



Onboarding Report for IT Professionals

How Australians find the rollercoaster

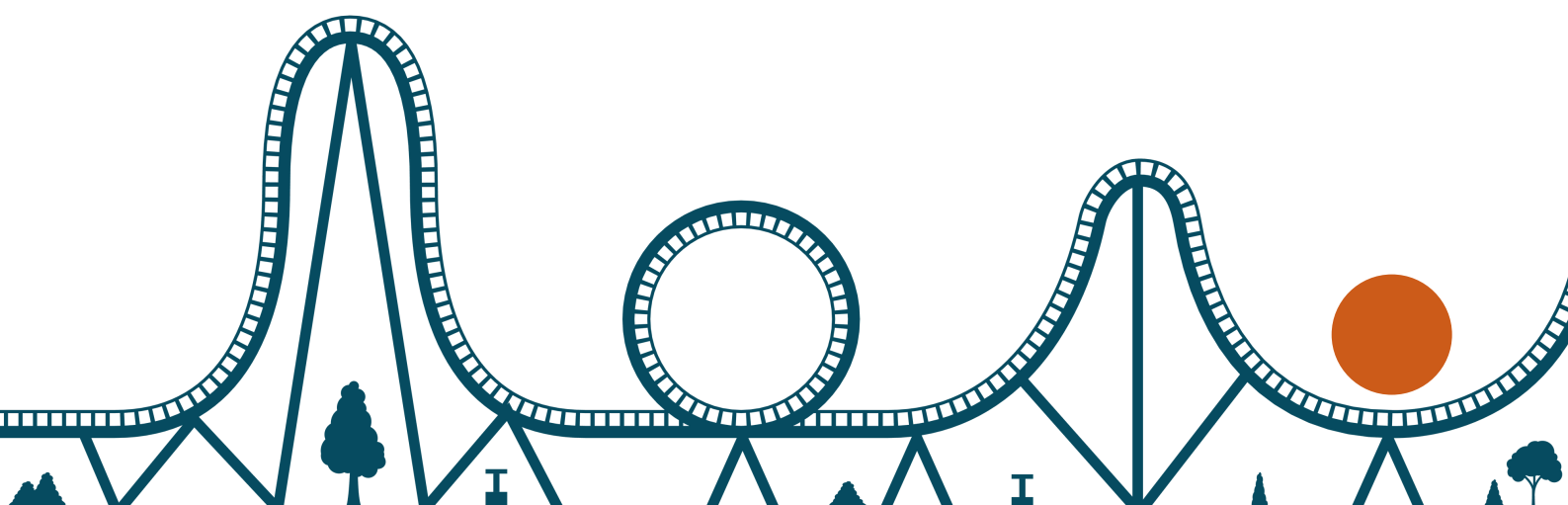


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TOPdesk overview

Since 1993, TOPdesk has helped organisations improve their service delivery and create an environment where their employees can thrive. Our IT Service Management (ITSM) platform enables you to integrate, and simplify your organisation's entire support needs for your internal and external customer, by seamlessly streamlining the flow of work.

We guarantee a local approach with international expertise at hand, so that you get the guidance your business needs. Customers rate TOPdesk a 4.7 out of 5 on Gartner Peer Insights.

5K

customers



900

employees



11

countries

Get started with your 30-day trial

Give TOPdesk a spin. No credit card required.



Start Free Trial



Welcome

It is a given that most people starting a job in a new company feel a sense of achievement from winning the role, excitement, and likely some nervousness about starting.

It's also expensive to find the right person; organisations spend time, money, and effort recruiting and retaining employees. The average cost of hiring a new employee is approximately \$19,000 and almost four times as much for C-level executives.¹

So, taking into consideration employee positivity and the organisation's investment, it makes sense that conditions should be ideal for the new starter to get off to a flying start with a seamless onboarding process.

But is this the case? How prepared are organisations in welcoming new starters? Do the first few days and weeks meet with employee expectations? How easy is it for new employees to access the resources they need to work normally - equipment, email, building and computer network access?

