



UKG for Manufacturing

Life-Work Technology: Securing the Future Manufacturing Workforce

*Insights from the 2021 Future
Manufacturing Workforce Study*

Manufacturing EXPO



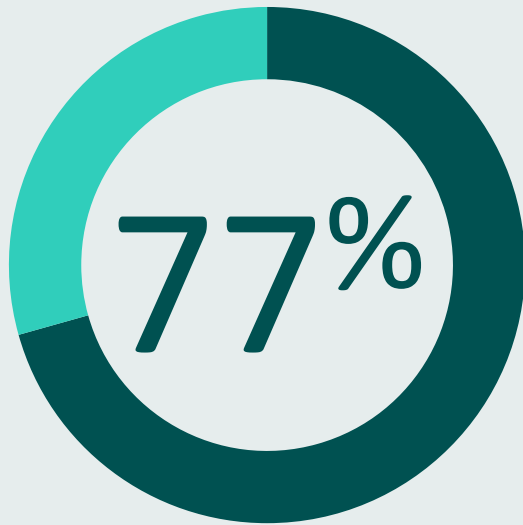
Speaker Introduction



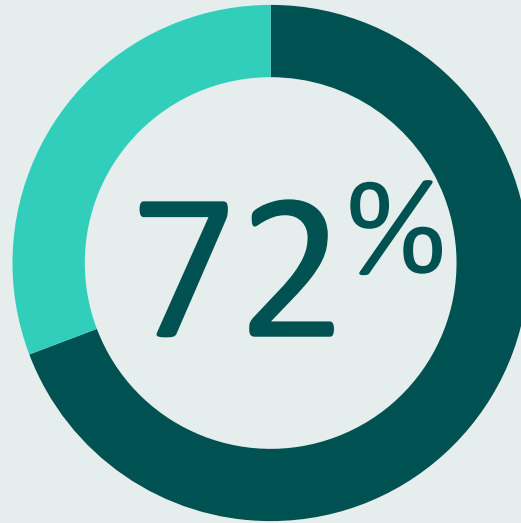
Heather Badower
Lead Industry Marketing Manager,
Manufacturing Practice



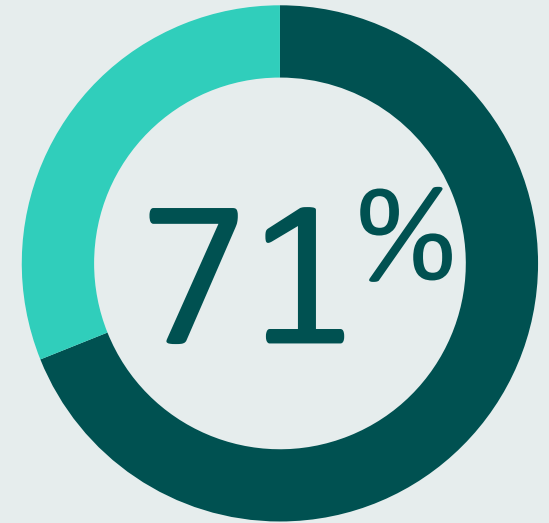
The Manufacturing Industry is Facing a Talent Crisis



of highly skilled manufacturing workforce will have retired by **2030**

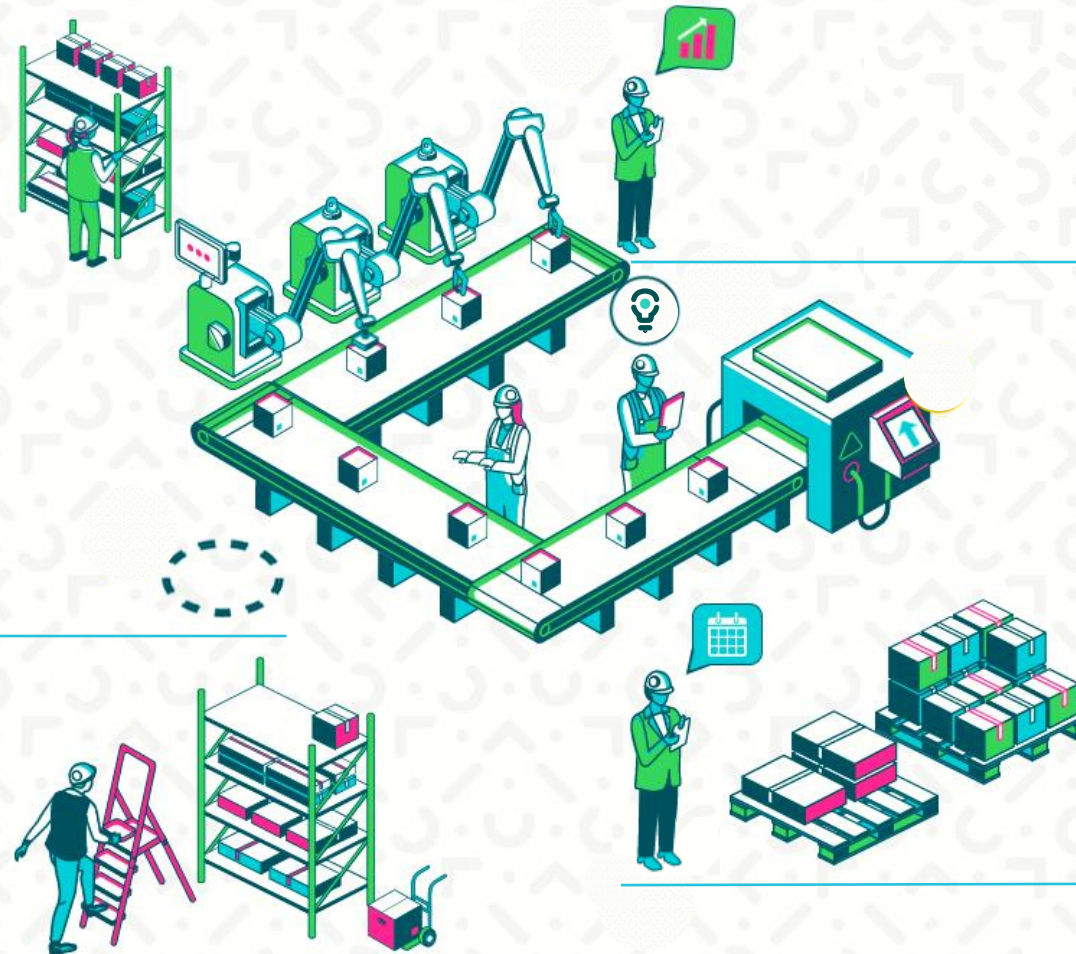


of factory tasks are **performed by humans**



of the **value created** by the operation comes from human interactions

Driving Value in a Talent Crisis



71 % of the value created by the operation comes from human interactions

77% of highly skilled manufacturing workforce will have retired by 2030

72% of factory tasks are performed by humans

The Future Manufacturing Workforce Study – Why Now?



**Combatting the
Labour Shortage**



**Leading through
disruption**



**The New Employee
Experience**

HR Executive Insights

HR Executives



Question: Which of the following categories best describes your job role/title?
Base: All respondents (n=305).



Question: Which of the following best describes your primary HR role in your company?
Base: All respondents (n=305).

