



The Hidden Cost Of Workplace Complexity

A decorative graphic on the left side of the slide, consisting of overlapping geometric shapes: a teal rectangle at the top, a purple rectangle below it, and a pink triangle at the bottom left corner.

Inclusively's **Q1 2025 Workplace Support Survey** offers compelling evidence of a workforce increasingly frustrated by the deluge of systems they must navigate to access basic resources, benefits and accommodations.

With over 1,000 respondents sharing their experiences, a clear narrative emerged: ***the complexity of HR systems isn't just an inconvenience—it is reducing productivity, hampering innovation and driving talent out the door.***

Methodology

Inclusively's hypothesis that employers need to improve workplace support for all employees drove this research. Inclusively targeted ~20k job seekers and employees on its Hire Platform and received 1,038 responses. The demographics of respondents are:

- 50% of respondents have been in the workforce for 7+ years, 18% 1-3 years and 16% 4-6 years
- Close to half of respondents (41%) work in Computer/Engineering/IT
- The next biggest group of respondents works in HR (14%) and Marketing(PR)/Business (12%)



Executive Summary

Problem #1: System Fragmentation Burdens Leadership Teams

- 49% of respondents bypass technology solutions to contact HR directly
- 40% of respondents must navigate 5+ separate systems to find basic resources

▶ **Impact:** HR professionals and managers spend hours weekly answering queries instead of performing other responsibilities

Problem #2: Productivity Drain Impedes Technology Adoption

- 64% of employees waste between 30 minutes and multiple days searching for resources
- 36% of respondents report that system complexity directly hampers adoption of AI and other advanced technologies

▶ **Impact:** Companies lose thousands of cumulative productivity hours annually to inefficient resource access



Executive Summary (cont'd)

Problem #3: Resource Investment–Reality Mismatch Abounds

- Only 11% of respondents find company resources well-aligned with their actual needs
- Work-life balance and mental health support, resources cited as most important, are the hardest to locate

▶ **Impact:** Organizations invest millions in benefits that remain underutilized due to accessibility barriers

Problem #4: Significant Retention Implications Stymie Growth

- 64% of respondents would be more likely to stay if their resource needs were better met
- Only 38% of respondents believe their company's investments are fully accessible

▶ **Impact:** Preventable turnover costs organizations 1.5–2x salary per departure



The Hidden Cost of Workplace Complexity

Problem #1: System Fragmentation Burdens Leadership Teams

The barriers employees face to find and access the support they need are summed up as overly manual and complex to navigate – ***creating a drain on the HR leaders and managers who spend time fielding these requests instead of developing skills for these employees.*** Specifically:

- **49% approach HR directly** while another **39% consult their manager** instead of utilizing available technology or existing systems to find answers.
- **40%** must navigate **5+ different systems** to locate resources, while an additional **47%** require access to **1-2 systems** to find what they need.

49%
go directly to HR
versus searching a system and **39%** go to their manager



Respondent

"I know my company offers mental health resources somewhere, but after spending almost an hour clicking through different portals and finding nothing, I just gave up and found resources on my own."

IMPACT: HR professionals and managers spend hours weekly answering queries instead of driving strategic initiatives.



The Hidden Cost of Workplace Complexity

Problem #2: Productivity Drain Impedes Technology Adoption

Valuable employee time is diverted from skill development and professional growth to searching for basic support resources – undermining company productivity and innovation. Our survey reveals that:

- **Nearly two-thirds (64%)** of respondents report **investing between 30 minutes to several days** searching for essential resources.
- **Over one-third (36%)** of respondents report that existing system complexity creates significant barriers to adopting emerging technologies such as AI.



Respondent

“I'm sure there are amazing benefits available to me, but if it takes longer to find them than to use them, what's the point?”



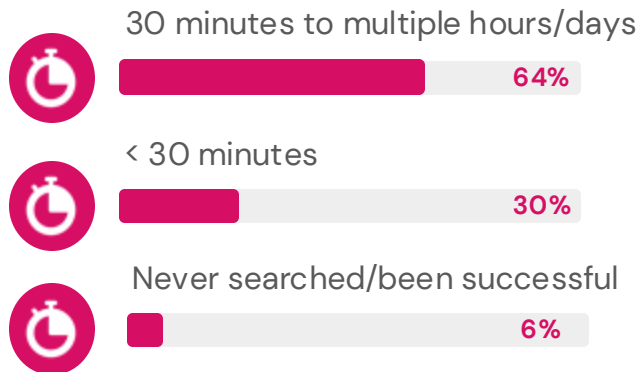
▶ **IMPACT:**

Companies lose thousands of cumulative productivity hours annually to inefficient resource access.