Onboarding is the process of introducing a new employee into the organisation. The scope of activities ranges from form-filling and gaining building and network access to getting to know team members and understanding the organisation's goals and aspirations. Numerous studies over the past decade have found that a good onboarding process improves new starter retention, productivity and engagement.

It is also well documented that first impressions are important. Starting a new job is a significant talking point for some people. Those initial discussions with colleagues, family, and friends shape how new starters regard their new employer.

At TOPdesk, we have been helping organisations worldwide improve their onboarding and other back-end processes within IT, HR and Facilities for over 25 years. A recent arrival to the Australian marketplace, we wanted to know how well Australian organisations onboard their employees and its impact on their immediate wellbeing and productivity.

TOPdesk commissioned Australian research company NewFocus to survey 1000 employees from organisations that employ 250 to 5000 employees about their most recent onboarding experience. The survey looked at what Australian employees feel about the last time they joined a new organisation and what people who use an onboarding process to introduce new starters think about the process.

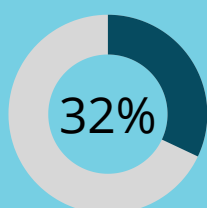
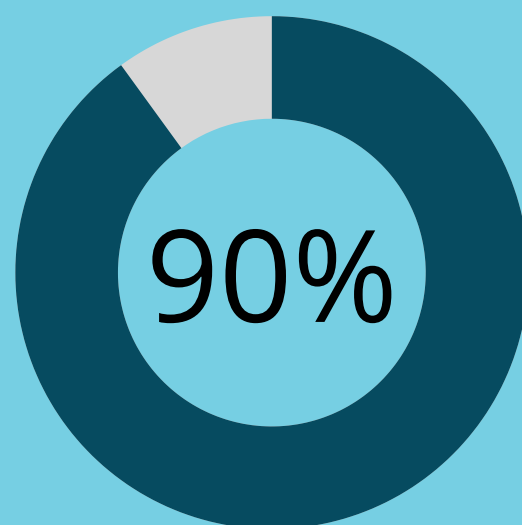


Key findings

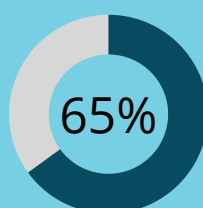
Australian organisations are not capitalising on their new employees' excitement and enthusiasm for starting a new job.

A rollercoaster of emotions is experienced by new starters on their first day, with feelings of excitement and confidence matched with feelings of frustration, stress and disorganisation for some.

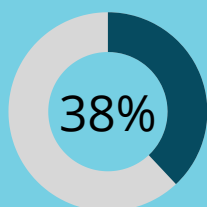
The survey shows the onboarding experience is not meeting the expectations of 90% of new starters.



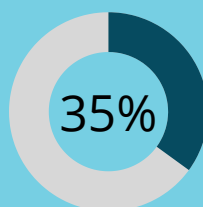
felt frustrated



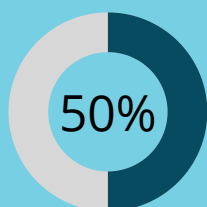
felt stressed and overwhelmed



felt disorganised



had to wait a week or more to gain access to computer applications, email and network folders, raising questions over their ability to be productive.



felt lost or isolated

Nearly two-thirds (63%) of respondents want to see an improvement in the way they start a new job, recommending improvements to their most recent experience ranging from better training and a better-organised process to having a dedicated support contact throughout onboarding. Similarly, most survey respondents (72%) who also onboard new employees want a better and less time-consuming process. As well as improving the onboarding process, respondents expressed a willingness to fix problems themselves if they had the guidance and the know-how.

Nearly two-thirds (63%) of respondents want to see an improvement in the way they start a new job.

Most new starters (69%) encountered issues they could have fixed themselves, and most (85%) also believe that resolving issues themselves make their working life easier.

