



*Sympa*

# **First Year with Sympa**

## **Survey:**

The effects of the Sympa HR system on client organisations a year after implementation

## SUMMARY

### What changes were observed in Sympa HR client organisations a year after its implementation?

THIS SURVEY investigated the changes that took place in HR processes and tasks during the first year of the Sympa HR system's implementation. The survey was conducted by interviewing three companies that had implemented the system – HR, supervisors, and the management – over the course of two years.

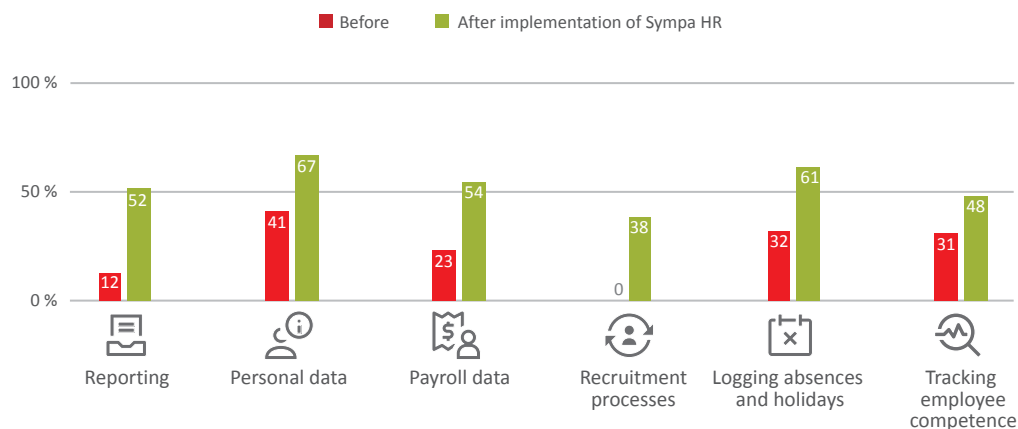
The results indicate that the management, HR managers, and **supervisors were significantly more satisfied with the availability and timeliness of HR reports** after implementing Sympa HR. Before the introduction of Sympa HR, only 12% of respondents were satisfied with HR reports. A year after the system's introduction, over half of the respondents (52%) were satisfied. The most radical positive turn occurred right after implementation, but satisfaction increased further when users got accustomed to the system. Sympa HR also significantly streamlined HR processes as the system's introduction freed up about three hours a week for other tasks for supervisors.

The respondents stated that routine tasks related to recruitment, onboarding and writing reference letters were easier after the system's introduction. The number of users satisfied with recruitment processes increased from zero to 38 percent after implementation.

The responses indicate that there were significant improvements in tracking competence, development, and training thanks to Sympa HR. Respondents felt that conducting performance reviews was significantly more agile: the number of satisfied users increased by 17 percentage points. In addition, the documentation of training sessions and training requirements was significantly improved, as the number of satisfied respondents increased by 30 percentage points.

There were also clear improvements in the availability and timeliness of personal, payroll, and absence information. While previously 22% of respondents saw personal data as a problem, with the introduction of Sympa HR the number decreased to 4%. Simultaneously, the number of users satisfied with processing of personal data increased by 26 percentage points. The number of users satisfied with checking, logging, and editing payroll data also increased by 31 percentage points.

#### THE NUMBER OF SATISFIED RESPONDENTS (%)



# INTRODUCTION

## What was studied and how was the survey conducted?

THE EFFECTS of an HR system on a company or organisation usually extend well beyond HR management and take time to take root. Therefore, analysis of these effects calls for long-term research, where the organisation is investigated thoroughly. For this reason, this survey mapped out changes observed by corporate management, supervisors and HR personnel during the first year following the introduction of Sympa HR.

The first round of the three-part survey was conducted before the introduction of Sympa HR, in early 2014. The next round was conducted after implementation in late 2014, and the third about a year after this, during 2015. The participants represented medium-sized companies from different fields employing 100–220 people. Approximately half of the respondents represented management and HR, the rest were supervisors. The survey was conducted by Gartner Finland.

The survey looked into the following areas of HR:

- Recruitment, onboarding, and reference letters
- Personal, payroll, and absence data
- HR tools
- Competence, development, and training
- Distribution of working hours.