Manufacturing Industries

Food & Beverage

Apparel/Textiles

Electronics/Computers/
Telecom Equipment

Aerospace & Defence

Automotive/Transportation
Vehicles & Equipment

Medical Devices/Lab
Equipment

Pulp & Paper

Consumer

Wood

Chemicals

Goods/Durables

Products/Furniture

Industrial
Machinery

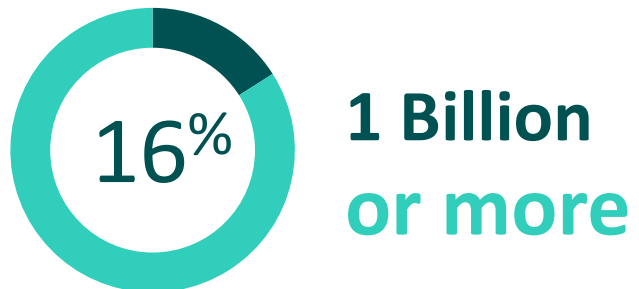
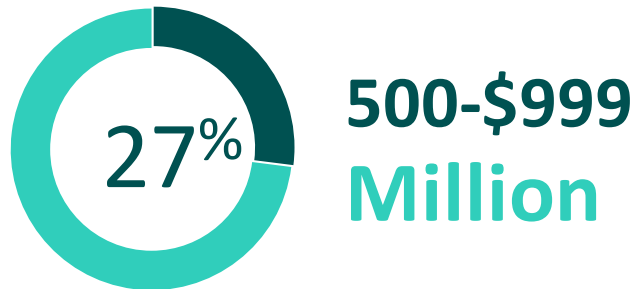
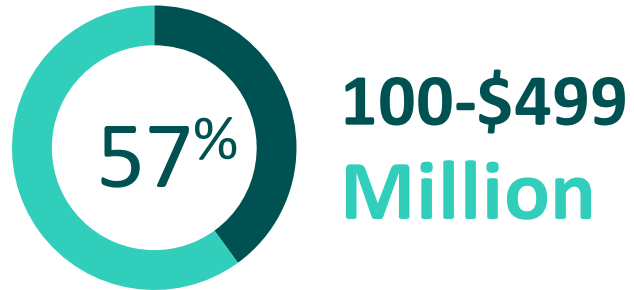
Metals

Construction/Agriculture/
Building Equipment

Mining/Mineral
Processing

Organisation Size

By Revenue



By Employees



Top 3 Challenges Facing HR Executives

60%

Attracting
Gen Z

57%

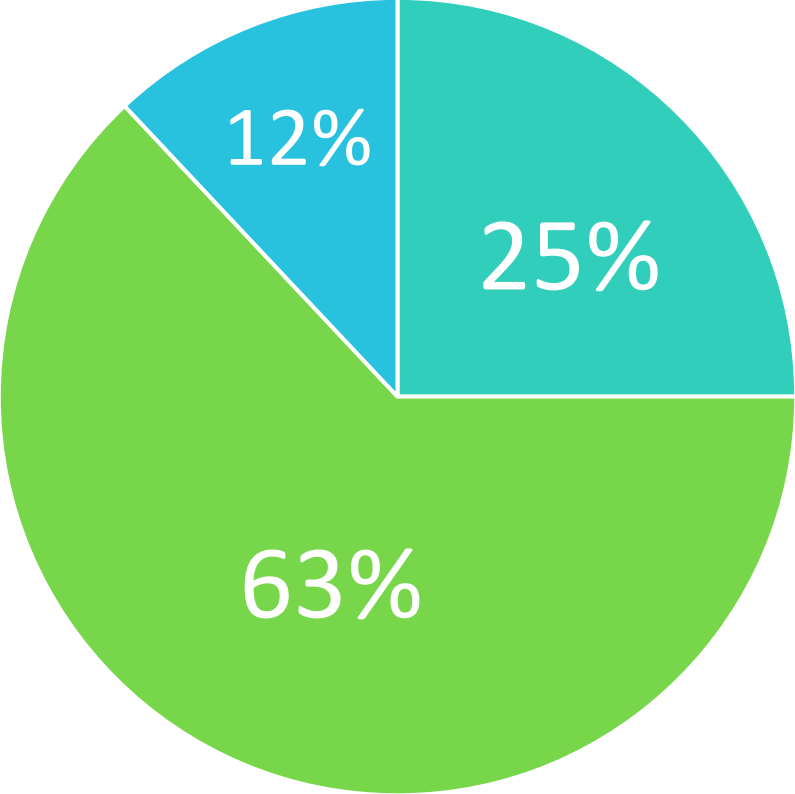
Transferring
knowledge from
older employees to
younger employees

48%

Retaining
Gen Z

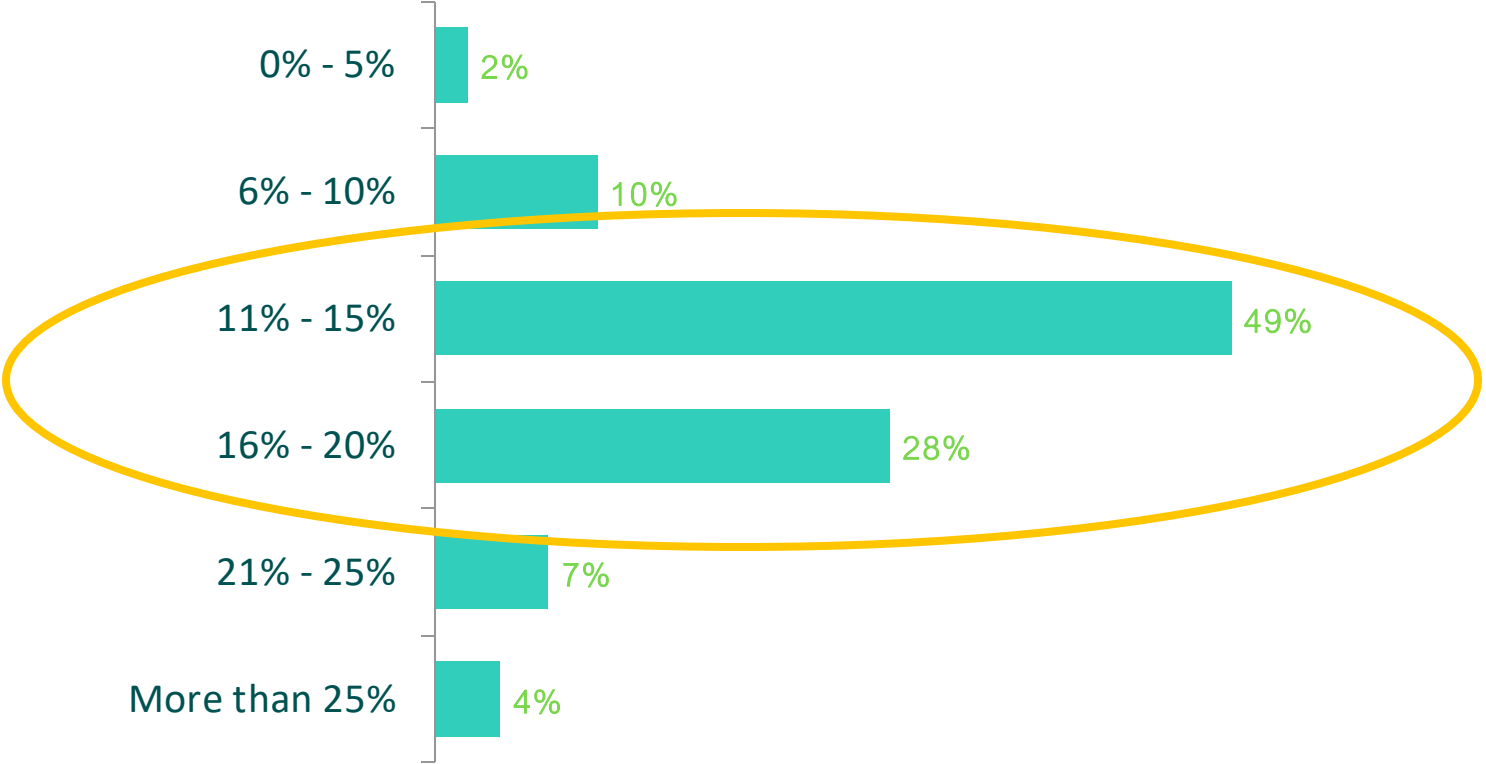


Prioritisation, Attracting the Future Workforce



■ Very High Priority ■ High Priority ■ Medium-Low Priority

Average Yearly Turnover, Gen Z Employees



Question: What is your average turnover rate for Gen Z employees in a typical year?
Base: All respondents (n=305).