The findings indicate the onboarding process is undermining the positive attitude of new starters to their new role. It is damaging their productivity when they want to make a good impression. Suppose a new starter feels their new employer is disorganised and feels frustrated and isolated with limited resources to start their new role or even fix problems for themselves. How does that impact the way they continue to regard their new employer and the ongoing potential damage to an organisation's reputation. It could also be argued that it is a less than positive reflection of an organisation's ability to look after the wellness of its employees.



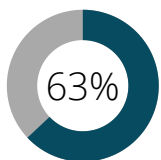
Expectations



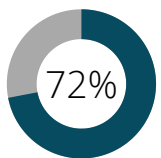
Organisations are not meeting the expectations of new starters or their managers.

The majority of respondents, including those that onboard new starters, want improvements in the onboarding process. Most also agree that new starters should have access to all the required resources when they start.

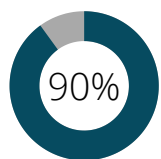
More than a third of employees had to wait a week or more to access the tools and resources necessary to do their job.



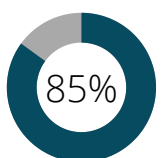
Nearly two-thirds (63%) of employees surveyed would recommend changes to the onboarding process, ranging from better training and a more straightforward, faster and better-organised process to having a single dedicated contact to support them through the onboarding.



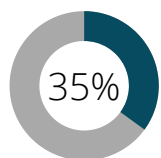
Over two-thirds (72%) of survey respondents who onboard new employees believe their organisations need a better process, with 58% agreeing that it takes too much time to onboard new starters.



New starters arrive on the first day with high expectations, with some 90% agreeing that new employees having all their access, software and equipment fully operational on their first day was an appealing function of an onboarding solution.



Some 85% of respondents agree that a new employee should have a one go-to contact that would assist them with any technical issues such as device faults, account set up and slow internet speed.



The reality is quite different: over a third (35%) of respondents had to wait a week or more for access to applications, folders and servers, and email; 21% had to wait a week or more to receive an office access pass; and 35% of those that required a uniform, had to wait a week or more to receive it.

Wellness



When the onboarding experience doesn't meet new starters' expectations, it negatively impacts their emotions and wellbeing.

Organisations are failing to capitalise on the excitement and goodwill new starters show towards their new employer. There is potential reputational damage to an organisation when new starters find the onboarding process inefficient, disorganised and having to deal with too many people.



Onboarding impacts an employee's first impressions of their new employers: one in five (22%) respondents felt their employer was disorganised and inefficient in their onboarding.

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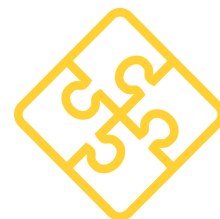
A third (34%) felt they had to deal with too many people in their onboarding process, while 36% wished more people were involved with their onboarding. Conversely, 62% of participants who thought that their onboarding process was straightforward dealt with fewer than five people to be fully ready to perform their role. These three findings indicate a need to streamline the onboarding process by including only essential service providers.



As to be expected, the vast majority of respondents felt excited (75%) and focused (69%) on their first day. Yet the onboarding experience negatively influenced employee emotions and wellbeing, with 65% feeling stressed or overwhelmed, 50% feeling lost or isolated, 38% feeling disorganised, and a third (32%) were left feeling frustrated.

Onboarding is also undermining the wellness of new starters. While most respondents felt excited and focussed on their first day, equal numbers were left stressed and overwhelmed, half felt lost or isolated, and around a third felt disorganised and were left with a feeling of frustration.

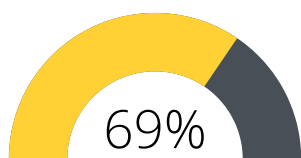
Problem-solving



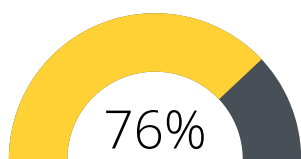
Australian organisations are not capitalising on a can-do attitude of employees to make their lives easier by fixing problems themselves.

