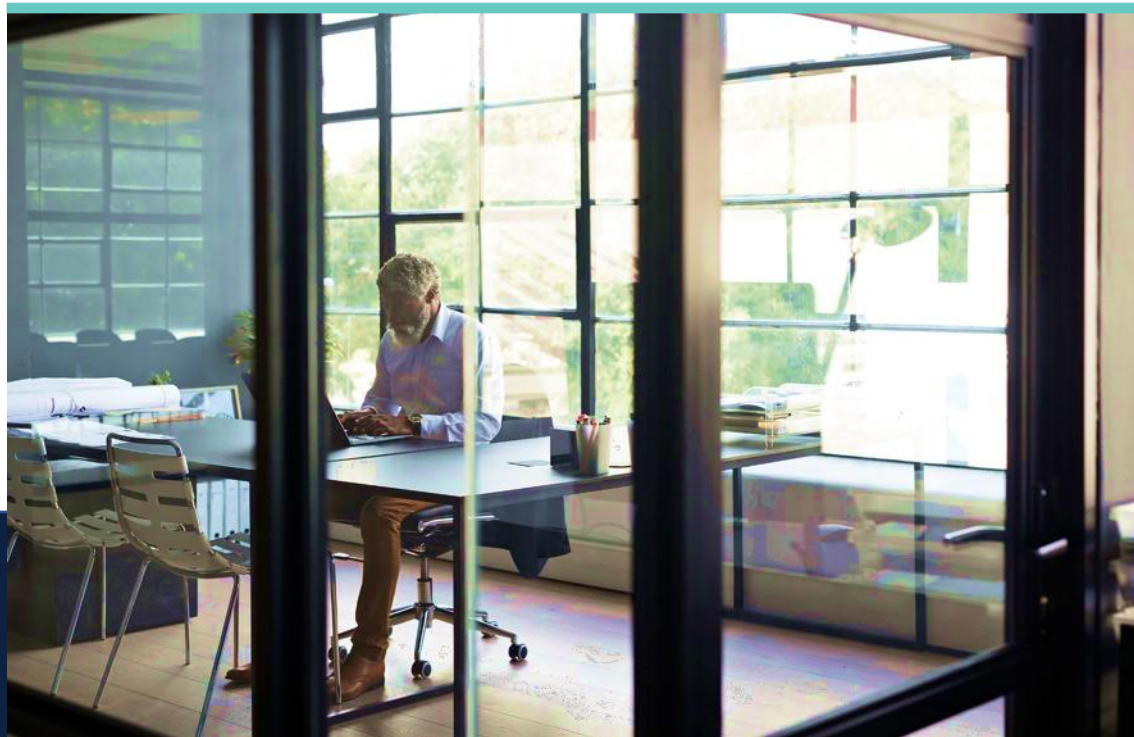


TRENDS IN HR

SUMMARY RESULTS



APRIL 2025

EXECUTIVE SUMMARY

- We surveyed HR leaders across industries to understand how they are managing growing demand, tasks, and tech priorities.
- Even with large teams dedicated to handling HR inquiries, practitioners remain deeply tied to tasks like onboarding, policy questions, and benefits. Leaders highlight a growing need for more scalable, automated solutions to keep pace with employee demands.
- Gaps in automation and knowledge sharing remain major hurdles. To modernize employee support, organizations are prioritizing automation and AI—paving the way for faster inquiry resolution, smarter talent acquisition, and a more seamless employee experience.

WHO DID WE SURVEY?



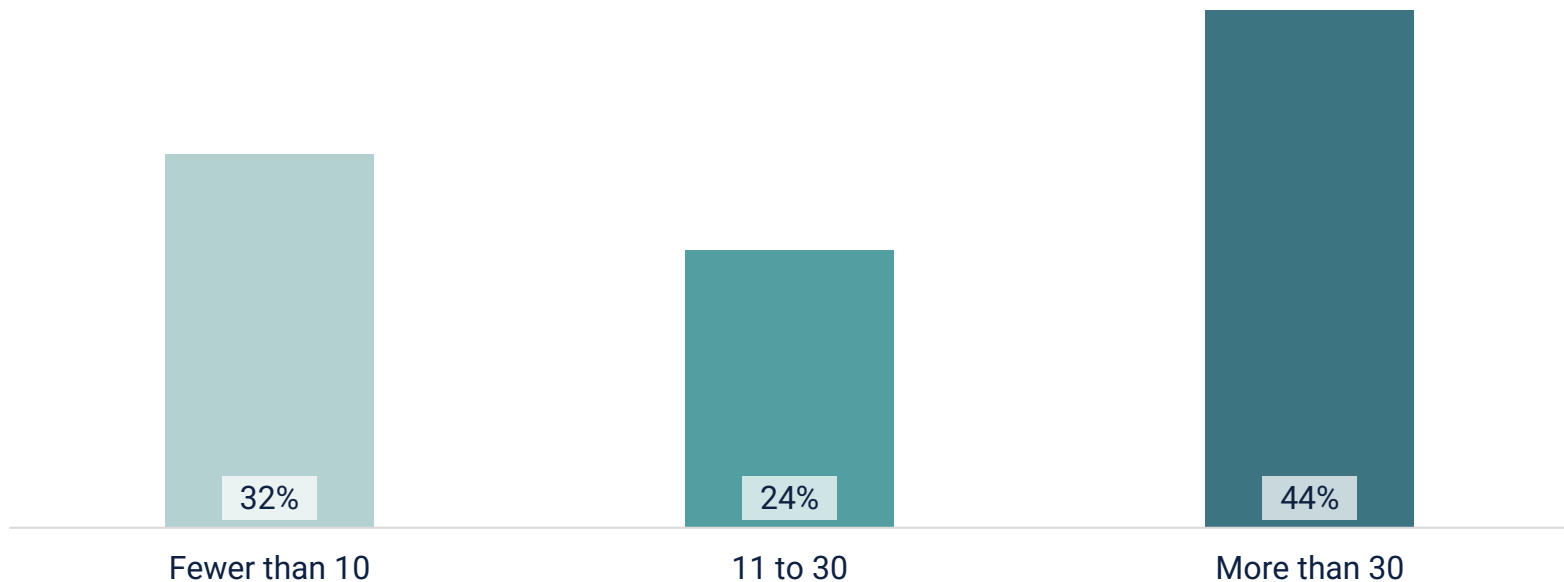
Between September 2024 and March 2025, Gatepoint Research invited selected executives to participate in a survey themed *Trends in HR*.

