacting workforce management and employee engagement

Scheduling



51% of employees in midsize U.S. firms say it's easier to update their social media account than to swap their shift or change their schedule



57% of U.S. hourly workers have had to change their schedules in the last quarter

Nearly **50%** of shift workers believe their manager would generate the most effective schedule, showing less faith in themselves or in automated systems

Time-Off Requests and Rejections



47% of employees had a time-off request rejected by their employer in the past 12 months; 45% say their manager needs to better communicate why a time-off request was rejected



When calling in sick, **36%** of employees say they are expected to find their replacement, and **65%** must alert their team

25% of employees use all their sick days even if they are not ill, because they believe sick days are part of their holiday entitlement

Can AI or Data Analytics Help?



62% of U.S. workers would embrace artificial intelligence or data analytics if either could simplify time-consuming internal processes



64% of respondents believe technology could improve their workload balance

57% say technology could help managers make better decisions that affect employees

Learn more about the future of workforce management at [Kronos.com/workforce dimensions](https://www.kronos.com/workforce-dimensions).



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Statistics cited relate to the 2017 Coleman Parkes Research survey for Kronos. The survey data was collected using an online methodology and involved 2,807 employees in the U.S., U.K., Australia, New Zealand, France, Germany, Canada, and Mexico. Respondents include full- and part-time hourly and salaried employees from companies in a range of sizes and vertical sectors.