Survey respondents clearly stated that they would prefer just to get on with it and fix issues themselves if the right support was available. Similarly, most could have fixed common problems themselves with the right help. The overwhelming majority believe that fixing problems through a self-service portal would make their life easier.

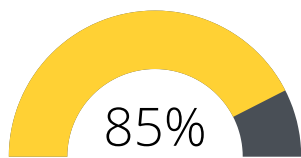
Respondents held a clear view of how to improve the onboarding process. The overwhelming majority agreed on the appeal of one place to check their onboarding status and a single system used by everyone to onboard employees.



Two thirds (69%) of respondents encountered problems with their onboarding that they could have fixed themselves with the right guidance and resources.



Three quarters (76%) would prefer to fix more issues by themselves if the necessary support was available.



Some 85% of participants believe that fixing their problems through a self-service portal makes their lives easier.

The overwhelming majority believe that fixing problems through a self-service portal would make their life easier.



Loss of productivity



While it is reasonable to assume that new starters don't expect to reach optimal productivity in the first days of starting a new role, not having immediate access to the necessary resources to perform their new job will constrain their productivity. The survey found that over a third (35%) of respondents had to wait a week or more for access to applications, folders and servers, and email.

Some 3.8 million Australian adults change their job in a year. Out of a total adult working population of 13.15 million (Australian Bureau of Statistics).



Taking a conservative estimate that a third of those 3.8 million are unproductive for a minimum of two days during their first week in a new role, that equates to:

2.4 million

days of lost productivity

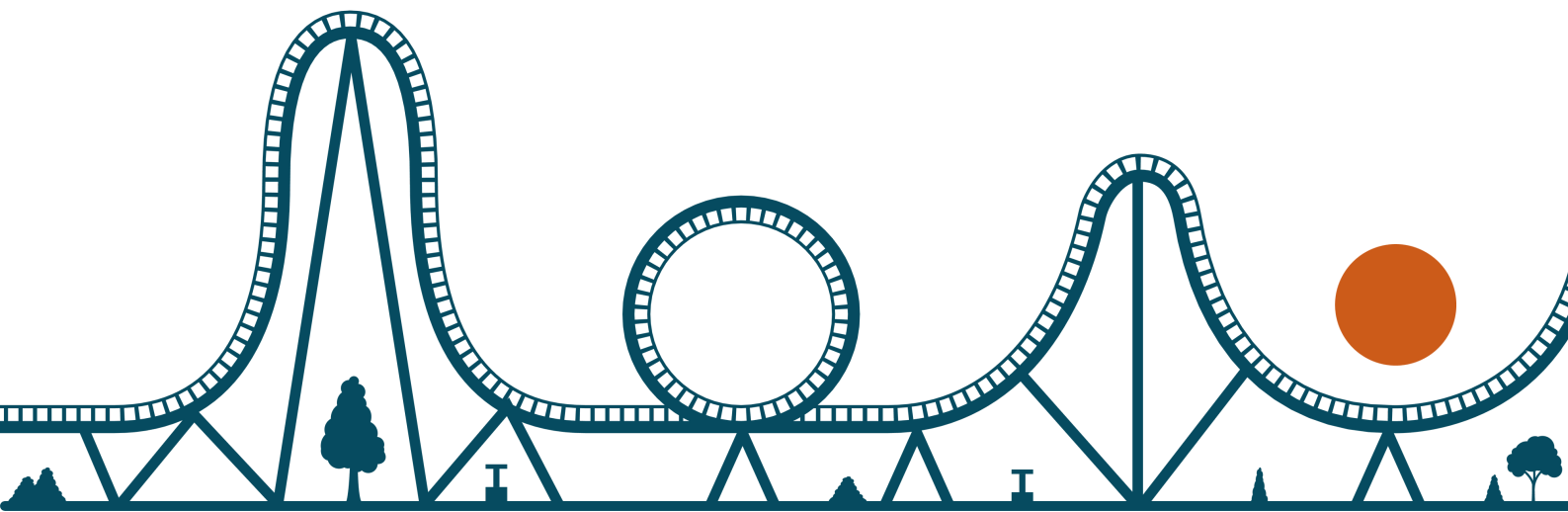
\$552 million

at the cost of half a billion dollars based on an average daily wage of \$230 (\$4,600 per month after tax).