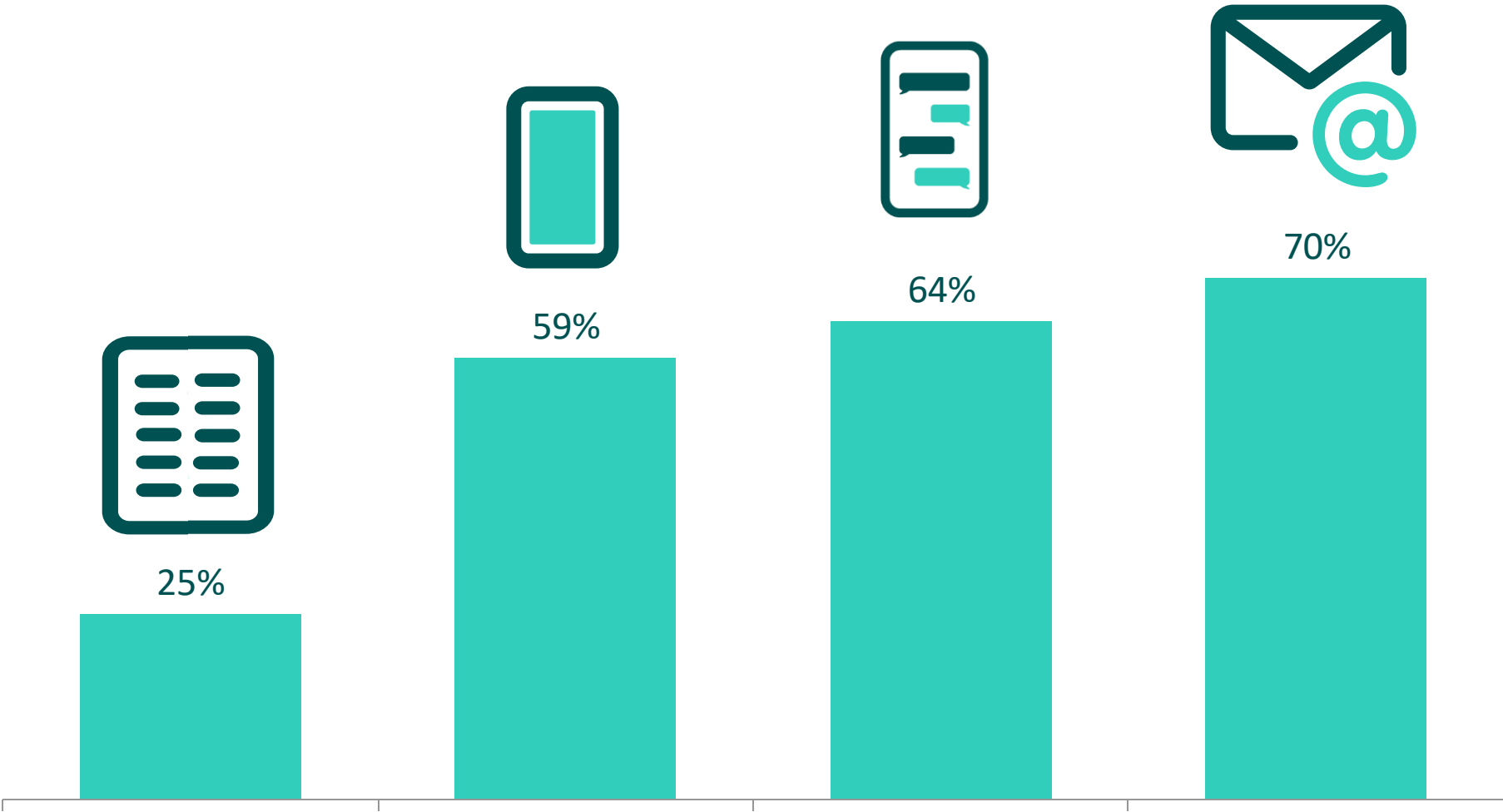
Top 5 HR Strategies: Attracting Gen Z

- 1 Collaborating with local schools and colleges to develop programmes and/or coursework focused on teaching technical skills related to manufacturing work
- 2 Offering flexible job schedules (i.e. alternative shift schedules, flexibility to swap shifts when needed)
- 3 Supporting apprenticeship programs that offer job experience and professional development
- 4 Recruiting Gen Z individuals with non-traditional experience and providing the necessary education or technical training
- 5 Providing competitive wages for your local market (geographically speaking)

Top 5 HR Strategies: Retaining Gen Z

- 1 Actively build employee development programs for current employees
- 2 Offering flexible job schedules (i.e. alternative shift schedules, flexibility to swap shifts when needed)
- 3 Offering mentorship programs to allow younger employees to expand their knowledge
- 4 Providing competitive wages for your local market (geographically speaking)
- 5 Cross-training current employees so they learn multiple skills / perform a broader set of skills (i.e. multitasking)

Top HR Strategies: Communication

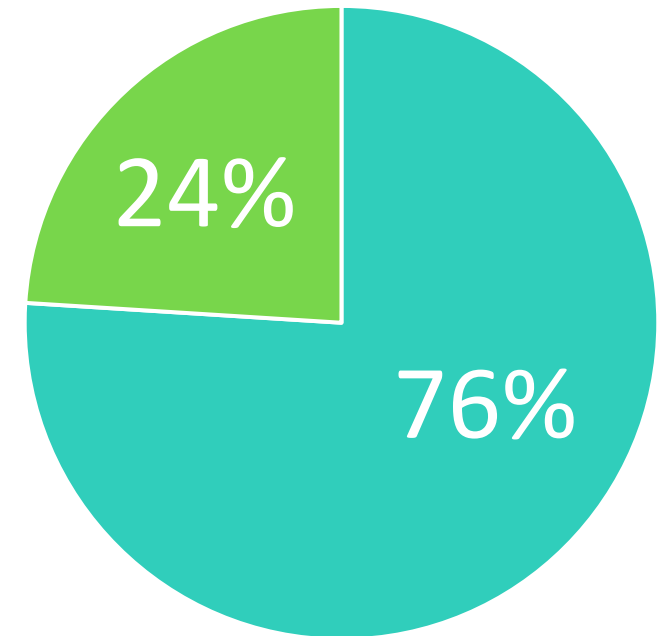
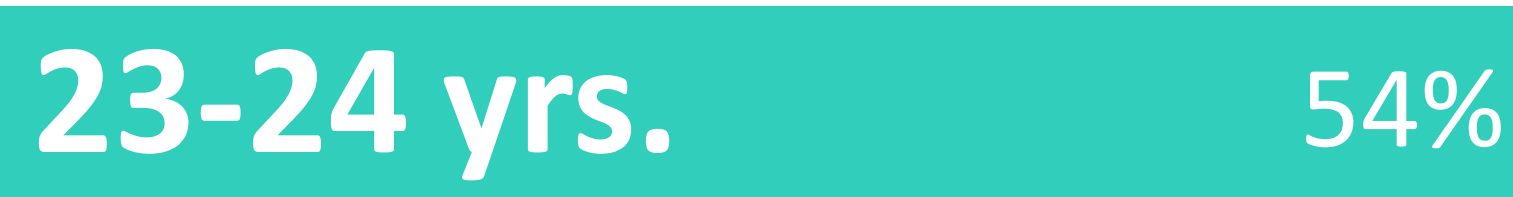


Question: What methods do you use to communicate with your hourly workforce?

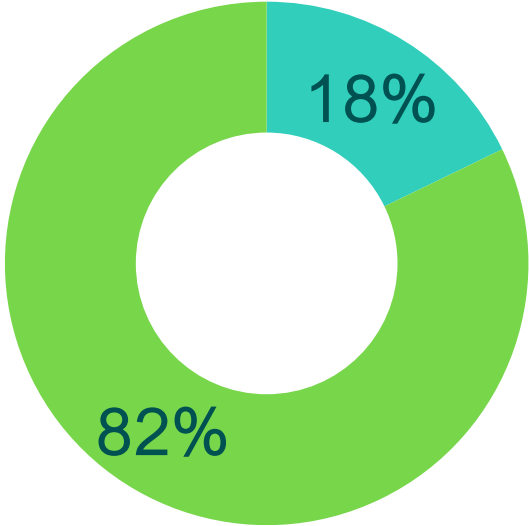
Base: All respondents (n=305).

