uKnowva
EXTENDING COLLABORATION

Improving Employee Retention With Remote Onboarding

Whitepaper

Written By:
Nilakshi Garg & Bistriti Poddar

Table of Content

1. Executive Summary

2. Problem Statement

3. Why Is Retention Important?

4. Digital Onboarding Is The New Trend!

5. Mistakes To Avoid When Hiring Remote Workers

6. Strategies To Retain Employees With Remote Onboarding

7. What's Next?

Executive Summary

The digital onboarding process is becoming a new trend in the industry. It becomes more prevalent with the notion of providing similar and enriching employee experiences from day one to the last. The strategy of digital onboarding or online remote hiring has taken place more rigorously during and after the pandemic.

We have also highlighted the prospect of virtual onboarding and see how it is becoming the new normal in recruitment and onboarding strategies. After careful consideration and research, we see that employee preferences and expectations are changing from the companies that hire them, especially online. The skill-based hiring is the new trend which also makes the onboarding process more inclusive and diverse. It eliminates discrimination, bias, favouritism, and neglect.

In this whitepaper, we have studied employee retention's importance and how it aligns with the remote hiring and onboarding process. We will see the major challenges hiring and talent managers face during virtual and online remote hiring and how they must resolve these mistakes or challenges with a smarter uKnowva HRMS solution.

Plus, the HR analytics and its live reports in the uKnowva HRMS help managers know what kind of talent they are recruiting and how often. They will also know what experiences they provide, their impact, and how to fine-tune them on the go.

Problem Statement

Employee retention strategies are one of the major challenges HR leaders and teams face. This is a concept that has become even more vital after the pandemic. According to the July 2022 research by **Willis Towers Watson on "Reimagining Work and Rewards**," 85 percent of the survey companies agreed to having issues in attracting and retaining top talent. 78 percent of them also cited that they are struggling to master and optimise the talent acquisition experiences.

It is crucial for business leaders and CHROs to understand that when top talent leaves, a valuable asset to the firm is lost. It takes twice or more effort and cost to hire someone new and train them equally. The remaining workforce might feel lost, unmotivated, or depressed to see their star player leave. They might end up losing the sense of direction if their favourite person in the organisation leaves. But that favourite person must be that because of their remarkable performance record over the tenure at the company.

We are living in times of rapid digital transformation. And the HR industry is also a bigger part of it. Employees expect more from their companies when hired for a particular role. No longer would they stay there just for the monetary benefits. **The smarter onboarding strategies must be implemented**, redefined, and reached to an enterprising and optimising level.

While, the percentage of having issues in attracting and retaining talent in or before 2020 was about 26-29 percent. However, the numbers rose to 68-73% in 2021 and reached a worrisome percentage of 85 in 2022. The survey reviewed about 51 companies with more than 7 lakh employees. The industries part of this research included IT and telecom, financial services, healthcare, energy, general services, and more.

We know right now that changes in the workforce expectations and increased opportunities for hybrid and asynchronous work styles have caused that shift in workforce management. Companies can no longer afford to be ordinary and traditional. They have to blend in. By that, we mean that they have to welcome newer talent acquisition, management, development, and engagement strategies.

Now, that is possible with the intervention of the uKnowva HRMS suite in multiple ways. In this whitepaper, we discover multiple avenues of employee retention and analyse how digital onboarding with uKnowva HRMS helps organisations in India retain top talent smartly.

Why Is Employee Retention Important?

Employee retention is the process of retaining top talent and mitigating the turnover rate for a defined period. This practice has to be continuous and helps companies resolve their internal reputation, which reflects its positive impact on the external front as well.