35% of respondents had to wait a week or more for access to applications, folders and servers, and email.

TOPdesk

3-step guide to better onboarding



The onboarding experience survey clearly shows that most Australian employees want to be fully productive in a new job from day one. At least a third are left waiting a week or more to access some resources they need for their job. It is not surprising why so many respondents are left feeling overwhelmed, isolated and frustrated by the onboarding process on their first day.

In many organisations, the onboarding process can be hard to figure out. HR, IT and Facilities departments tend to work separately and often have limited contact with each other because their onboarding deliverables are a small set of the broader services they provide to an organisation.

The HR team needs to create a personnel file and make an inventory of everything that's issued. IT needs to create logins and an Active Directory account, and Facilities needs to ensure there is a workplace and an access pass available.

But if everyone is working separately without a clear overview of all the onboarding requirements, onboarding tasks don't get done on time, and the whole process can look and feel disorganised.

For over 25 years, TOPdesk has helped organisations create better employee and customer experiences. Our service management software and our people help guide organisations to achieve service excellence.

Why is better service important?

Consumers have grown accustomed to better service delivery over the past twenty years. Google can help you search for anything, and Amazon can help you buy it. Setting up a new smartphone or new laptop has become a straightforward process. Consumers are employees too, and as the survey shows, they have high expectations that the onboarding process will deliver everything they need to perform their new role on their first day.

Organisations know what a new starter needs to perform their role. Technology from the likes of TOPdesk is readily available to organise and streamline the onboarding process. But technology is not enough. What is needed is collaboration across different service departments.

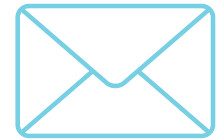
There is also a new dynamic in play. Onboarding is also getting harder to do. Organisations have had to learn how to onboard people remotely. More organisation and coordination are needed to successfully onboard new starters who are working from home in the same country or even from abroad.

Even though onboarding is getting harder for many organisations, we at TOPdesk believe there are three straightforward steps to better onboarding.

1 Choose a common tool

You have a new employee coming into work. HR needs to set up payroll and benefits. Facilities provides a desk and chair, and IT sets up a new PC. Onboarding is a joint effort for service departments. But how can you keep track of progress across every deliverable? The answer is to enable departments to share a common tool for service management that looks after the onboarding process and lots of other activities that span business functions IT, HR and Facilities.

Reduce reliance on email



When service departments work independently of each other, the only way to coordinate is through email. Unfortunately, emails go unread, get lost, or don't reflect the current status. One of the significant benefits of adopting new employee engagement and collaboration platforms like Yammer, Teams, and Slack is the wholesale reduction in email trails. The same goes for service management.

Reduce costs



With more people focused on using a common tool, fewer people need access to the specific systems used by HR, IT and Facilities to run their operations. That can lead to a reduction in licencing costs. It can also prevent duplication of work since there is a single view of exactly who does what.

Complete visibility of onboarding



With the common tool, everyone has the same visibility of requests and tasks. A new employee is starting; all the workflows that support the new starter can be set up as an automated chain of events for onboarding. All the service departments know what to do and when, giving the new employee a great experience on their first day.



Easier for employees

A single service platform is also a great feature to promote to employees – the one place to get answers to all their IT, HR, Facilities and other service questions without searching for the right channel or person.

A common service management solution lets your service teams join forces and process requests from a single platform. With support streamlined across your business, you'll solve problems faster, communicate better, and offer more value to your employees and customers.

2

One-stop-shop for all your employees' needs

Employees using a service portal can immediately see what services and guidance are available and their request or query status. Whether they want to log a ticket, reserve a room, register a visitor or request a service: big, clear buttons guide them to the information they need and the services they have permission to use. But the service portal can do more.