**The results were positive throughout.** The respondents stated that, thanks to Sympa HR, personnel-related reports were more easily available and more up-to-date. Studying the results of this survey in detail is a good way to assess whether the system suits your organisation's needs.

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<sup>1</sup> The following companies participated in the survey:

BW-Restaurants (<http://bw-restaurants.fi/>),

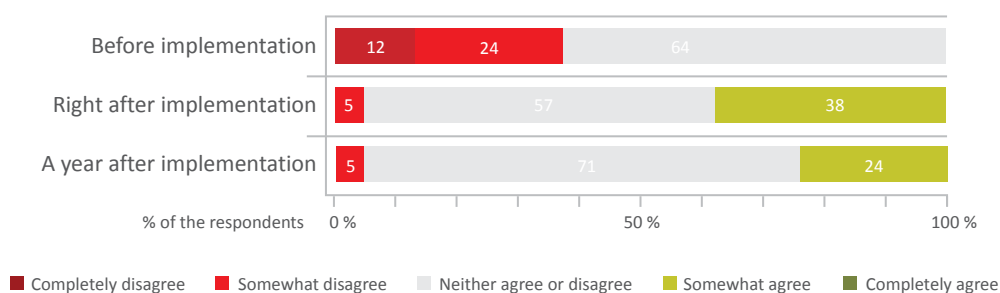
Recover Nordic (<http://recovernordic.fi/>) and Veritas (<https://www.veritas.fi/>).

## RECRUITMENT, ONBOARDING AND REFERENCE LETTERS

### Significantly more streamlined recruitment processes with Sympa HR

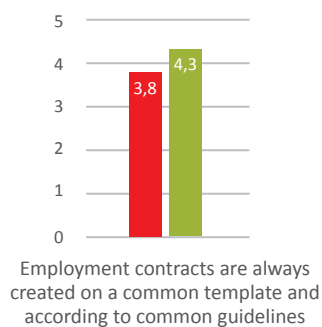
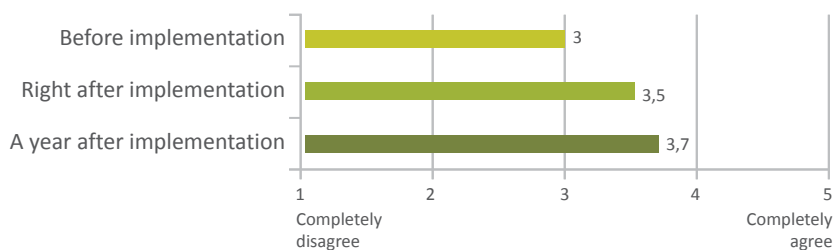
THE RESPONDENTS' assessments of the efficiency of recruitment processes before the implementation of Sympa HR were rather negative: 36% of the respondents disagreed with the statement "It is quick and easy to create job advertisements and to process and compare job applications." After the system's implementation, **satisfaction with recruitment processes had increased by as much as 62%.**

#### IT IS QUICK AND EASY TO CREATE JOB ADVERTISEMENTS AND TO PROCESS AND COMPARE JOB APPLICATIONS



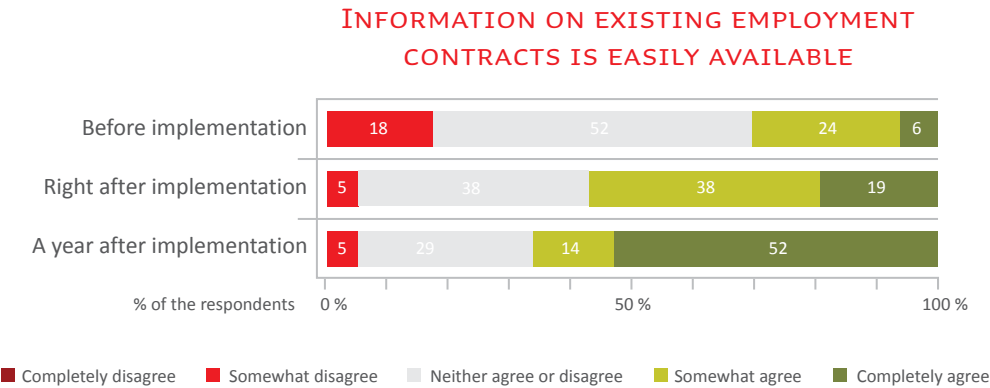
The respondents also stated that recruitment processes were more functional and that the employer image of the company had improved after the implementation of Sympa HR.