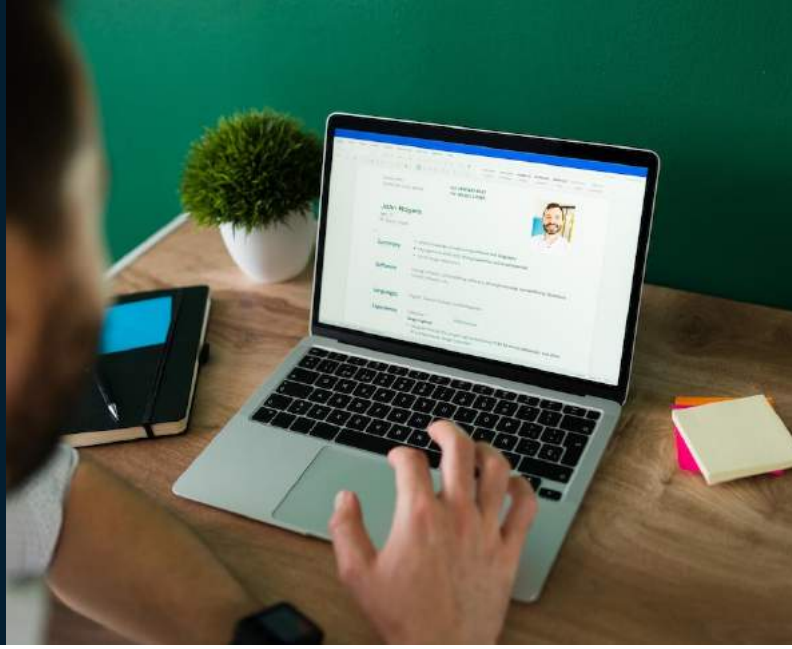
According to the **ABOVE IMAGE**, it's clear that even today, most employees feel unclear about their path in the company. When a group of employees is unsure after a few months as to why they joined the firm and what makes them stay, they show signs of leaving.

From the signs in the image below and the concept of “Quiet Quitting,” it is already becoming clear that employee engagement matters and becomes quite a big challenge to mitigate if the right strategies are not in place.

Again, besides those points, we must not forget that replacing a good employee takes about 50-200 percent of their salaries. Therefore, this process causes a lot of wastage of resources when put together and analysed.

A 2022 Workplace Learning Report on LinkedIn already concludes that 94% percent of employees they surveyed stay longer in the company with pre-existing talent development and management programs. Otherwise, it is easy for about 76% of those employees to look elsewhere as soon as there is a disconnection or devaluation of their efforts.

Digital Onboarding Is The New Trend!



A company no longer depends on the offline or traditional hiring process to hunt, scout, and onboard the top talent. The era of digital onboarding is here. It has already captured the majority of the global hiring market.

Through digital onboarding practices, hiring top talent is a cost-effective venture. Companies use biometrics, liveness detection, and automatic employee ID/account setup for smoother experiences.

With the growing sensitivity of the environment, digital onboarding is more favourable.

Considering the **SIDE IMAGE**, great employee onboarding plans already improve employee retention by 82% and their productivity by 70%.

It's the new onboarding trend that is here to stay. Plus, digital onboarding through uKnowva HRMS makes HR professionals more capable and less dependent on paperwork.

Digital onboarding has the full scope to leverage the presence of artificial intelligence and its tools. For example, from the live dashboard and insightful reports, hiring and recruiting managers would know the efficiency of a job portal, channel, or source. They also know what type of employees stay for longer tenures in their firms with the daily interactions of their employees over the system network.

Another advantage of digital onboarding becoming the new normal in recruiting space is that it boosts Diversity, Equity, and Inclusion (DEI) in the company culture. It eliminates the scope of favouritism, bias, neglect, or frivolous attitude. The system does not retire or face fatigue. It always recommends the best candidate as per the keywords and key phrases to the recruitment manager.

Similarly, the job applicant will have a fair chance to get hired for the best position at the best possible cost to the company. Their sensitive information is not given any preference during the virtual or online onboarding stages.

However, managers face certain challenges even today when recruiting remote workers. Therefore, it's important to address those challenges first before analysing the right strategies to improve employee retention through virtual and remote onboarding.

Mistakes To Avoid When Hiring Remote Workers

Hiring remote workers is mostly cost-effective and efficient compared to their in-office counterparts. But without clarity in the digital onboarding strategies, there could be blunders for the companies to face later on. Such mistakes to avoid when scouting, shortlisting, and hiring remote workers are:

Mistake 1 **Unclear Expectations**

Mistake 2 **Unorganised Interview Process**

Mistake 3 **Not Letting Remote Hires Feel Part Of The Team**

Mistake 4 **Hiring Low-Quality And Expecting The Best Output**

Unclear Expectations

Clear communication is the right way and the best solution to hire the best talent. But often, companies do not set the right expectations in their Job Descriptions (JDs). That puts off a potential candidate. It's clear from the **IMAGE BELOW,** showing the toughest challenges faced by job applicants.

