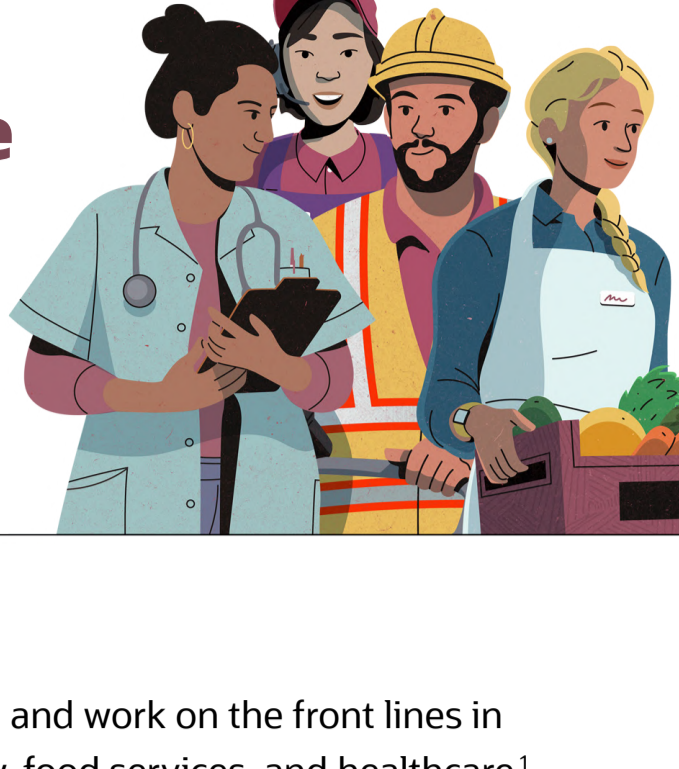


# How to use HCM technology to improve deskless workers' employee experience



As many as **80%** of global workers are deskless and work on the front lines in sectors such as retail, manufacturing, hospitality, food services, and healthcare.<sup>1</sup>

In the United States, these industries continue to have some of the highest turnover rates in 2022, according to the U.S. Bureau of Labor Statistics,<sup>2</sup> as the world faces a global labor shortage.

## Challenges facing HR

Countries, including China, Brazil, Japan, Indonesia, and the US, are projected to experience significant to severe talent deficits by 2030 without intervention.<sup>3</sup>



## Supply chain issues

Labor shortages are exacerbating supply chain problems. China struggles to find factory workers,<sup>4</sup> and in the US, by the end of 2021, turnover in manufacturing had increased by nearly **60%** compared to pre-pandemic levels.<sup>5</sup>

Oracle Fusion Cloud HCM has solutions to help businesses support deskless workers and meet their needs as individuals.

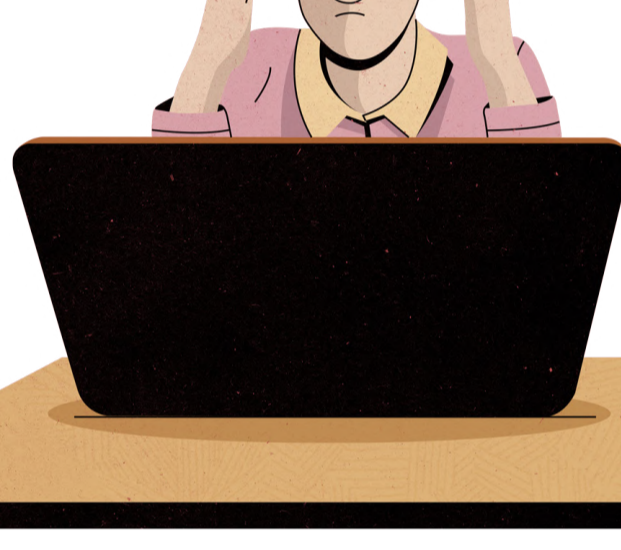
Organizations must address the needs of these workers now and improve their employee experience. Deskless workers want their companies to provide technology that

- Prioritizes their well-being
- Lets them thrive and grow their careers
- Offers flexibility and autonomy
- Helps them feel connected



## Understand workforce needs

Burnout is common among frontline employees, with many leaving the deskless workforce altogether.<sup>6</sup> Managers can use **Oracle Touchpoints\*** to better understand team sentiment and give their employees the support they need.