#### WE HAVE A FUNCTIONAL RECRUITMENT PROCESS THAT PROJECTS A GOOD EMPLOYER IMAGE

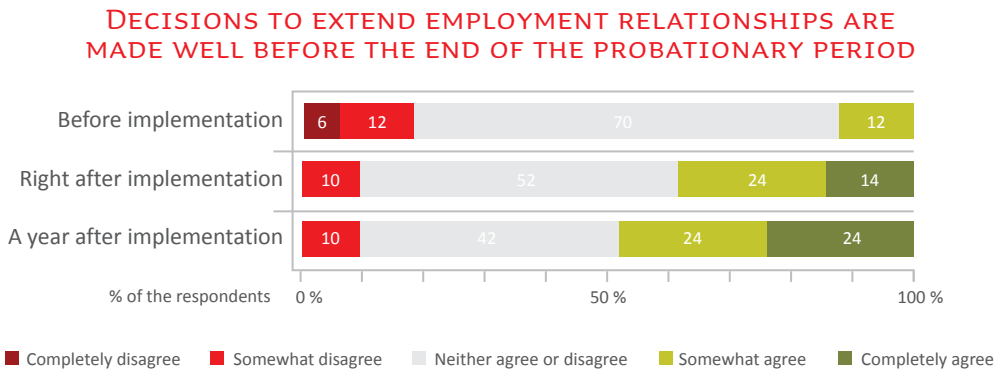


■ Before ■ After implementation of Sympa HR

Sympa HR also made it easier to examine existing employment contracts in the companies. Previously, only a third of the respondents felt that examining existing contracts was easy, whereas a year after implementation as much as two thirds of the respondents were satisfied.



The respondents stated that Sympa HR helped them make decisions on whether to extend employment relationships well before the end of the probationary period. Satisfaction increased by 36 percentage points: 48% of the respondents said that decisions were made early enough after the implementation of Sympa HR, while before implementation the number was only 12%.



The results concerning the benefits of using Sympa HR for reference letters were very convincing. The letters were increasingly of uniform quality and reflected a more positive employer image. At the same time, writing reference letters was thought to be significantly easier than before.

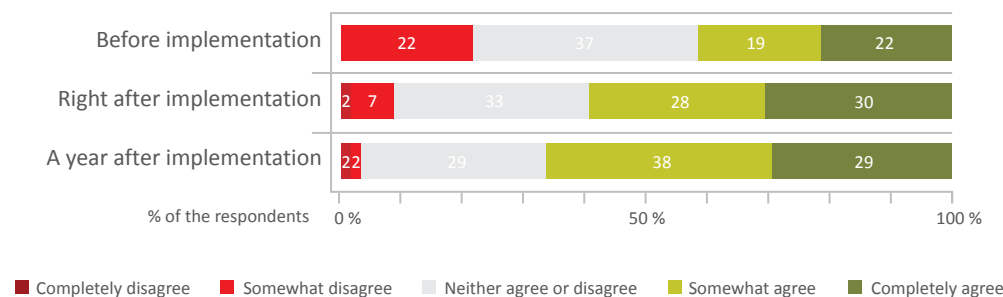


# PERSONAL, PAYROLL AND ABSENCE INFORMATION

## Up-to-date data more easily with Sympa HR

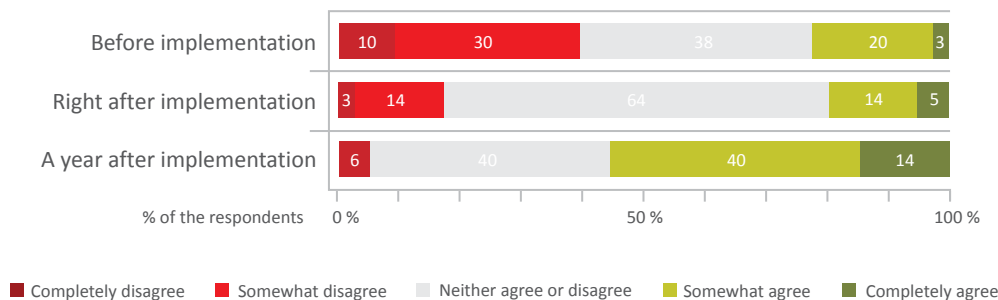
GENERALLY SPEAKING, Sympa HR can be said to have significantly improved the respondents' satisfaction with tasks related to personnel data. For example, according to the respondents, registering, maintaining, and searching staff's personal information was a lot easier than before. Before the introduction of Sympa HR, 22% of respondents saw processing staff information as a problem, but now only 4% felt this way. Simultaneously, the number of users satisfied with the processing of personal data had increased by 26 percentage points.