As the survey results demonstrate, people want help and guidance to solve common problems themselves, and they want to find those solutions in one place.

Our experience has proven that introducing a self-service portal is the best way for multiple service departments to improve internal services and for employees to get the most efficient help and support.

Why? The self-service portal becomes the place where employees can quickly find what they need when they need it – without requesting help from other people.

Service desks know the common requests that employees can quickly solve themselves with the proper guidance. By creating self-help knowledge and guidance in the portal, service desks can reduce repetitive calls to the service desk and free up resources to work on other things.

**By investing in self-help resources, TOPdesk
customers have experienced a reduction in calls to
their service desk by up to 80%**

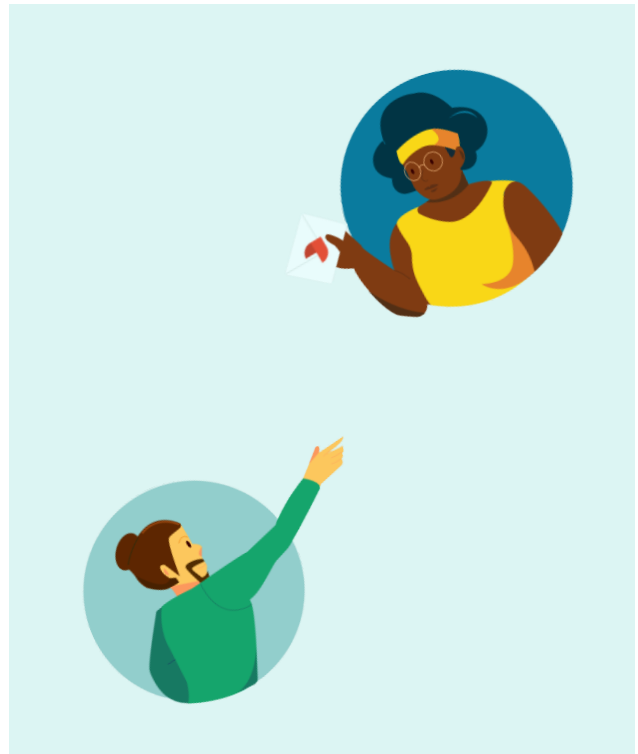
Collaboration is critical

We advocate streamlining service management operations using a common tool to manage service requests and a single point of contact – the service portal – to support employees. But to get the best out of the technology, you need better collaboration among your service departments.

The problem lies in that internal service departments such as IT, HR and Facilities, have evolved different ways of servicing employees. It is the cross-functional processes such as onboarding new starters that often reveal the inefficiencies and sub-optimal performance.

The trick is to bring the departments together to identify and agree on all the areas where they provide employee services. The onboarding process is the perfect place to start as it is entirely reliant on several departments to deliver services to the new starter.

If you want to improve your onboarding, start with getting a cup of coffee with your IT, HR and Facilities colleagues. Ask them how they experience onboarding on their side, what can be improved and if they want to do this together. When they are enthusiastic but have little time to invest – take the lead and explain the benefits.



Who wouldn't be interested in exploring ways to make employees and customers happier, introduce easier ways of working, reduce costs, share knowledge and improve service experience

For activities like onboarding that span business functions, a common tool and the desire among departments to deliver better services makes the working life easier. Collaboration becomes easier when communication is simplified and focussed in one place instead of lengthy email trails. The tool can define responsibilities, automate workflows and status updates (including keeping track of who is responsible to act next), and provide audit trails for review.

When communication is simplified, you have the environment to share knowledge between teams. Working in a single tool and supporting a self-service portal creates the perfect conditions for knowledge sharing. Service teams can easily share and benefit from information about processes, resources, services and events.

One final tip. It is a sound practice to make one point of contact responsible for the entire onboarding process. It does not matter much who this person is. An HR staff member would make sense because they have to do much of the work when onboarding a new employee anyway. Another option is to have an IT employee since they often already have access to confidential information.