Insights from the Future Workforce

Gen Z Participant Demographics

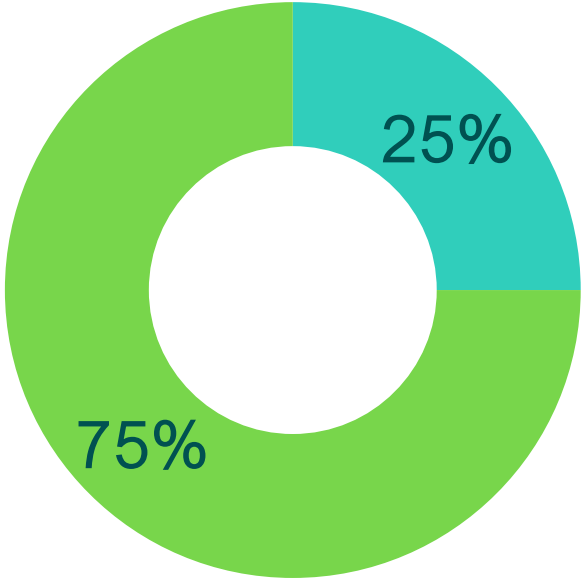


Gen Z Participants



● Full time ● Part time

*Question: Which of the following best describes your current employment or working situation?
Base: All respondents (n=881).*

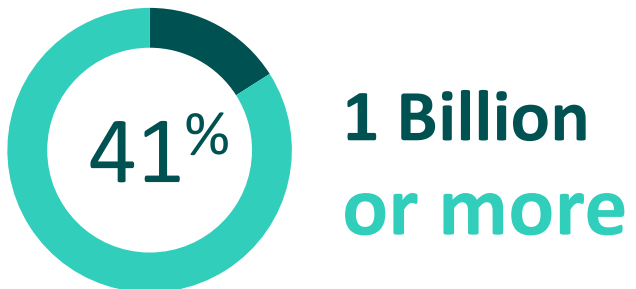
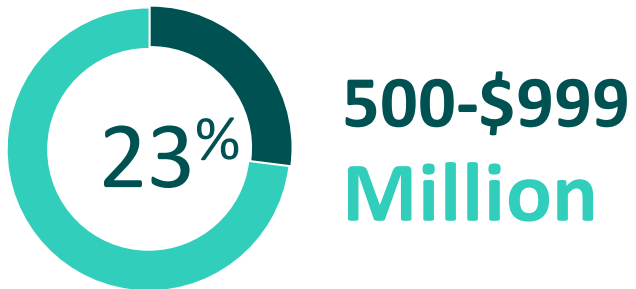
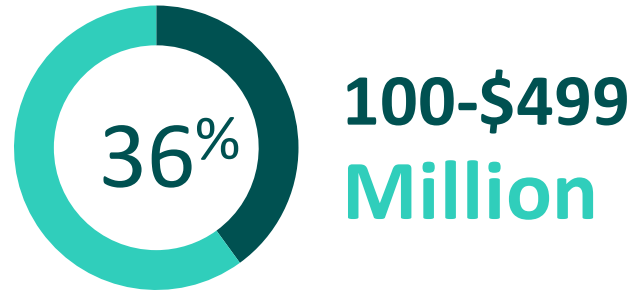


● Frontline - hourly ● Corporate - salaried

*Question: Which of the following best describes your primary job role in your company?
Base: All respondents (n=881).*

Where They Work

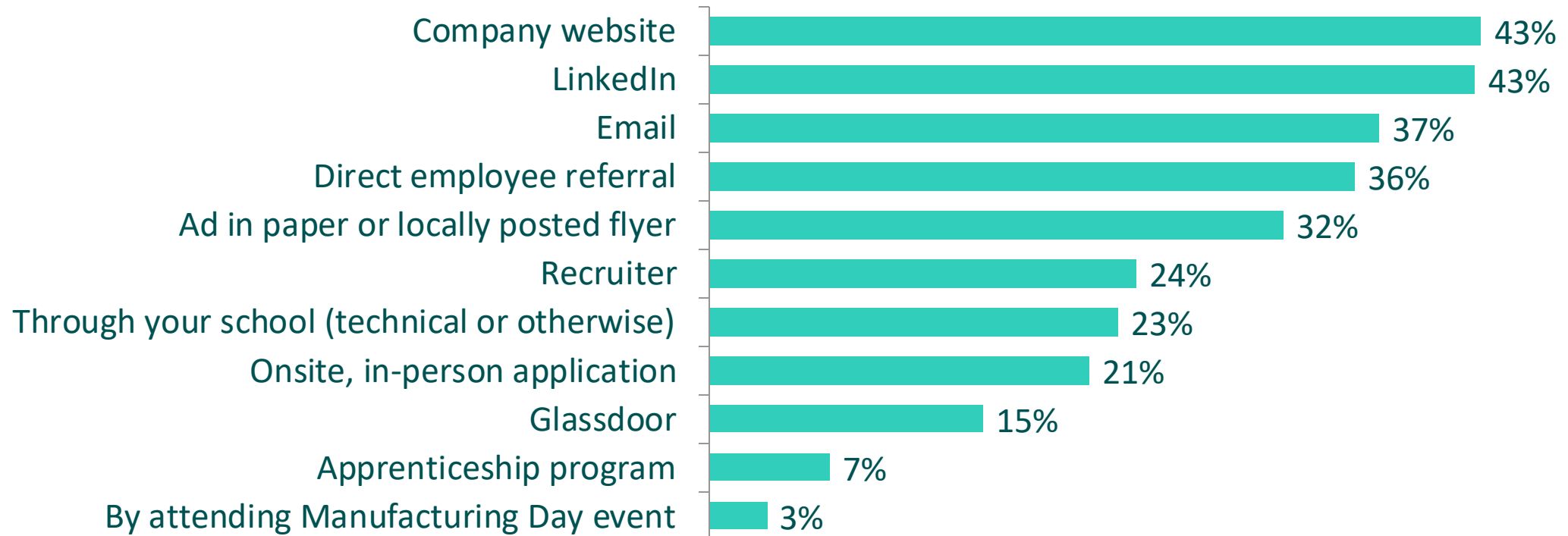
By Revenue



By Employees



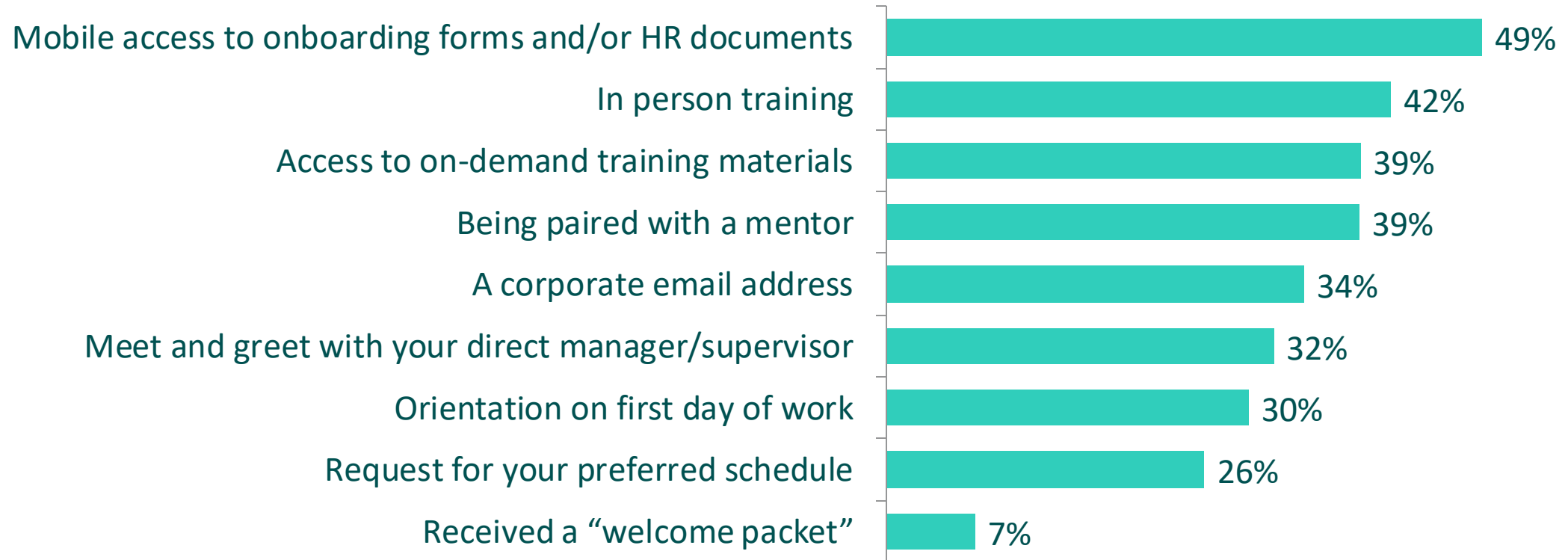
How Are They Finding Work?



Question: Which of the following sources did you use to help get your current job in manufacturing?

Base: All respondents (n=882).

Onboarding: Room for Improvement?



Question: Which of the following did you receive when you began your job with your current employer?