The Hidden Cost of Workplace Complexity

Problem #2: Productivity Drain Impedes Technology Adoption

When you need to find, access or request resources, benefits or accommodations, on average how long does it take you from start to finish?



36%
believe current systems' complexity makes it difficult to adopt new technologies like AI



The Hidden Cost of Workplace Complexity

Problem #3: Resource Investment–Reality Mismatch Abound

Our survey reveals a significant misalignment between available resources and employee needs. As a result, *companies' investments are significantly underutilized and wasted*. The data shows that:

- **A mere 11%** of respondents believe that company **resources effectively align with their actual needs**.
- Respondents particularly **struggle to find adequate support for work–life balance and mental health**, which top the list of of their most pressing concerns.



Respondent

“My company talks a lot about work–life balance but when I tried to find concrete resources to help with my specific situation as a single parent, I couldn't find anything relevant after searching through multiple systems.”

▶ **IMPACT:**

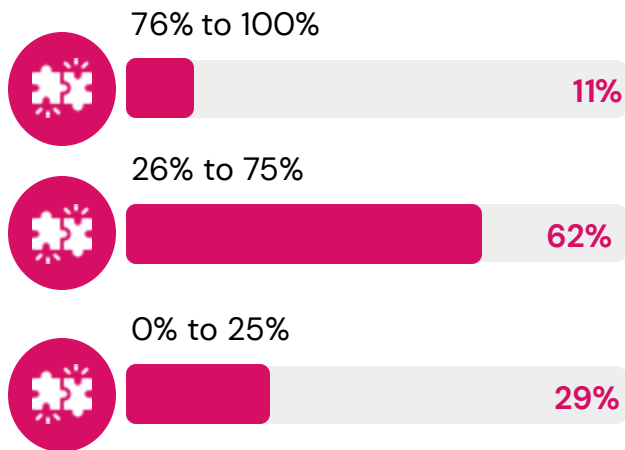
Organizations invest millions in benefits that remain underutilized due to accessibility barriers.



The Hidden Cost of Workplace Complexity

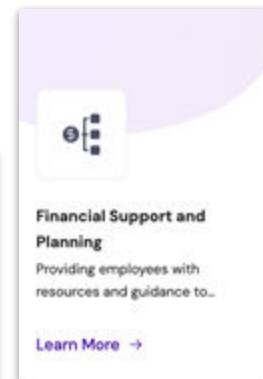
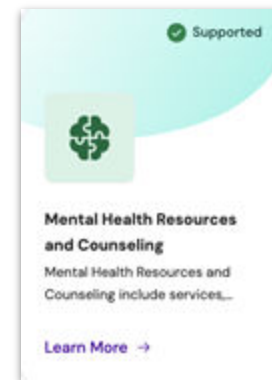
Problem #3: Resource Investment-Reality Mismatch Abound

Of the resources, benefits or accommodations your company has, what % align with what you actually need?



The categories employees most **want support in** but **struggle to find** include:

- Mental health
- Work-life balance
- Financial benefits



The Hidden Cost of Workplace Complexity

Problem #4: Significant Retention Implications Stymie Growth

In today's competitive talent landscape, resource accessibility has become a significant factor in retention – and ***companies are missing the mark which could lead to an exodus of much needed talent.*** Our survey reveals that:

- A whopping **64%** of respondents confirmed that they would be more likely to stay at their current company if more of the resources they need to do their job were readily available.
- Only **38%** believe their **company invests in more than they can access.**

▶ **IMPACT:**

Preventable turnover costs organizations 1.5-2x salary per departure.

64%

of employees would be more likely to stay in their current roles if more of their resource needs were met



Respondent

"I know my company offers competitive benefits on paper but after four years here, I still don't know how to access half of them. It makes me wonder what I'm missing and whether I'd be better supported elsewhere."



The Hidden Cost of Workplace Complexity

Conclusion: Fixing Workplace Complexity Is A Business Imperative

The competitive landscape demands that organizations address the hidden cost of workplace complexity immediately. Companies that streamline resource accessibility will gain significant advantages through:

1. **Recaptured productivity** hours across all levels.
2. **Accelerated adoption** of innovative technologies.
3. **Maximized return** on benefits investments.
4. **Enhanced talent retention** in a competitive market.

Organizations that implement unified, intuitive resource access solutions will transform this hidden drain into a competitive advantage, driving better business outcomes while simultaneously improving employee experience.





The Hidden Cost Of Workplace Complexity

