

2019

HR Today and Tomorrow

BerniePortal HR Survey Report



EXECUTIVE SUMMARY

Human Resources personnel at small and mid-sized businesses are burdened by compliance pressures, administrative overload and recruitment and retention challenges, according to the 2019 BerniePortal HR Survey.

Conducted by all-in-one HRIS BerniePortal and compiled by surveying HR leaders at U.S. small and mid-sized organizations, the survey indicates that HR departments will focus on increased adoption of technology and automation of tasks in 2019, with the goal of improving efficiencies and increasing focus on strategic, high-value activities, like training and personnel support.



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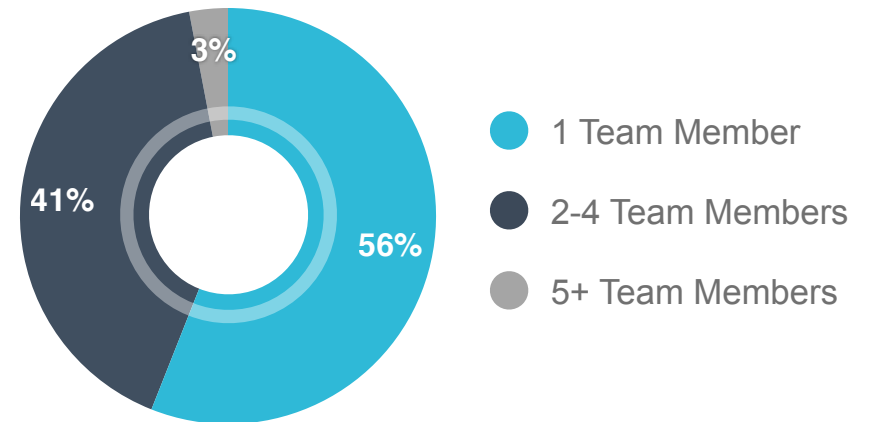
844.218.0909

“We do not have a separate HR department – we are too small. So, it all falls on me. If I don’t know it, no one knows it. If I don’t do it, no one does it.”

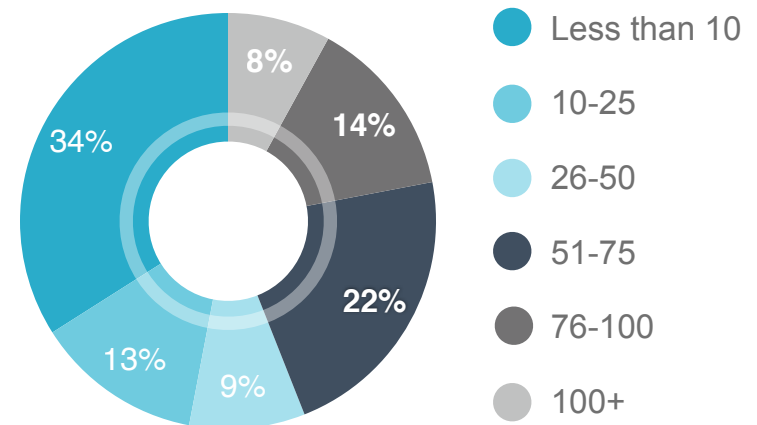
? How many team members comprise your HR department?

More than half of respondents – 56 percent — said they were the only team member comprising their organization’s HR department.

Many respondents reported struggling to manage the full scope of HR tasks at their organization, especially those operating as “HR Teams of One.”



? How many employees does your organization have?

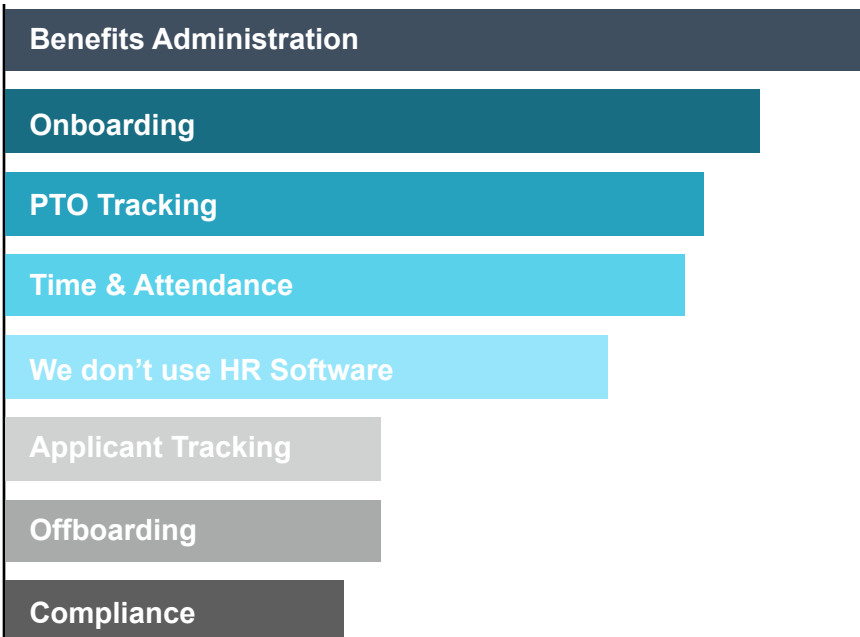
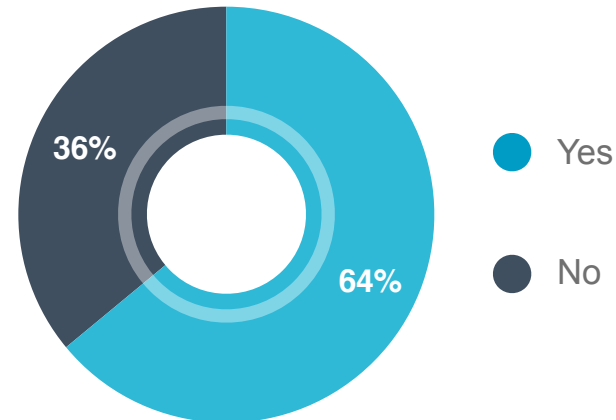