But what if that dedicated resource is absent? The solution is simple: make sure tasks are transferable. Establish which process needs to be followed and communicate this to everyone involved.

The preferred solution is to standardise about 80 per cent of the process and keep the rest flexible. That way, there is always room for some improvisation when needed, but there are still some clear rules to follow, and not everything is up in the air.



Benefits of uniting your services

Think how happier your employees will be with one go-to service point that not only increases transparency but will transform the employee experience from an emotional rollercoaster ride into a skyrocket.

Streamlining the service functions and sharing the workload means operational costs go down. And you will also spare the expense of department-specific tools.

Using the strengths of each department means you will solve problems faster, leaving more time for more extensive improvements.

Bringing your service teams together boosts communication, making it easier to share tasks, workflows, best practices and knowledge – and ultimately help employees better.

Remember, onboarding is relatively straightforward. Once a single platform manages the service requirements, you can easily see the recurring processes, procedures, authorisations, and notifications that can be automated, reducing human error and improving productivity.

The benefits are not just around a common tool approach to service management but the value of productive collaboration:



Happier customers

With one go-to service point, it's a no-brainer where customers can go for help. This not only increases transparency, but it will also make your employee experience skyrocket.



Easier way to work

Bringing your service teams together boosts communication, making it easier to share tasks, workflows, best practices and knowledge - and ultimately help customers better.

Higher ROI and lower costs

Sharing the workload means operational costs go down. And you will also spare the expense of department-specific tools.



Higher quality of services

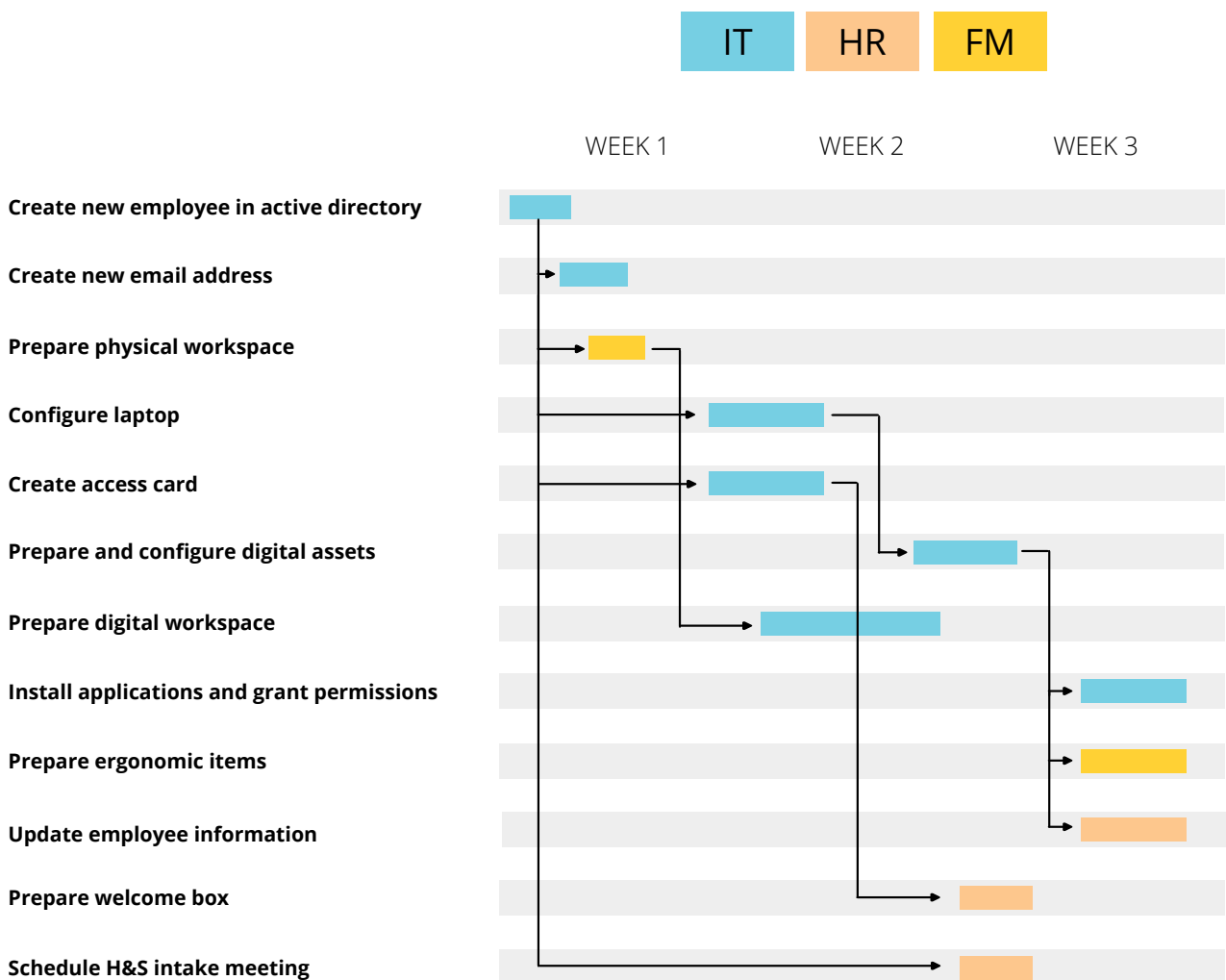
Using the strengths of each department means you will solve problems faster, leaving more time for more significant improvements like knowledge-centred service.

