

What Affects HR Service Quality



The Study

The ADP Research Institute (ADPRI) constructed a metric to explore and measure employees' experience of HR, and determine if an employee considers HR to add value to their experience (i.e., Value-Promoting). The HR XPerience Score (HRXPS) consists of 15 items with which to measure HR effectiveness and pinpoint what strategic and tactical actions the HR function can take to increase service quality.

The Results

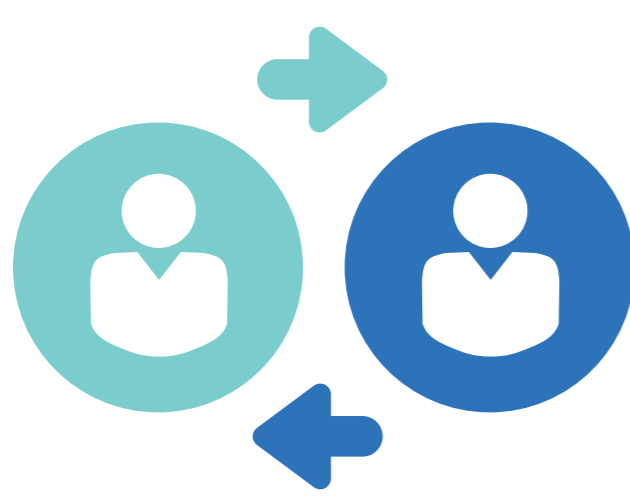
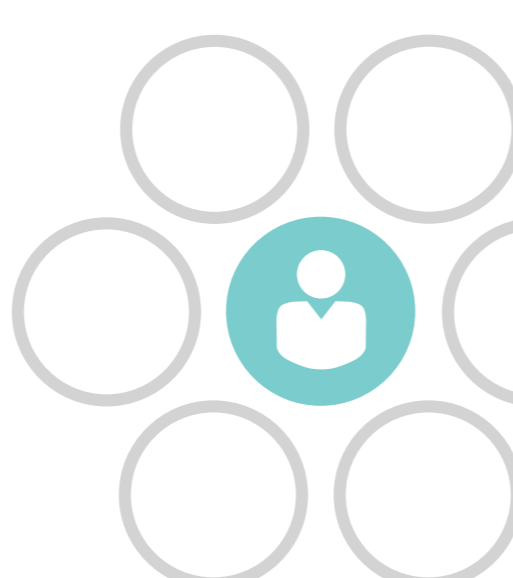
With this research, we were able to define the psychological experiences that influence higher HR satisfaction, build a metric to measure these experiences, and identify both the causes and effects of higher HR service quality.

Single Point of Contact

Employees with a single point of contact with HR are **2x more likely** to say HR is Value-Promoting than employees with multiple HR contacts,

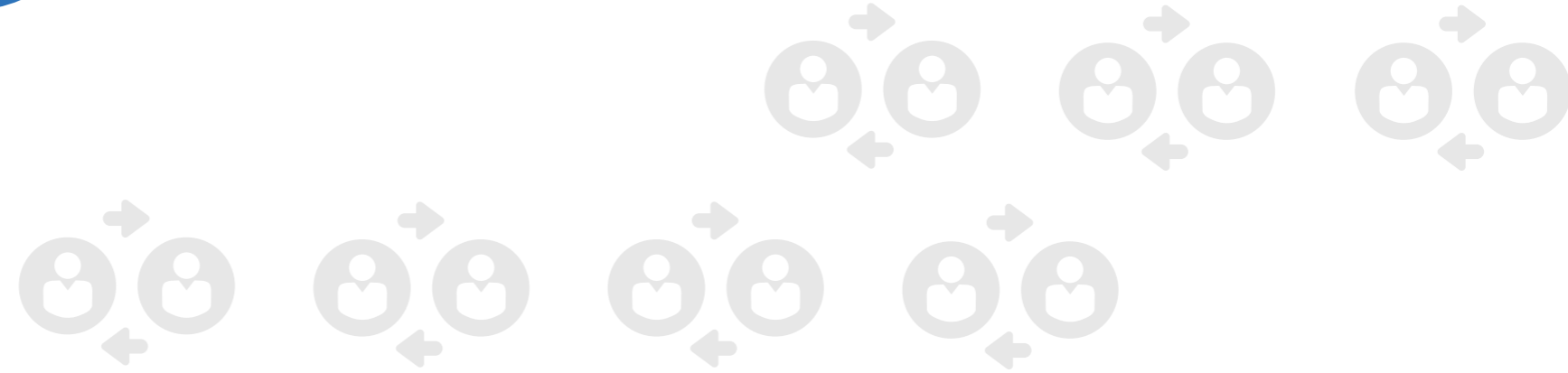


and **5x more likely** than employees who have no HR.