Base: All respondents (n=882).



The Good News, Training on the Job

39% Excellent

53% Good

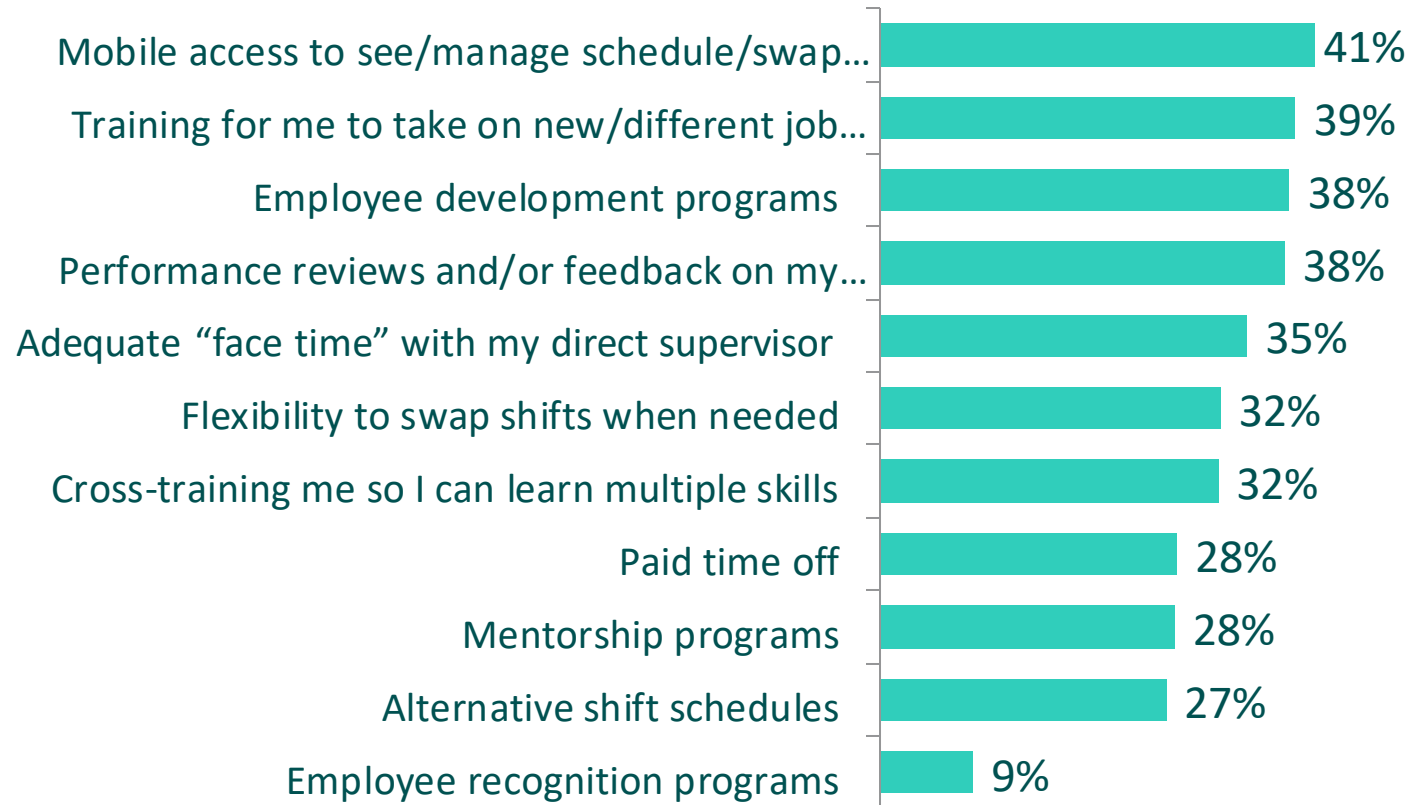
8% Fair

0% Poor

Question: How would you rate the quality of the training for your job that you have received from your current employer?

Base: All respondents (n=880).

Resources Available On the Job



Question: Which of the following does your employer offer you?

Base: All respondents (n=882).

What's Important on the Job? Everything.

Schedule Flexibility

Diversity & Inclusion
Initiatives

Opportunities for
Advancement

Enough Time Off /
Work-Life Balance

A Great Boss

Competitive Benefits

Pay Rate

Company Has Strong
Environmental
Responsibility

Opportunity to Earn
More through Overtime

Company Has Strong
Social Responsibility

Good Company
Culture

Good Relationships
with Peers

Training & Development

Job Satisfaction Ratings



Question: Overall, how satisfied are you with your current job in manufacturing?
Base: All respondents (n=880).



Drivers of Higher Job Satisfaction

Feel like my company cares about me

Recognition and respect

Working on fulfilling projects

Being trusted by my supervisors

Modern, consumer grade workplace technology

Flexible schedule

Skill development and promotion opportunities.

Visibility into how their work impacts the organisation

Consistent feedback on performance

Clear goals and development plan

Top Motivations, Leaving a Job

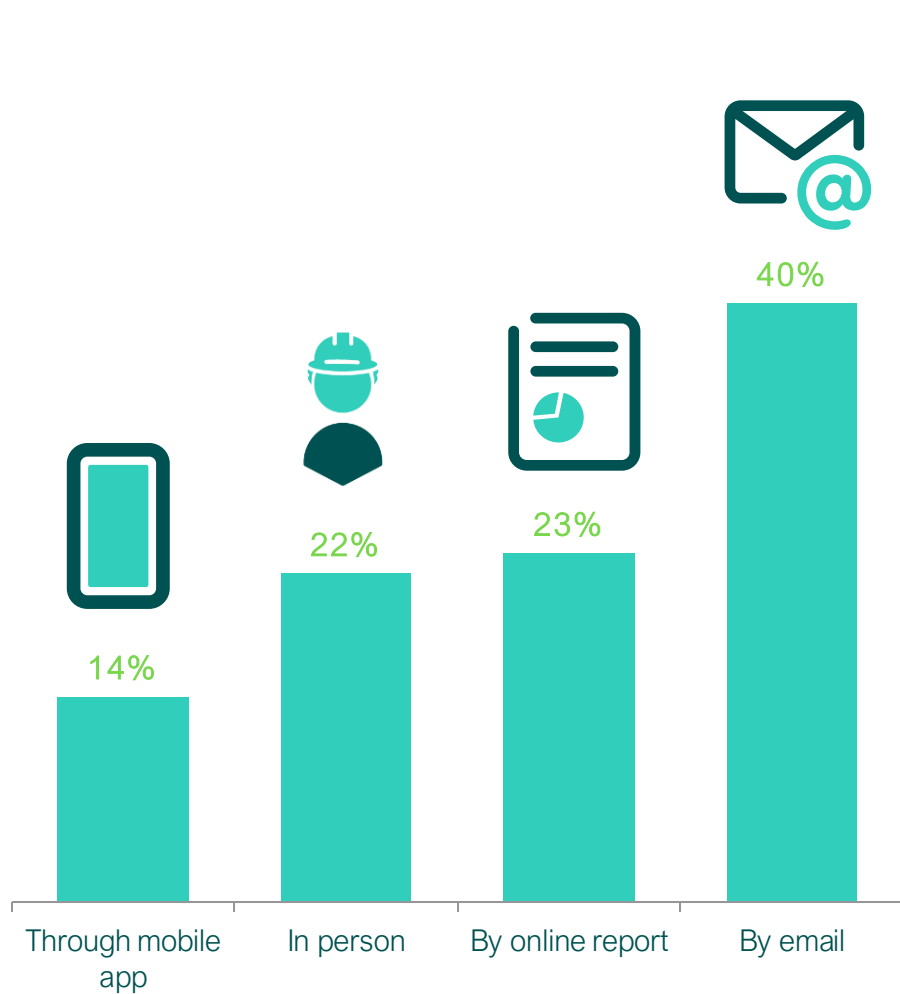
Generation Z

- 1 More time off
- 2 Higher pay
- 3 More flexible schedule options
- 4 More opportunities for career growth, or to learn new skills
- 5 Better healthcare benefits