Solution :

uKnowva HRMS helps write the best job descriptions and publish them on the fully-integrated job portals. The applicant tracking system in the uKnowva HRMS helps CHROs and their teams understand where they are going wrong and how to rectify the mistake before the applicant applying for the job score declines.

Unorganised Interview Process

Potential job applicants are in confusion because of the unorganised interview process. They do not know when to expect a response and how to go about it. They are unsure of how many rounds they have to clear, and it demotivates them to sit for the entire interview round.

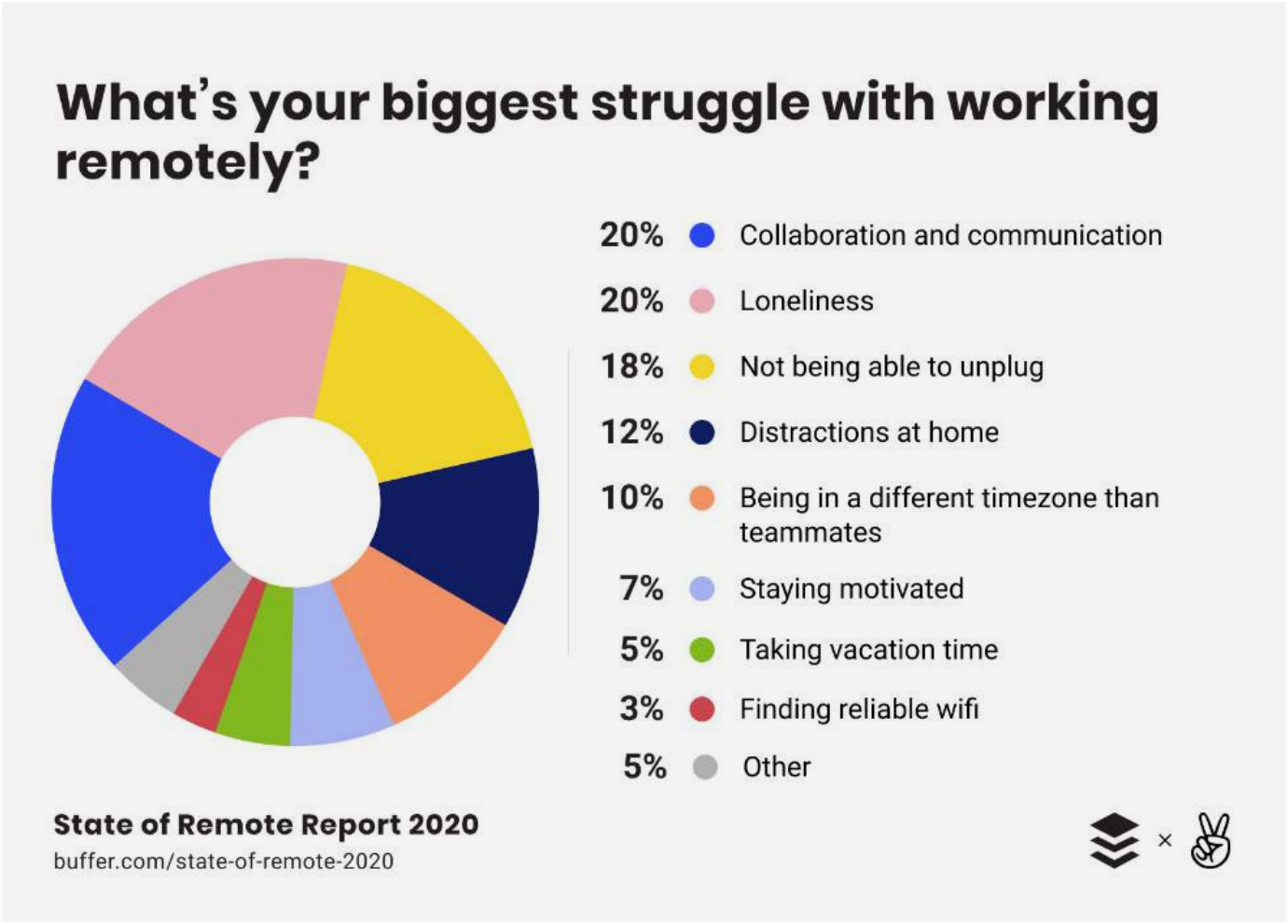
Solution :

uKnowva HRMS helps organisations set clear details from day one of the talent hunt. The recruitment engine can set up the best practices for starting the hiring process. Automated follow-up emails can be sent to the candidate to remind them about the upcoming interview sessions or rounds.