### OUR EMPLOYEES' PERSONAL AND CONTACT INFORMATION IS ALWAYS UP-TO-DATE AND EASILY ACCESSED, ACCORDING TO USER PERMISSIONS

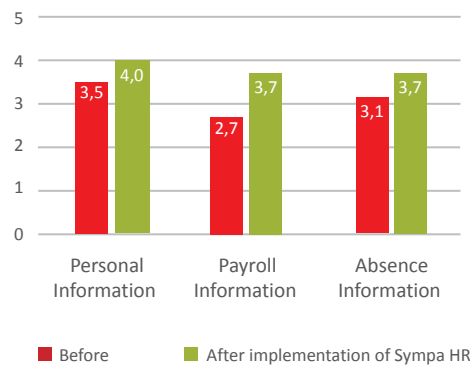
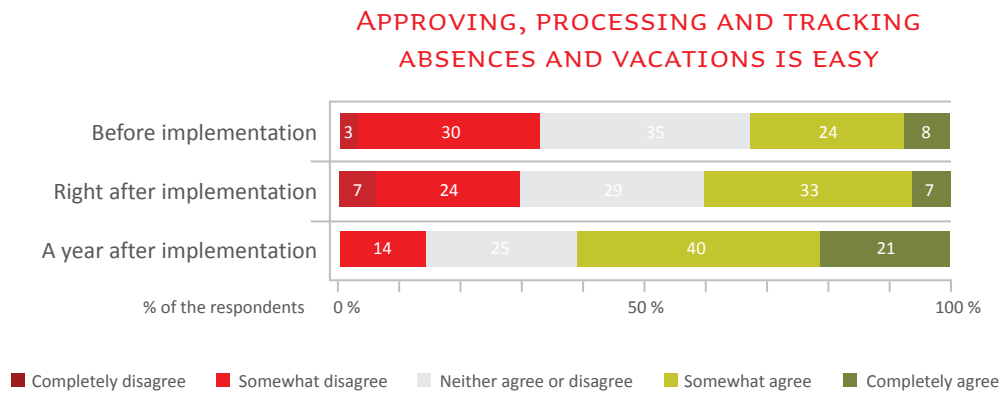


The positive change was even more radical when it comes to payroll information. While before implementation 40% of the respondents were dissatisfied with checking, approving, and logging payroll information, the amount was now only 6%. Correspondingly, a year after introducing the Sympa HR system, the number of satisfied respondents rose by 31 percentage points to 54%.

### CHECKING, APPROVING, AND UPDATING PAYROLL INFORMATION IS EASY



The results concerning absence and holiday request processing followed similar patterns. The number of positive answers increased by 32 percentage points and the number of negative ones decreased by 19 units a year after the introduction of the Sympa HR system.