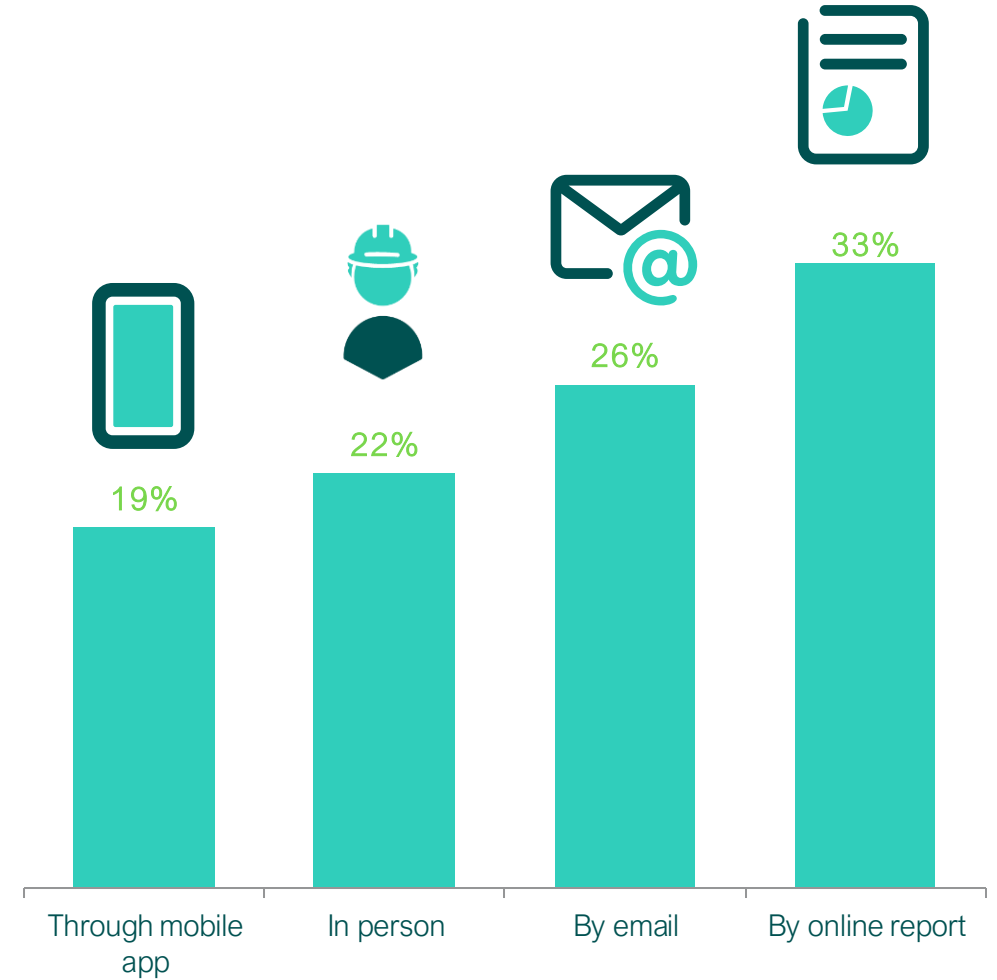
HR Executives, Retention Strategies

- 1 Actively build employee development programmes for current employees
- 2 Offering flexible job schedules (i.e. alternative shift schedules, flexibility to swap shifts when needed)
- 3 Offering mentorship programmes to allow younger employees to expand their knowledge
- 4 Providing competitive wages for your local market (geographically speaking)
- 5 Cross-training current employees so they learn multiple skills / perform a broader set of skills (i.e. multitasking)

Communication Preferences

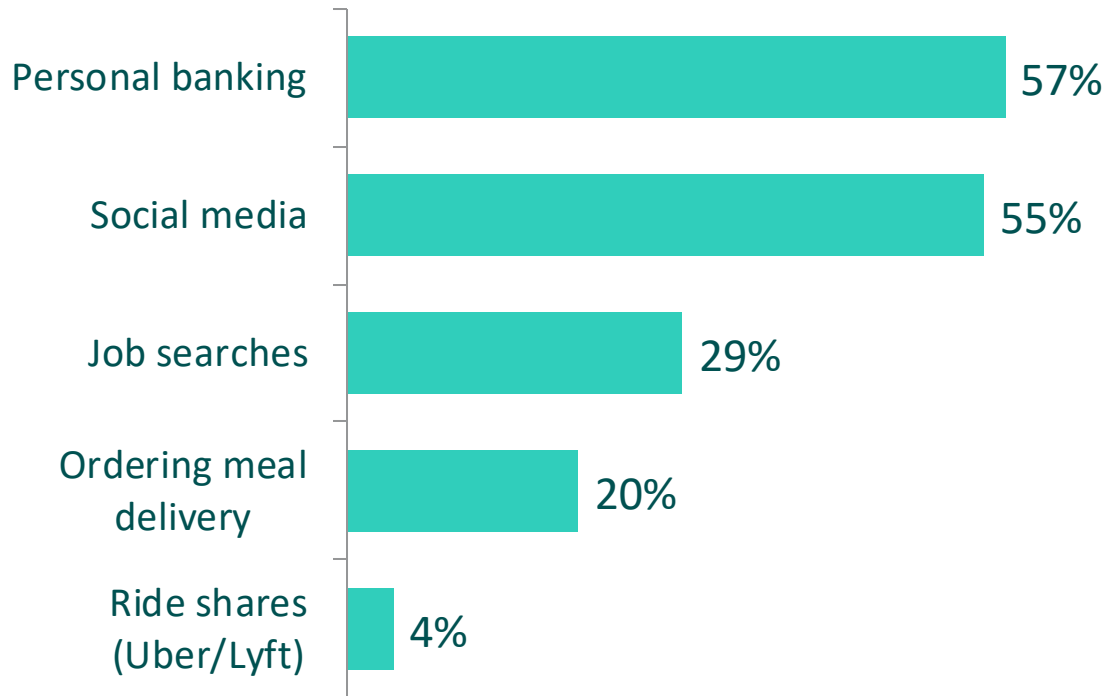


Question: How do you prefer to receive feedback on your job performance?
Base: All respondents (n=880).



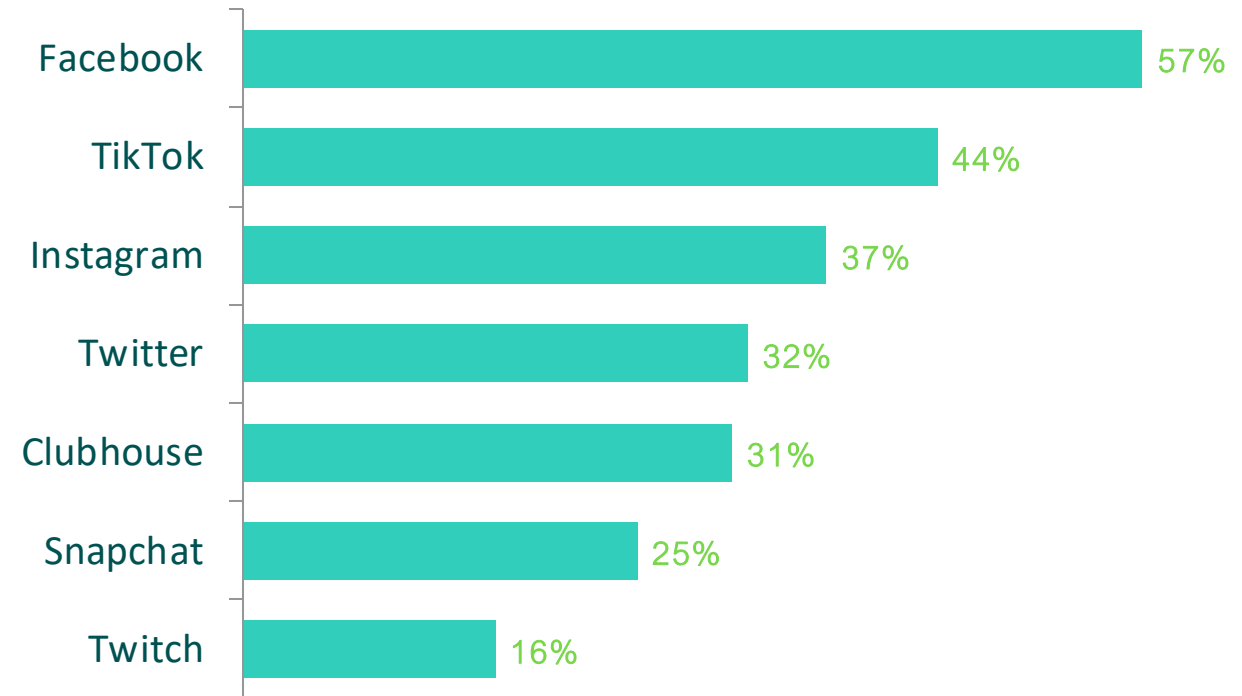
Question: How do you prefer to communicate with your fellow employees when you are on the job? Base: All respondents (n=880).