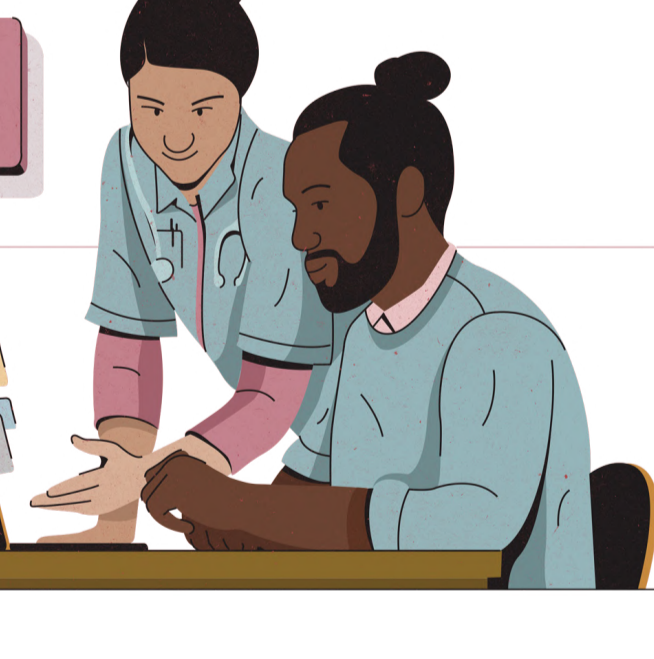
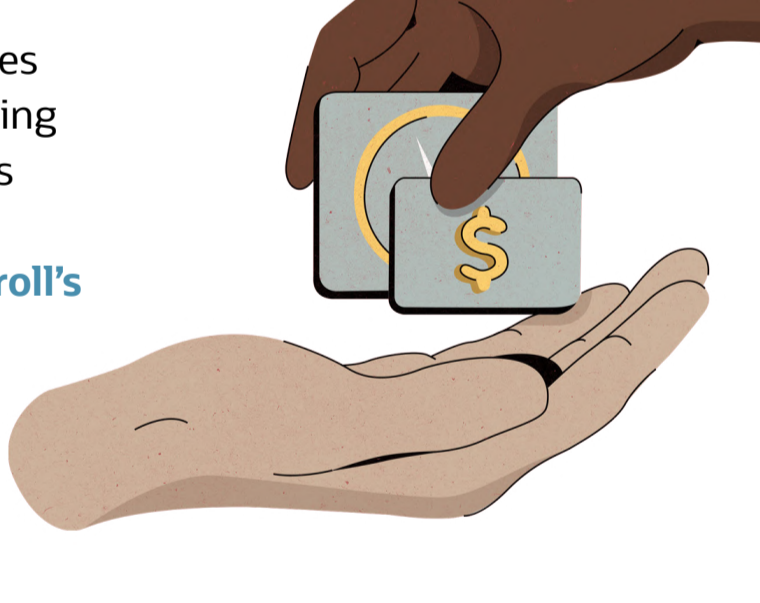
## Reskill employees

2.1 million manufacturing jobs will go unfilled by 2030 unless companies act.<sup>7</sup> **Oracle Learning** gives employees personalized learning recommendations to close skills gaps, helping retain and attract quality talent—a top focus for **83%** of manufacturers.<sup>8</sup>



## Enhance flexibility

**70%** of retail executives say employee shortages will hamper growth.<sup>9</sup> Businesses can retain more of their workforce by giving them control over their time and finances with **Oracle Workforce Management's** flexible scheduling tools and **Oracle Payroll's** Anytime Pay.



## Communicate openly

**67%** of nurses desire open communication to support them at work.<sup>10</sup> HR can help their people feel connected with **Oracle HCM Communicate** by delivering tailored messages so employees get the right information at the moment they need it.

Read the ebook **5 Steps to Create a Better Employee Experience for Deskless Workers** for insights into how your organization can protect your business, the supply chain, and the global economy by improving the experiences of your deskless workforce.

\*The preceding is intended to outline our general product direction. It is intended for information purposes only and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality and should not be relied upon in making purchasing decisions. The development, release, timing, and pricing of any features or functionality described for Oracle's products may change and remains at the sole discretion of Oracle Corporation.

<sup>1</sup> Sherri Bartels, "Provide a better employee experience for the 2.7 billion hourly deskless workers in the world," Oracle, January 13, 2022.  
<sup>2</sup> "Economic News Release: Table 4. Quits levels and rates by industry and region, seasonally adjusted," U.S. Bureau of Labor Statistics, May 2022.  
<sup>3</sup> "Future of Work: The Global Talent Crunch," Korn Ferry, 2018 (PDF).  
<sup>4</sup> Stella Yifan Xie and Liyan Qi, "Chinese Factories Are Having Labor Pains—We Can Hardly Find Any Workers," *Wall Street Journal*, August 25, 2021.  
<sup>5</sup> "Workers Are Leaving Manufacturing Jobs At Record Numbers," MSNBC, January 15, 2022, video, 5:45.  
<sup>6</sup> Jordan Ekers, "Five Reasons The Labor Crisis Is Decimating Deskless Organizations," *Forbes*, August 31, 2021.  
<sup>7</sup> Paul Wellener, Victor Reyes, Heather Ashton, and Chad Moutray, "Creating pathways for tomorrow's workforce today," Deloitte, May 4, 2021.  
<sup>8</sup> "Deloitte and The Manufacturing Institute: Big Gains in Perceptions of US Manufacturing as Innovative, Critical and High Tech," Deloitte, March 30, 2022.  
<sup>9</sup> "2022 retail industry outlook: The pandemic creates opportunities for the great retail reset," Deloitte, November 2021 (PDF).  
<sup>10</sup> Gretchen Berlin, Meredith Lapointe, Mhoire Murphy, and Molly Viscardi, "Nursing in 2021: Retaining the healthcare workforce when we need it most," *McKinsey*, May 11, 2021.