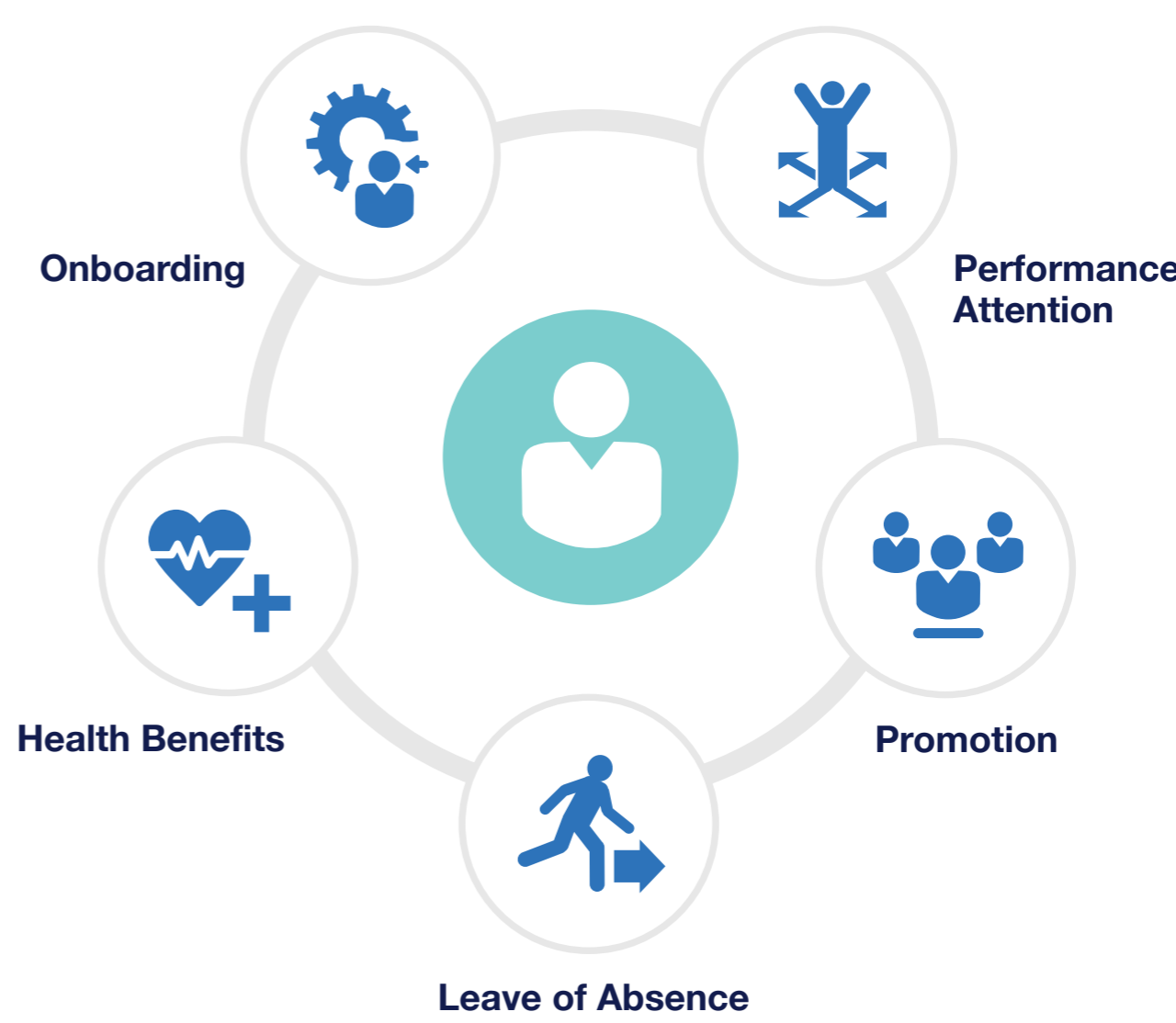
Number of HR Interactions Matter

Those who have had seven interactions are **7.4x more likely** to say HR is Value-Promoting than those with no interactions.



Use of Any and All HR Services

Those who use 5 services from HR are **11x more likely** to say HR is Value-Promoting than those who use no services.



Traditional HR Services Related to Higher HRXPS



1 Onboarding

Employees that have a formal onboarding process are **8.5x more likely** to say HR is Value-Promoting than those who did not have a formal onboarding process.

2 Performance Attention

Those who receive the most frequent attention on their performance are **4.4x more likely** to say HR is Value-Promoting than those who receive no performance attention.



3



Health Benefits

Those who receive health benefits and use them are **3.5x more likely** to say HR is Value-Promoting than those not offered health benefits.

Download the full report at ADPRI.org

