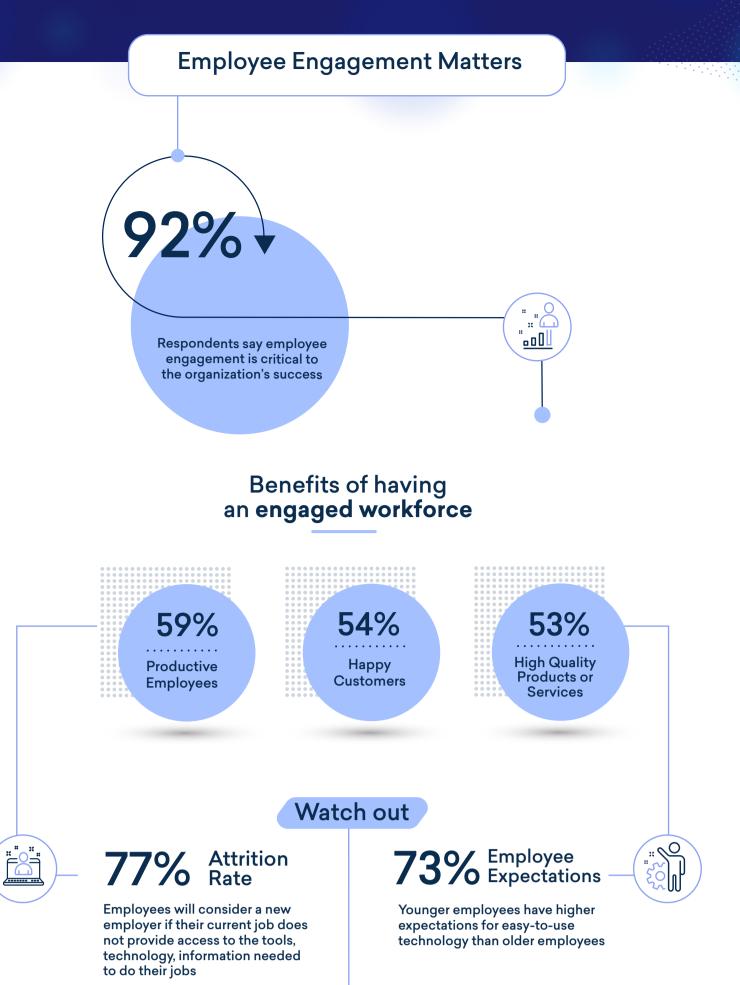
Technology's Make or Break Role in Employee Engagement

Insights from the Harvard Business Review Analytic Services Report Sponsored by *freshworks*





EXPERTS TAKE

"Employees who feel their leaders value them are much more likely to be engaged in their jobs."

Marcy Fetzer Managing Director for Employee Relations Brigham Young University

"Technology has an incredibly important role to play in engagement, but it's not enough to have any old technology, you need to have the right technology. It absolutely has to be fit for purpose."

Katie Bailey Professor of Work and Employment King's Business School, King's College London

Role of Technology in Employee Engagement





Employee happiness is impacted by how well workplace technology performs significant impact on their happiness at work



Make IT Easy

Employees have higher expectation for easy-to-use technology

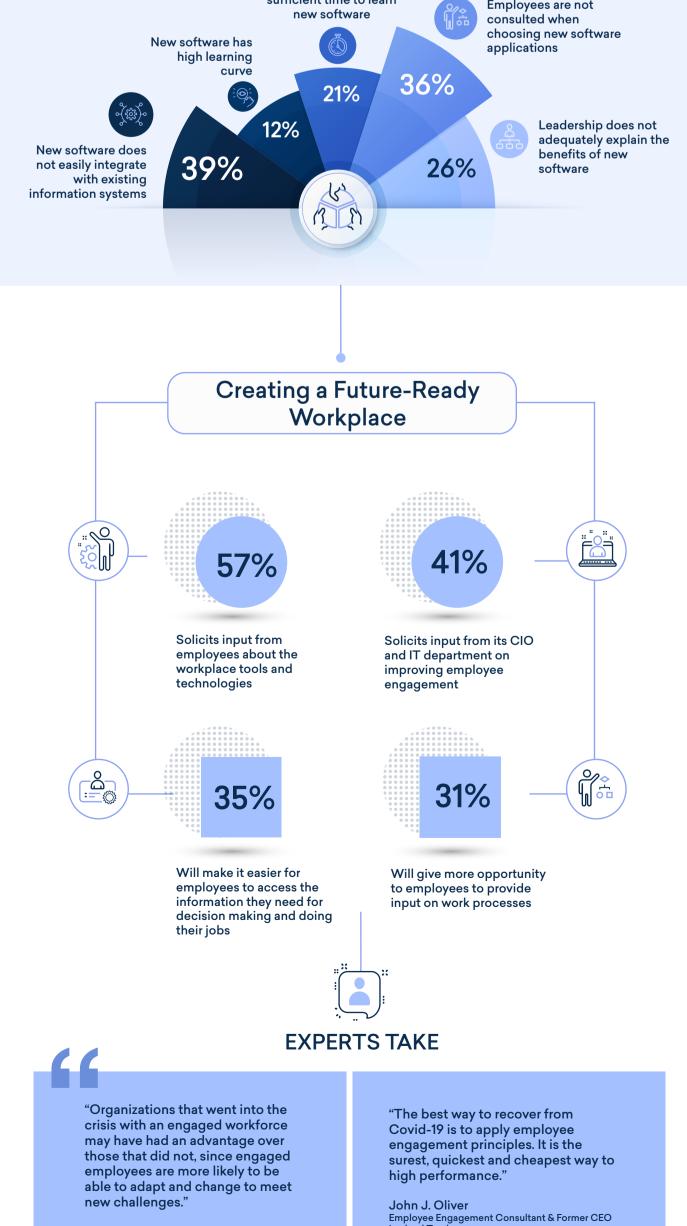


Artificial Intelligence

Employees increasingly expect that the repetitive aspects of their jobs will be handled by software, machines, or new technologies

Employee Engagement Roadblocks





Employees are not

William Castellano Professor of Human Resource Management & Employee Engagement Consultant & Former CEO Leyland Trucks

cutiv Directo Rutgers University & The New Jersey/New York Center for Employee Ownership

www.freshworks.com

379 respondents participated in the survey