HRIS ADOPTION



Do you use HR software at your organization?

While more than 64 percent of respondents said they use HR software at their organizations, 36 percent do not, and even among those who do, few are using technology to manage the full scope of HR.



If you use HR software, which tasks are you using it to administer?

Benefits administration was the top task, followed by onboarding, PTO and time & attendance.

The least-automated tasks, according to the survey, were applicant tracking, offboarding and COBRA administration, and compliance management.

HR CHALLENGES

Compliance

Compliance pressure was the most cited challenge for HR leaders at small and mid-sized businesses. HR leaders struggle to stay current with changing regulations, and organizations operating in multiple states face particular complexity.



The biggest challenge is making sure we are compliant with all the required regulations. I am the only HR person in our organization, and it is not my main responsibility. I worry I will miss something!

Need help keeping up with compliance deadlines?

Download our free 2019 HR Calendar to stay on top of HR events, deadlines, holidays and reminders.

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HR Administration

Following compliance, HR leaders reported overall administration, particularly that of paper-based processes, as the second-biggest challenge they faced. From hiring and onboarding to benefits enrollment and time tracking, respondents reported struggling to manage HR administration in a timely, organized manner, especially those on small teams or teams of one.



Organization. Keeping all the balls in the air and making sure nothing falls through the cracks. There are so many varied things that need attention.

Reinvent Recruiting

Most U.S. employers are struggling to hire in the tight labor market, and according to BerniePortal's HR Survey, recruitment and retention is the third-most pressing challenge HR leaders at small and mid-sized businesses face.

The issue is multi-faceted for these small employers, who are looking for solutions for a wide range of hiring needs. Respondents cited the need to automate the applicant tracking process, as well as the other responsibilities listed above, so as to focus more on high-value organizational activities, including training, employee support and development, and increasing presence among job seekers.

Automation

HR leaders want to automate their responsibilities, but respondents report that accessing, managing and affording technology is a challenge for small and mid-sized organizations.

This data indicates the need for solutions provided through value-added resellers, such as benefits brokers. According to BerniePortal's 2019 Broker Benchmarking Survey, more advisors are using tech tools than ever before to solve their clients' benefits and HR challenges, which represents another channel of access for groups of this size.

Five core challenges solved by implementing BerniePortal Applicant Tracking

Download BerniePortal's Applicant Tracking Internal Case Study to learn how BerniePortal's Applicant Tracking feature can help reinvent recruiting.

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Scale for the cost of software to administer HR. [We're] too small to get all the features of larger companies, or hire too infrequently to make the price worth it.



Automate as much as possible

The number one goal for HR leaders in 2019 was to either adopt an HRIS, or more robustly use their current platform to automate more of their responsibilities.



Get – and stay – organized

HR leaders across the board cited the need to get organized, and keep paperwork, processes and policies streamlined.



Hire and reduce turnover

Becoming more competitive with job seekers and optimizing the hiring process made the list of top-three HR goals for 2019.



“Make it to the end of 2019 without getting sued or fined by the government.”

HR leaders directly feel the burden of protecting the company in personnel, legal and financial matters, and improving compliance is a key goal for small and mid-sized businesses.



Improve training and culture

Updating employee handbooks and manuals, improving professional development efforts and focusing on team-building was also a driving motivator for HR leaders in the coming year.

CONCLUSION



HR leaders at small and mid-sized businesses want to focus more on supporting their organizations strategically but feel burdened by the weight of administrative responsibilities. The 2019 BerniePortal Survey indicates increased adoption of software solutions in 2019 as these professionals seek to automate their workload. However, these leaders also hold concerns about affording and managing technology, representing an opportunity for solutions provided through value-added resellers.

About BerniePortal

BerniePortal is an all-in-one HRIS that allows small and mid-sized businesses to optimize HR, improve employee experiences and spend more time building the businesses they love. BerniePortal is supported by benefits brokers in more than 40 states and has more than 100,000 users.

BerniePortal for HR

Download the e-book to learn how BerniePortal simplifies HR administration.

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