Not Letting Remote Hires Feel Part of The Team

The major problem in digital onboarding is not only on the first day. It drags on when the newly hired team doesn't feel connected to the organisation's culture and other existing teams.

From the **BELOW IMAGE**, we can clearly understand that remote workers feel communication, collaboration, and loneliness are the major challenges when working remotely. The numbers have increased during the duration of the pandemic and post-pandemic era.



Solution :

uKnowva HRMS suite has the right collaboration and communication tools like the Social Intranet. Teams leverage the use of such user-friendly, on-cloud, and anywhere accessible communication channels. This allows teams to talk to each other and increase/improve their rapport. They get on projects together and increase the value and trust of one another. Loneliness in remote hires is common. This solution of connecting with each other, even through different time zones, is amazing and feels more human than ever.

Hiring Low-Quality And Expecting The Best Output

Most startups and organisations hire remotely to save or cut hiring costs. But in trying to do so, they end up hiring people with fewer skills. The onboarding strategy does not involve a skill-based talent hunt. It results in more losses for the company to bear in the long run.

Statements like these are changing the digital and online recruitment trends for multiple companies in the market. Employees are also looking for greater opportunities in the firm to challenge their skill sets. These challenges make them more valuable down the line. But when these opportunities are not provided, it's obvious that the top talent would not retain in the firm for long.

According to a recent article by Morgan McKinley, employees without a degree but the right skills stay 34% longer in the firm compared to those who have a degree but no skill.

> If we want to shape the workforce of the future, we need to hire for skills of the future

Solution :

Infuse the skill-based hiring process using the uKnowva recruitment engine. It will help recruiters to hide sensitive employee information and focus on particular keywords to shortlist the best candidate.

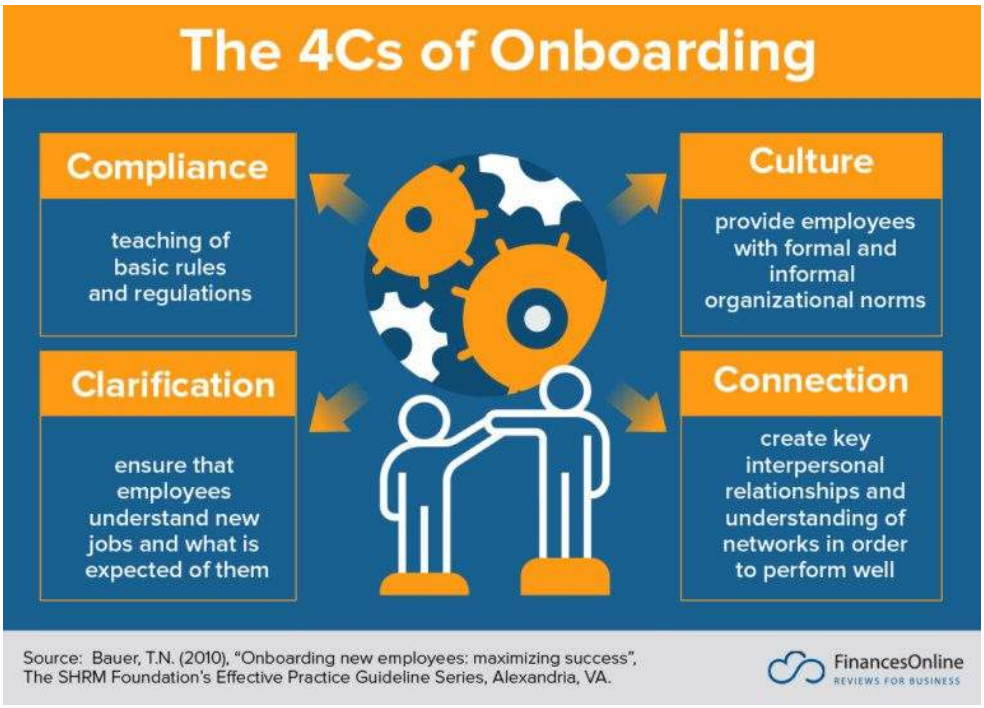
Strategies To Retain Employees With Remote Onboarding