Communication Platform Use



Question: In what ways do you use technology in your personal life?

Base: All respondents (n=880).



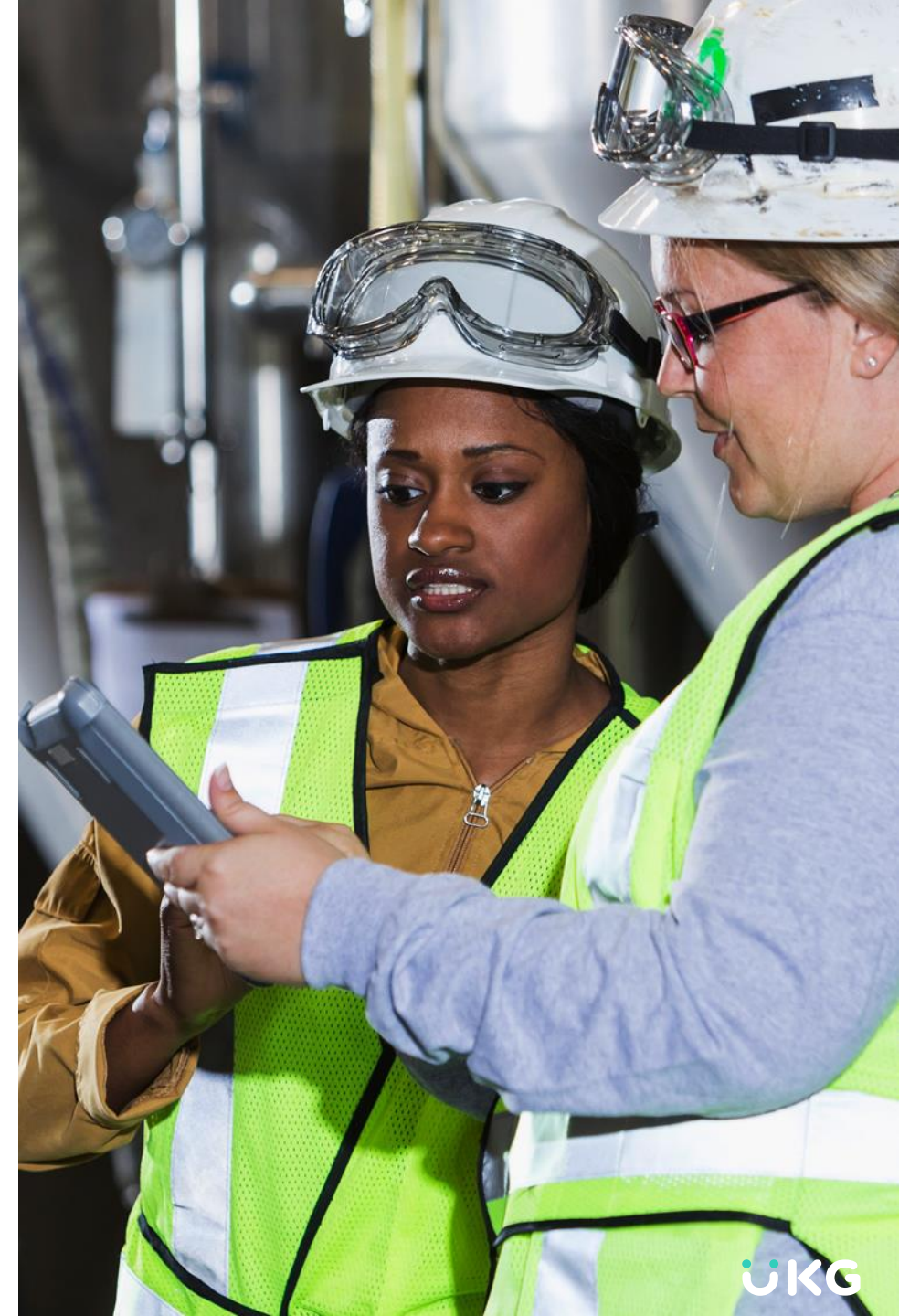
Question: What phone applications do you use at least once a week?

Base: All respondents (n=880).

6 Key Learnings

Manufacturers are on the right path developing strategies for attracting and retaining Gen Z, but there is opportunity for further alignment by:

1. Creating a seamless onboarding experience that rolls into employee development path
2. Using data to examine catalysts for turnover
3. Prioritising work-life balance by offering competitive time off
4. Making flexible work schedules are a priority
5. Modern technology is a must
6. Face time with supervisors is important



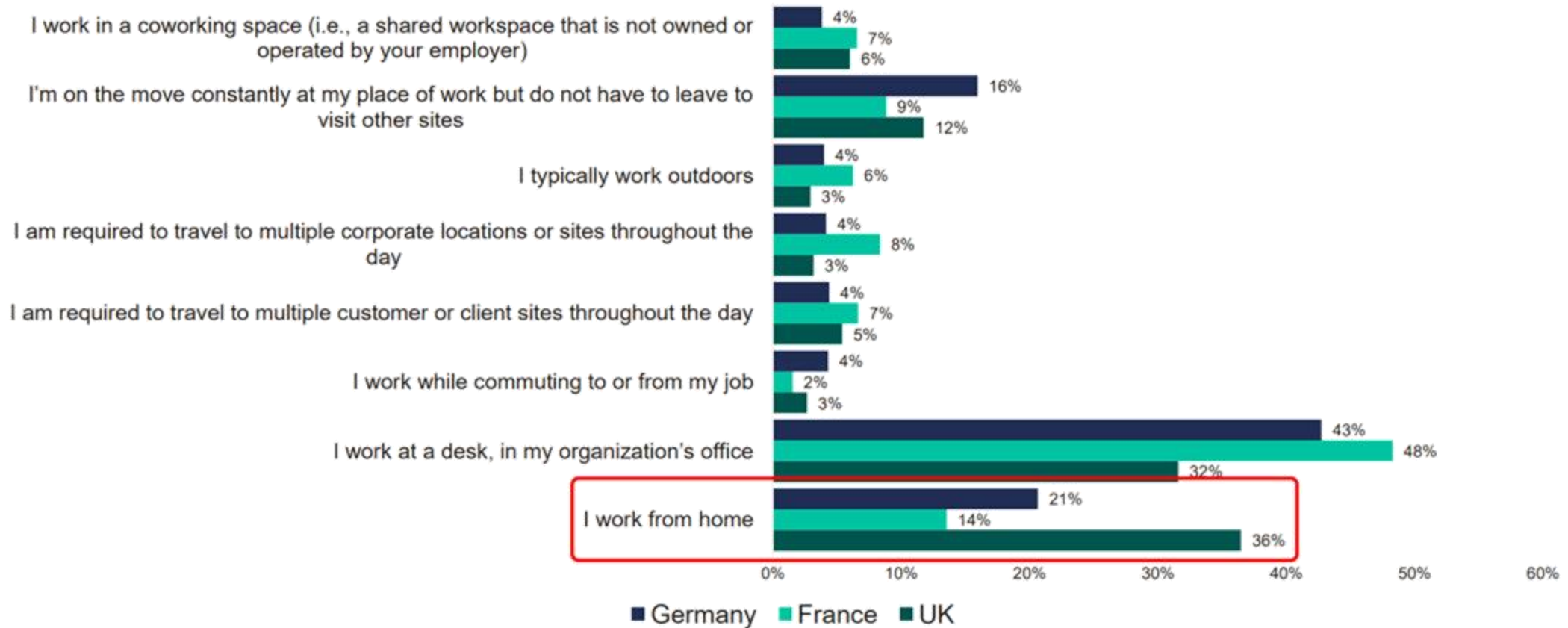
The Role of Life-Work Technology



**It's Life-work, not
work-life anymore**

Where Employees Work Right Now, by Country

Which of the following best describes where or how you primarily work?