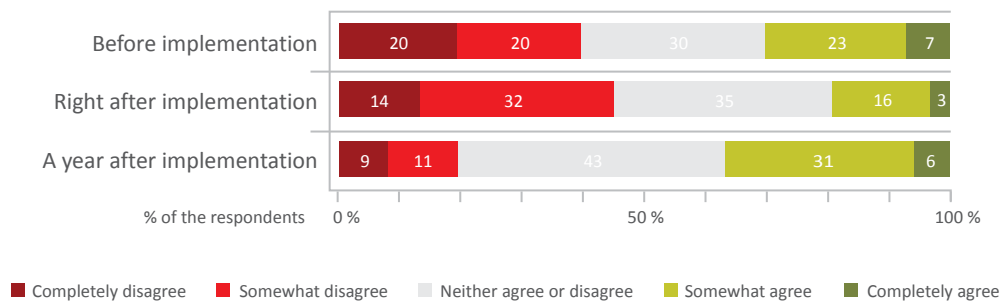


## EQUIPMENT

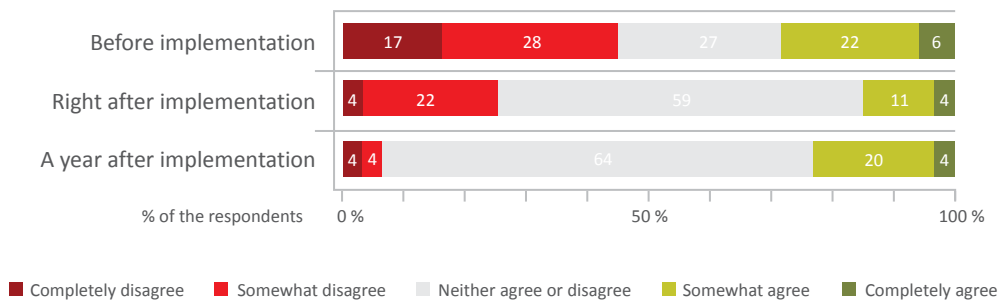
### Sympa HR brought improvements to tracking work equipment and permits

AFTER THE introduction of Sympa HR, the respondents felt that ordering work equipment and permits became slightly easier. The number of respondents dissatisfied with such processes was cut in half from 40 % to 20%, while the number of respondents satisfied with the processes increased slightly. Clear progress was made with the ease of tracking and updating various certificates and permits, as satisfaction grew by 22% a year after implementation.

#### ORDERING AND APPROVING WORK EQUIPMENT IS EASY

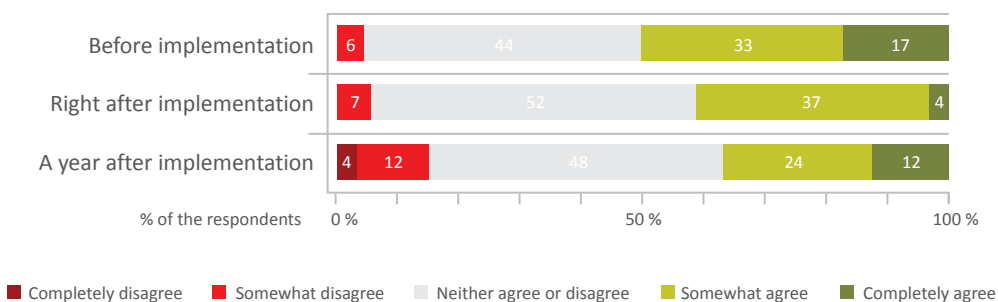


#### PERMITS AND CERTIFICATES ARE ALWAYS UP-TO-DATE AND EASY TO TRACK



While tracking certificates and permits became easier, the transparency offered by the HR system has made it possible for organisations to more easily pinpoint factors in general processes that have been causing problems and concentrate on solving them.