Many companies have struggled to find and retain their top talent during and after the pandemic. There has been a stark shift in what employees expect and want in the workplace culture. Besides that, digital onboarding is helping recruiters reshape the culture of remote, hybrid, and asynchronous work styles. So, employees would be free to build their work ethics around their personal life commitments and not the other way around. Thus, it's important to dive deeper into the strategies that will help today's organisations to hire indispensable talent with greater retention scores for the journey ahead.

1. **Build Smarter Recruitment And Onboarding Processes**
2. **Use HR Analytics To Identify The Brand Ambassadors**
3. **Offer Flexible Working Hours**
4. **Redefine Remote Onboarding Strategies On The Go**

Build Smarter Recruitment And Onboarding Processes

Smarter recruitment and onboarding strategies improve employee retention by 82%, as per a Glassdoor report. Organisations must invest time, research, clarity of thought, and resources like advanced tech tools in formulating the automated recruitment process and the 4Cs of onboarding.



The **SIDE IMAGE** shows the 4Cs of onboarding. With compliance policies, cultural norms, clarification on job roles and responsibilities, and connectivity to foster interpersonal and corporate relations, employee retention will drastically improve from day one.

uKnowva HRMS is a solution that helps you build smarter and automated onboarding processes flawlessly.

Smarter recruitment and onboarding strategies improve employee retention by 82%, as per a Glassdoor report.

Use HR Analytics To Identify The Brand Ambassadors

HR analytics is one of the strongest pillars in the HRM industry right now. AIHR even concludes that HR analytics has 18 perfect benefits to make an organisation favourable for employees and improve their retention score continuously. Most of the benefits include practising evidence-based HR tasks, improvement in the recruitment process and retention scores, and a boost in workplace safety and employee engagement.

Similarly, the **SIDE IMAGE** from splashBI concludes how predictive HR analytics reshape four important avenues of HRM today.

With predictive HR analytics, HR teams and professionals know what's going on in their organisation. A system like uKnowva HRMS predicts the happiness score, retention and attrition rates, and possible cases of burnout. It also highlights the best possible recommendations based on the past data fed into the system by users. It helps in forecasting regularly to minimise the risk of hiring wrongly fit employees. Rather, HR teams become more aware of how to recruit the best candidate with their already existing digital onboarding process. This awareness and acknowledgment bring clarity to thought, coordination, and collaborative efforts from multiple HR teams to hire the best talent without discrimination or bias.

uKnowva HRMS analytics also assists HR teams in formulating a retention plan. This is only possible when HR teams and leaders study the effectiveness of each hiring episode in the past. They would know how effective their digital onboarding is compared to the current retention rate. Then, they can integrate their instance with the right job portal or source accordingly for hiring the right talent in bulk.

Offer Flexible Working Hours

Flexible working hours are the best way to work when employees are hired online through the digital onboarding process. Most employees want this type of culture based on their targets and not the timeline.

Not every employee lives the same life or lifestyle. Some employees might be from different countries when companies hire remotely using smarter uKnowva HRMS solutions. But retaining each employee category is important. And according to the **FOOTER IMAGE**, we already see that 90% of employees in this survey by ViewSonic feel a morale boost with flexible working hours.