Forrester Research, Inc.
BUSINESS TECHNOGRAPHICS®
Forrester Analytics Business Technographics Workforce Survey, 2021
Total Sample Size: N=10,255

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LIFE



WORK

Most technology was designed to **serve processes and transactions** for the **organisation**

Organisations must become Life-Aware

LIFE

WORK

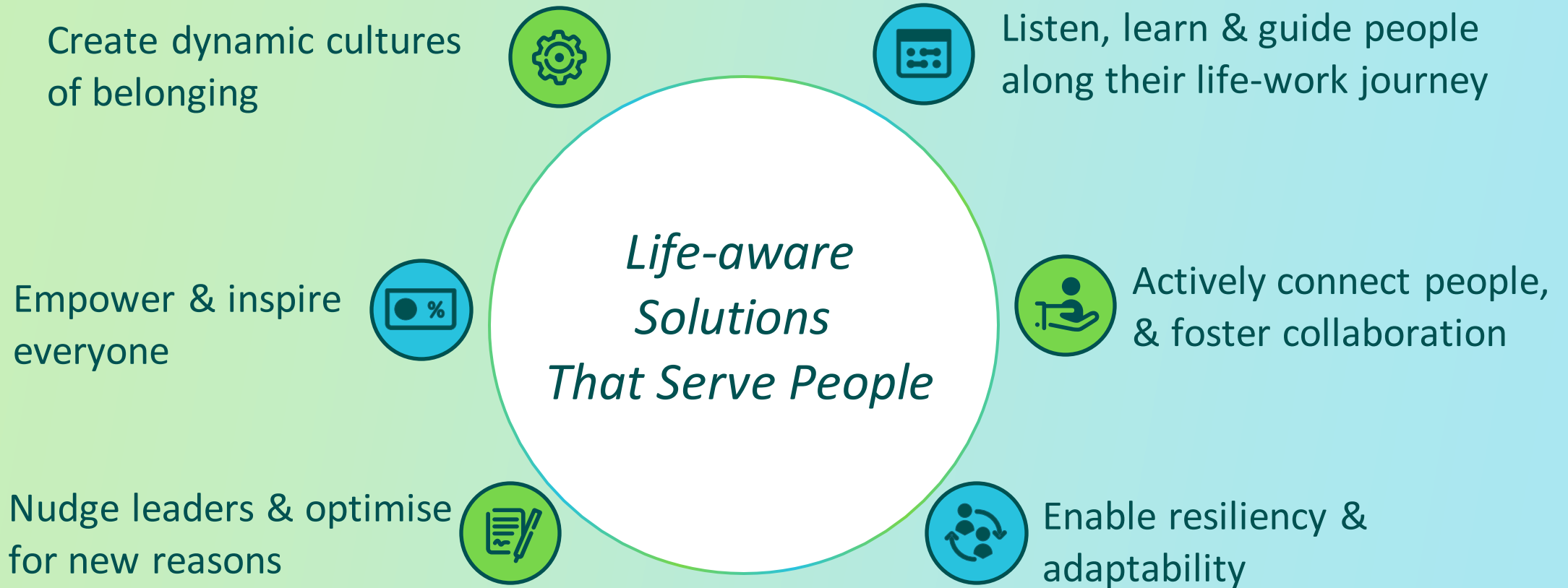




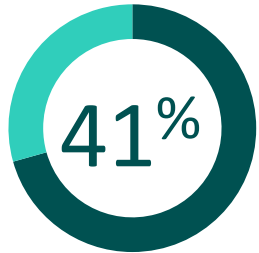
**We need technology that
serves people, not process.**

Life-work Technology™

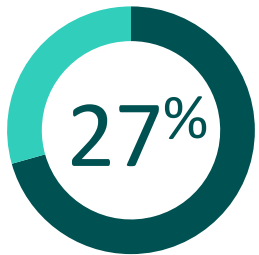
A New Solution Approach that Elevates People's Life-work



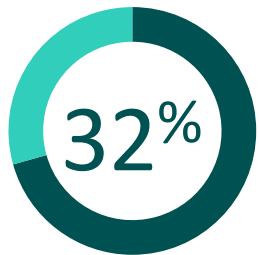
Life-work Technology & Employee Needs



Access to view and manage schedules on mobile



Availability of alternative shift schedules



Flexibility to swap shifts when needed



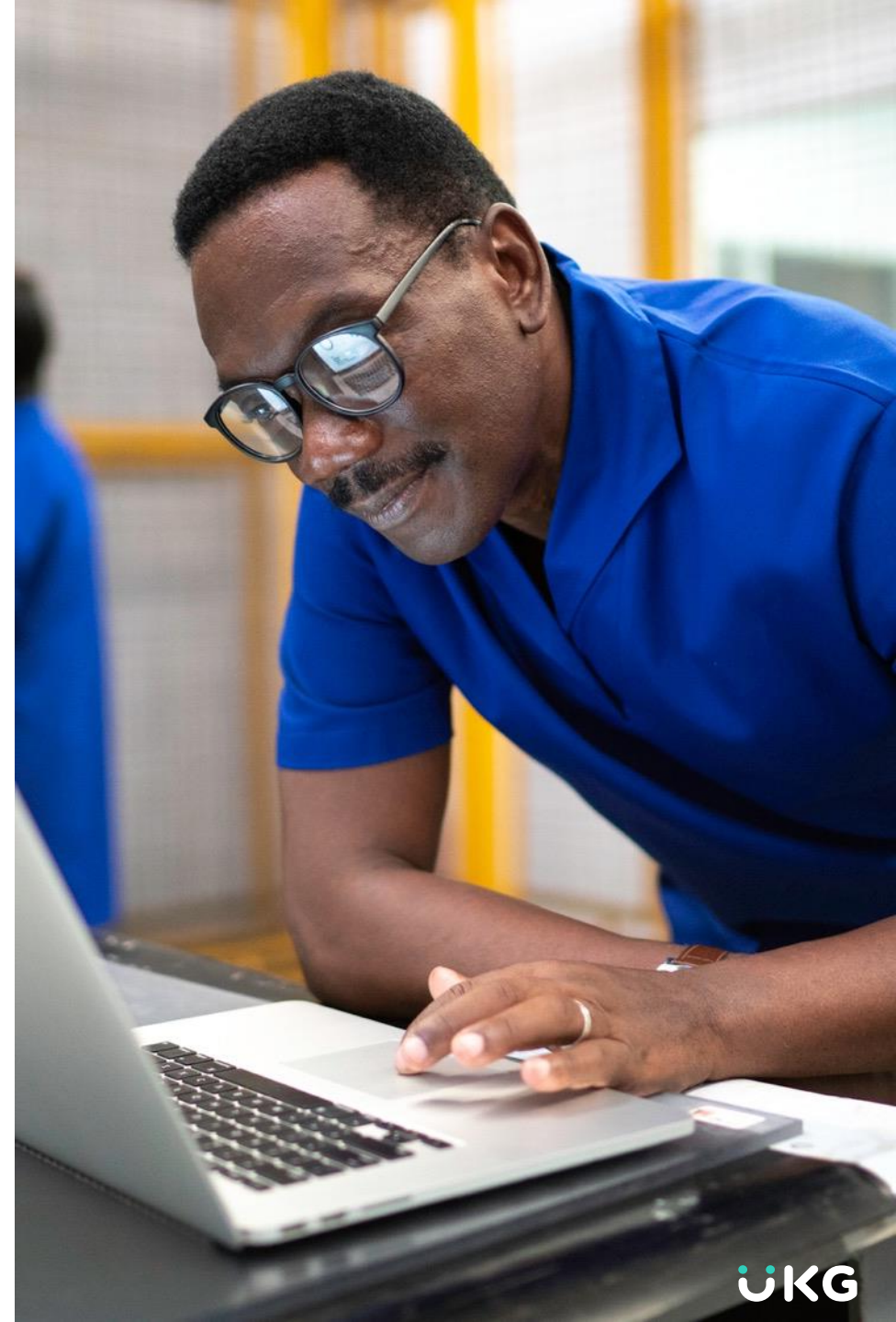
Life-work Technology & Operational Strategies

- Visibility into the available workforce to drive optimisation
- Access to real-time analytics on employee efficiency and productivity
- Ability to manage demand-driven scheduling in the moment



Why Now?

- Combatting the labour shortage
- Becoming an employer of choice
- Increasing operational agility
- Preparing for the future



UKG



Thank You

