

Flexibility and empowerment are key to providing the best employee experience

Today's economic and social environments are presenting challenges for organisations, including recruiting talent, new working expectations and rapidly changing customer requirements.

A hybrid digital workplace, where the workforce is connected and empowered with the appropriate tools, is required to thrive in this new era.

The following analysts' findings highlight how organisations are enabling flexible working styles and creating the workplace that employees and new talent demand.

Employees want flexible work

48%

Gartner estimates that by the end of 2023, **48%** of knowledge workers around the world will work either fully remotely (9%) or in a hybrid arrangement (39%).¹



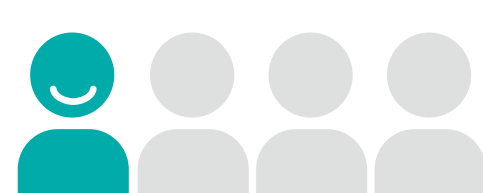
80%

By 2027, **80%** of millennial workers will prefer to spend their time in various workplaces rather than full-time remote or full-time working in the office, up from 61% in 2021.²



13%

Only **13%** of employees are fully satisfied with their experience.³



75%

By 2025, massive generational shifts will force **75%** of organisations to adapt their hybrid work strategies to include demands for radical flexibility.⁴



Now is the time to engage employees and attract new ones

67%

Globally, 67% of the workforce are not engaged.⁵

33%

Only 33% of employees ranked their well-being as good.⁶



23%

Businesses with more engaged workplaces have 23% higher profits, as well as lower absenteeism, turnover, accidents at work, as well as higher customer loyalty.⁷

37%

Disengaged employees have a 37% higher absenteeism rate. This results in 18% lower productivity and 15% lower profitability.⁸



13%

Only 13% of employees are fully satisfied with their work experience.¹⁰



Employer priorities to improve the employee experience

59%

Attract and retain top talent.¹¹

50%

Develop the next generation of leaders.¹¹



45%

Maintain an engaged workforce.¹¹



47%

of HR leaders cited employee experience as a top priority for 2023.¹²

58%

of organisations that employ frontline workers have invested in improving their employee experience in the past year.¹³



Summary

The key trends for remote and hybrid work, for 2023 and beyond, are focused on flexibility, employee experience and engagement, empowerment and work-life balance.

Companies that embrace these trends will attract and retain top talent, while also increasing productivity, and employee and customer satisfaction.

[Download our eBook](#) to learn how to improve the employee experience in the digital communications era.

Download the eBook

Sources

- ¹ 39 percent of global knowledge workers will work hybrid by the end of 2023. Gartner, March 2023.
- ² Market guide for workplace experience applications. Gartner, January 2023.
- ³ Improve the employee experience. Gartner, 2021.
- ⁴ How the coronavirus outbreak has and hasn't change the way Americans work. Pew Research Center, 2020.
- ⁵ Increase productivity as the lowest possible cost. Gallup, October 2020.
- ⁶ Low engagement costs the economy \$7.8trn. Gallup, July 2022.
- ⁷ Ibid.
- ⁸ State of the global workplace: 2022 Report. Gallup, 2022.
- ⁹ Gartner says only 13% of employees are largely satisfied. Gartner, October 2019.
- ¹⁰ Fragile workforces keep CEOs up at night. DDI, 2023.
- ¹¹ Leader and manager effectiveness tops HR leaders' list of priorities for 2023. Gartner, October 2022.
- ¹² 9 Future of work trends for 2023. Gartner, December 2022.

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