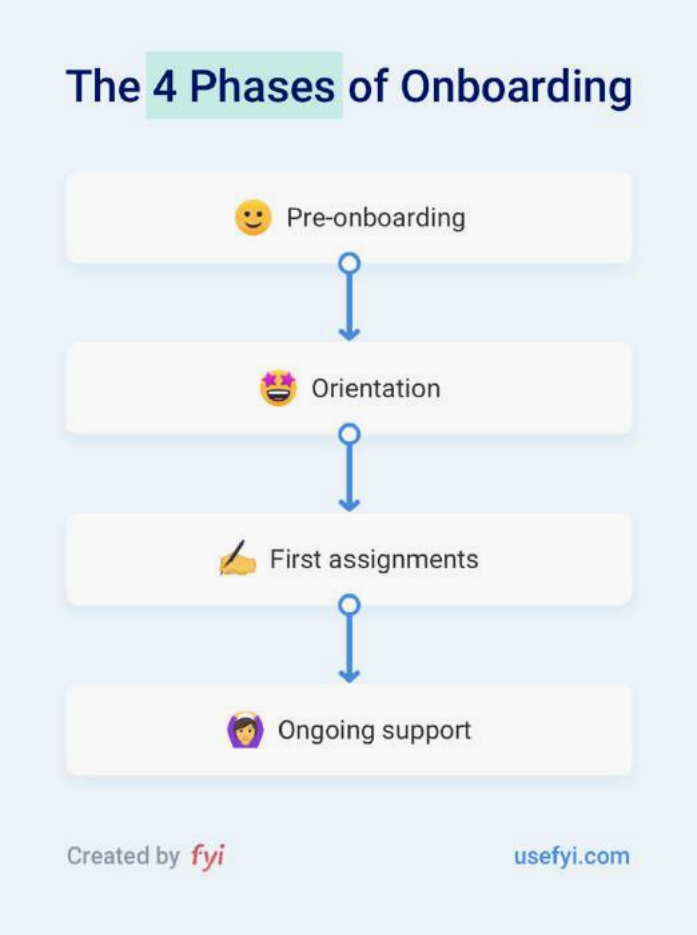
Employees contribute to their working hours with improved morale and state of mind. Their every punched-in hour will matter if they can design and balance their work life with their personal commitments.

uKnowva HRMS boosts the flexibility of working remotely with a virtual biometric system, timesheets, project management, goal setting, and performance management. Employers don't need to micromanage their team's progress. They can occasionally take updates from the employees with an enterprising mindset when hired online.

The HR analytics embedded in the uKnowva HRMS gives timely updates to employers. They know which employee is performing all tasks before the deadline and who all are adding more value to the firm. Accordingly, employers can refine their onboarding strategies, so each new hire feels welcomed but not overwhelmed.

Redefine Remote Onboarding Strategies On The Go

Modern companies cannot depend on one onboarding strategy for long. The employee expectations change drastically after every 3-6 months. That's why uKnowva HRMS becomes smarter on the go to help recruiters redefine their digital or online onboarding approaches.



The **SIDE IMAGE** shows the four phases of onboarding. Of course, it could differ for multiple organisations. But the base remains the same.

Employers must provide the right support to new and existing hires from day one to the last.

uKnowva HRMS has the ESS portal, which includes a helpdesk and comprehensive employee directory.

The instance also has the panel to upload the company policy on time. This way, all employees know the right policy for an enriching company experience. Moreover, they never miss an update with automated alerts on their devices or registered email addresses.

Plus, employees know everything from their first assignments to the detailed project reports on the HRMS. So they have the right tool to connect with their team leaders or other team members from the first day at work.

Besides that, the insightful reports at the backend are always helpful for the employer and the team leader. They know their most engaged, satisfied, happy, or the unhappiest employee on the team. The data is live and based on recent and past reports. So, they will redefine the onboarding strategies from day one with an ongoing approach.