Learn how Utrecht University benefited from uniting their service departments.

→ Read the case

➤ How would this look like with TOPdesk?

With TOPdesk, you can automate your onboarding workflows by registering your recurring processes and procedures in templates. Easily set up dependencies between the tasks, and assign each task to the correct department. The software offers a clear overview of all tasks and workflows. You can see at a glance which tasks are in progress, spot possible bottle necks and manage deadlines – and even authorise activities from your inbox. You will always know whether your team is on schedule for the new starter!



Wondering how it works?

Book a **personalised demo** with us and find out why 5k+ IT professionals trust TOPdesk.

[Book a demo](#)



Attracting and retaining people has evolved rapidly

In 2020, LinkedIn² reported over 10 million Australian's had a profile and logged into the site at least once a month. Sites like LinkedIn and online job boards make it easier for people to find new roles and advertise their availability and experience.

All these factors and more make it hard for employers to maximise their retention rates. To attract talent and keep them, employers are considering more incentives to keep employees engaged, appreciated, and challenged in their current roles.

After spending so much money, time and effort to recruit new starters, it makes sense to consider a seamless onboarding experience as a welcome first impression.

A successful and consistent onboarding process will cement an organisation's reputation as an efficient and professional employer. Ensuring new starters have all the tools, resources and permissions to work productively from day one demonstrates an organisation's commitment to employee wellbeing.

Importantly it sets the benchmark for how an organisation operates and looks after its employees over the long term.

Make onboarding your first investment in retaining your talent. First impressions count.

² LinkedIn 2020 Emerging Jobs Report Australia

Methodology

TOPdesk commissioned the survey from Australian research company NewFocus. An online panel was used to source a sample of 1000 respondents to complete a 12-minute survey. Survey fieldwork was conducted from 26 May to 11 June 2021.

Eligible participants were required to live in Australia and have commenced a new position within the last five years at a company with a formal onboarding process that employs between 250 and 5000 employees.

All research was carried out in compliance with ISO 20252.

Gender	Male	537	54%
	Female	465	46%
	Other	1	0%
Age	18-29	185	18%
	30-39	463	46%
	40-49	240	24%
	50-59	115	11%
Location	New South Wales	295	29%
	Victoria	342	34%
	Queensland	182	18%
	ACT	19	2%
	South Australia	85	8%
	Western Australia	60	6%
	Northern Territory	3	0%
	Tasmania	17	2%
Total		1003	100%