

2020 Payroll Trends

Shifting Priorities, but Reality Remains the Same

In February 2020, Kronos and the American Payroll Association surveyed payroll professionals across the U.S. to explore their top priorities and the current state of payroll. Here are the top three findings:

A new top priority for payroll: **Improving the employee experience**



46% of respondents said providing a better experience for employees is a vital need

Employee self-service and a user-friendly interface are among the top three “must-haves” in a solution

24% of payroll professionals cited **daily pay** as a “must-have” feature

Most common causes of payroll issues: **Poor technology, errors, and delays**



The 3 biggest roadblocks:

- Missing timecard data and manager approvals
- Late timecards
- Incorrect employee data

And what's more ...

57% of payroll professionals still use outdated manual processes or poorly integrated solutions

20% admitted cutting corners to ensure payroll is delivered on time

Troubling trends: **Payroll struggling to become a strategic contributor**

52% of respondents still don't track or have defined KPIs, up 2% from 2019

Only 2% said their department offers strategic insights and pursues technology to differentiate the overall employee experience

Source: Kronos and the American Payroll Association, *Payroll Benchmarks, Best Practices, and Top Priorities* survey (February 2020).



How can payroll best support their priorities and organization?

Leveraging a modern solution such as Kronos® for Payroll that unifies payroll with timekeeping and HR helps payroll teams improve their employee experience, process payroll in real time to eliminate roadblocks, and become more strategic contributors in their organization through powerful reporting and analytics. **Learn more at [kronos.com/payroll](https://www.kronos.com/payroll).**



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