What's Next

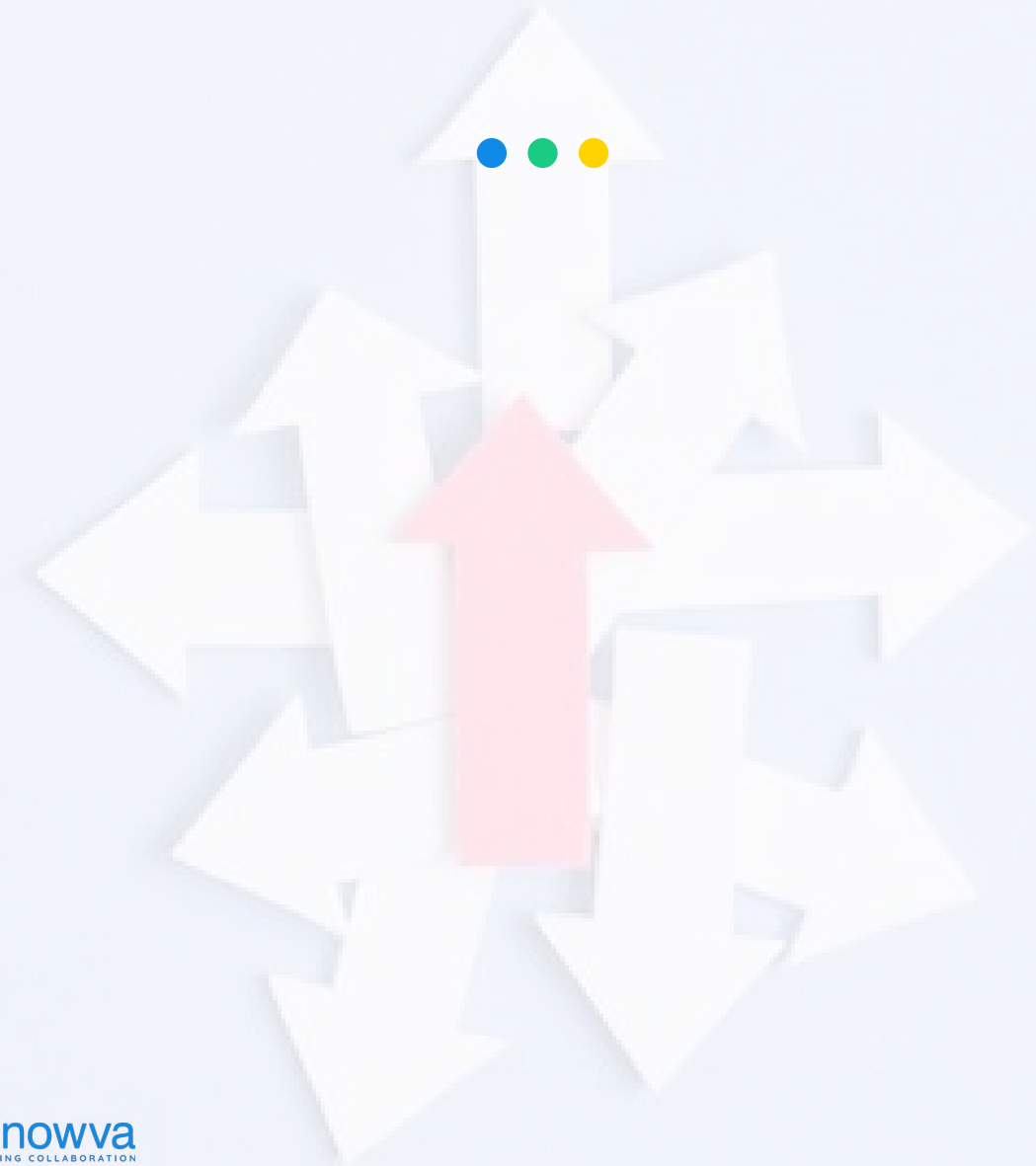
Companies have to re-establish and redefine employee onboarding experiences with remote hiring. Often, remote workers are apprehensive of their scope in the firm because of multiple hurdles like loneliness, unclarity in the job roles, and loads more.

Companies have an added advantage with the right tech tools like uKnowva HRMS. The tool is brimmed with next-gen features. In addition, it is fully customisable and scalable. So, the enterprise can keep growing without worrying about nurturing each talent from the first to the last touchpoint in their employee journey.

According to the **Research Nester infographic** below, we can see that the global market for onboarding software is rising tremendously. There will be more focus on the on-cloud and on-premise approach for accurately hiring and onboarding the right talent without limiting the same with geographical boundaries.

The major growth driver of these onboarding software is basically e-learnings to develop digital skill sets in employees. **uKnowva HRMS** incorporates that already with its **latest eLMS function**. Similarly, according to a **Glassdoor report**, employees increasingly prefer strong employer brands and cultures over monetary benefits. This again goes back to how a company represents itself to the new job applicant or hire, which is why focusing on delivering unprecedented and unparalleled employee experiences is going to be a must-have strategy in the coming years.

uKnowva HRMS helps you deliver that with automated and streamlined features at every touchpoint of the online hiring and onboarding process.



uKnowva
EXTENDING COLLABORATION

FROST & SULLIVAN
2021 Best Practices Entrepreneurial Company of the Year Award
for AI in the Talent Technologies Industry

Support : +91 22-4896 58 20

Sales : +91 22 4897 07 96

info@uknowva.com

www.uknowva.com

Request a live demo