#### OUR ORGANISATION IS FREE OF TASK SLOWDOWNS OR SHUTDOWNS CAUSED BY A LACK OF PERMITS OR CERTIFICATES

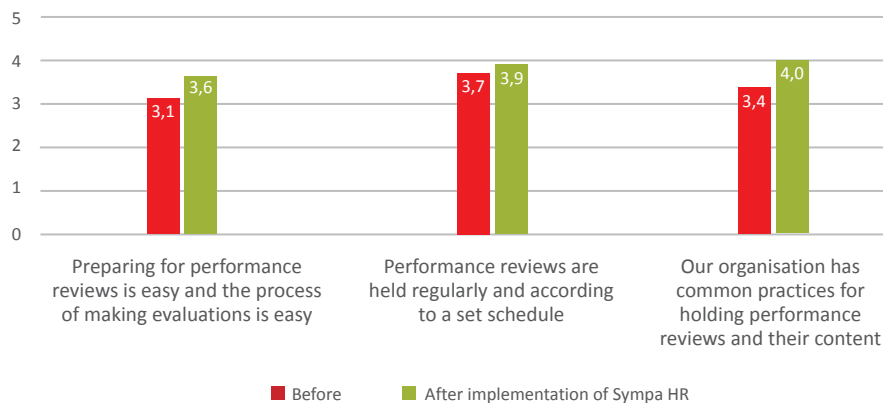




## COMPETENCE, DEVELOPMENT, AND TRAINING

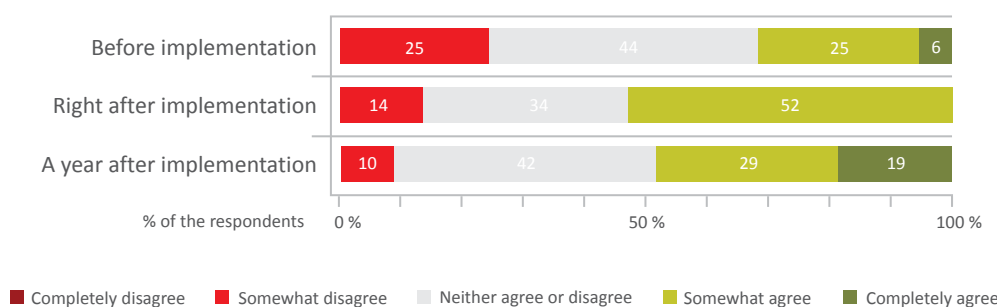
### Consistent development with Sympa HR

SYMPA HR had a clear positive effect on the way in which corporations organised performance reviews. **Preparing for performance reviews and making assessments was seen as easier than before.** Even though performance reviews were already systematic, Sympa HR made the process even smoother. In particular, the respondents saw that they had now established common practices for holding development discussions and organising performance reviews.



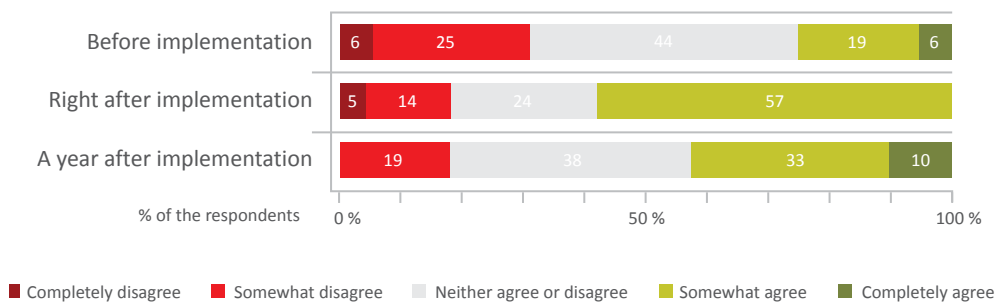
After the introduction of Sympa HR, as much as 48% of the respondents (a 17 percentage-point increase) were somewhat or extremely satisfied with the systematic nature of tracking employee competence and development. The HR system was stated to help in identifying emerging competence requirements caused by business development. The amount of somewhat satisfied and extremely satisfied users grew by 18 percentage points in the year after introducing Sympa HR.

### EMPLOYEE COMPETENCE AND DEVELOPMENT IS TRACKED SYSTEMATICALLY



Satisfaction with how up-to-date and consistent job descriptions are was already quite high. However, Sympa HR slightly improved the amount of somewhat satisfied and extremely satisfied users.

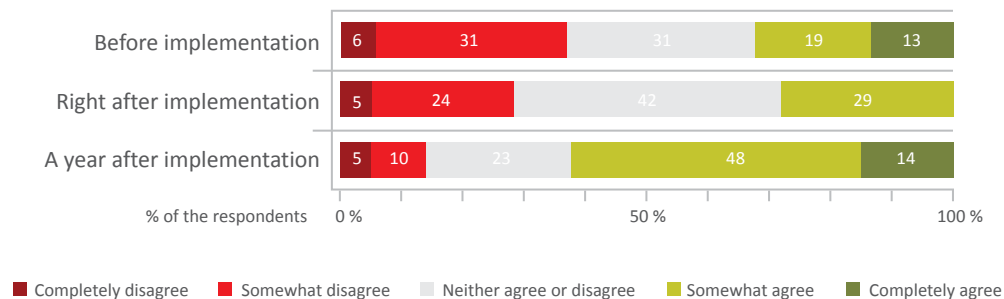
## IT IS EASY TO RECOGNISE EMERGING COMPETENCE REQUIREMENTS CAUSED BY BUSINESS DEVELOPMENT



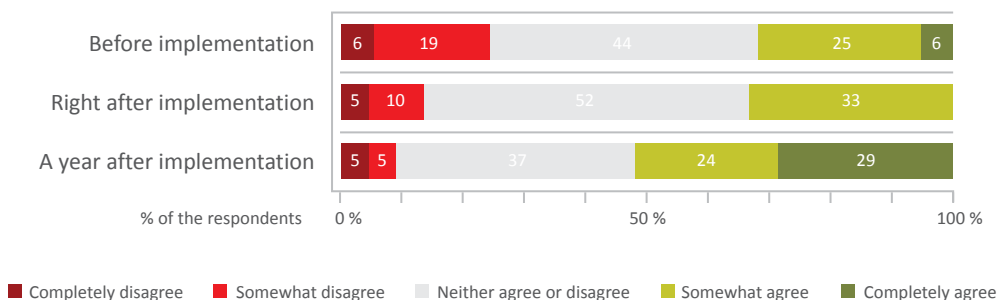
The respondents felt that Sympa HR helped make training more systematic. Documentation of training sessions and training requirements clearly improved: the number of satisfied respondents increased by 30 percentage points and the number of dissatisfied respondents decreased by 25 percentage points.

The trend was positive also when it comes to processing training requests and approving them. A year after the introduction of the system, the number of satisfied respondents had grown by 22 percentage points and the number of dissatisfied respondents had decreased by 15 percentage points.

## EMPLOYEES' TRAINING SESSIONS AND TRAINING REQUIREMENTS ARE WELL DOCUMENTED



## PROCESSING AND APPROVING TRAINING REQUESTS IS EASY



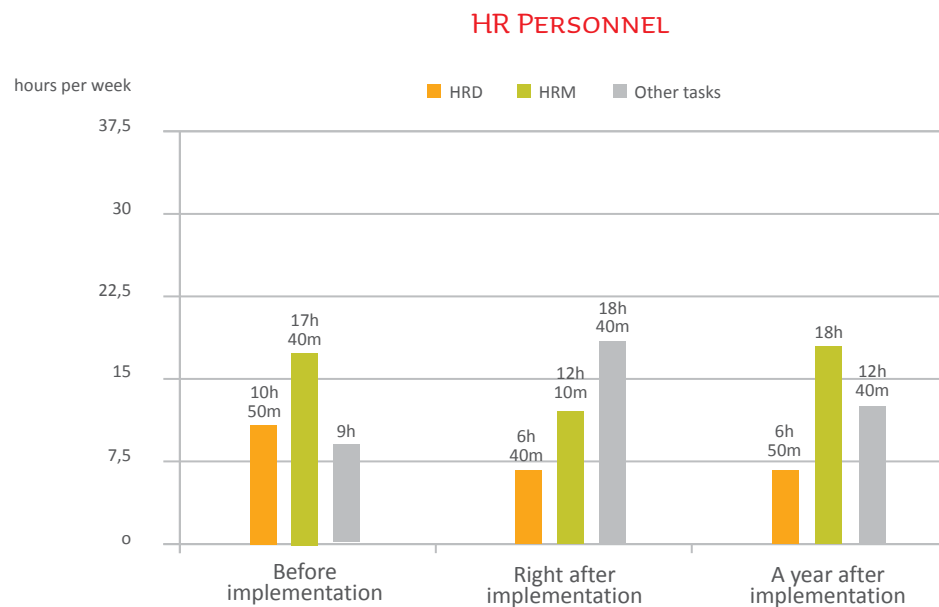
## USAGE OF WORKING HOURS

### Sympa HR system gives supervisors more time to focus on key tasks

THE SURVEY also investigated the division of working hours between core HR tasks, HR development and other tasks. After the implementation of the Sympa HR system, **supervisors in particular had more time for their focus tasks**, since HR tasks took up approximately 8 percentage points less of their time than before. This means an extra three hours to focus on other tasks each working week.

When it comes to HR personnel, core HR tasks took approximately the same amount of their time. However, the time saved by using the new HR system gave the companies the possibility to develop other HR personnel tasks further.

Supervisors had three extra hours a week for their core tasks.



“The system has constantly improved  
and become more easy to use”

## IN CONCLUSION

THE AIM of this survey was to identify the benefits of using Sympa HR in companies during the first year of its implementation. The results have been used in Sympa's product development, but hopefully they will also help organisations in deciding whether to acquire a new HR system.

The survey illustrated that Sympa HR yields the most benefits when HR processes are carefully defined and the people at the company are committed to carrying them out. It became clear through many of the responses that change takes time. However, it pays off to wait, as the results indicate that implementing Sympa HR had a positive effect on the efficiency of HR administration and reporting. For example, satisfaction with HR reports grew by as much as 40 percentage points.

More information concerning the system can be found at **[sympa.com](https://sympa.com)**. More studies about the implementation of an HR system and its effects on an organisation can be found on the same website.



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