Candidates from several industries were invited via email and 219 executives have participated to date.

Management levels represented include: 5% who hold the title CxO, 26% who are VPs, and 69% who are directors.

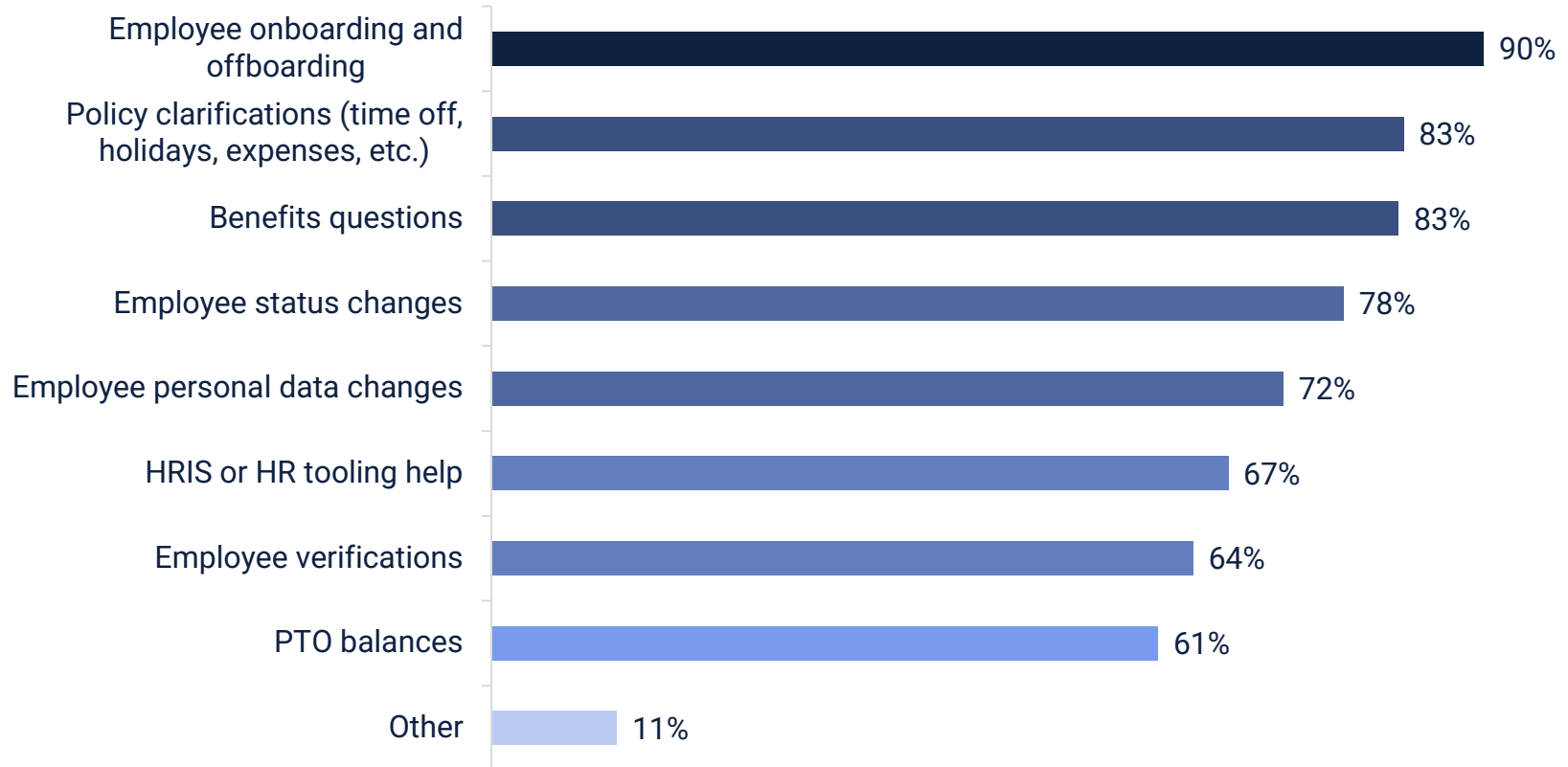
100% of responders participated voluntarily; none were engaged using telemarketing.

How many HR practitioners are resolving HR related inquiries?



Many organizations have a large team to tackle HR inquiries, 44% have teams of greater than 30 individuals.

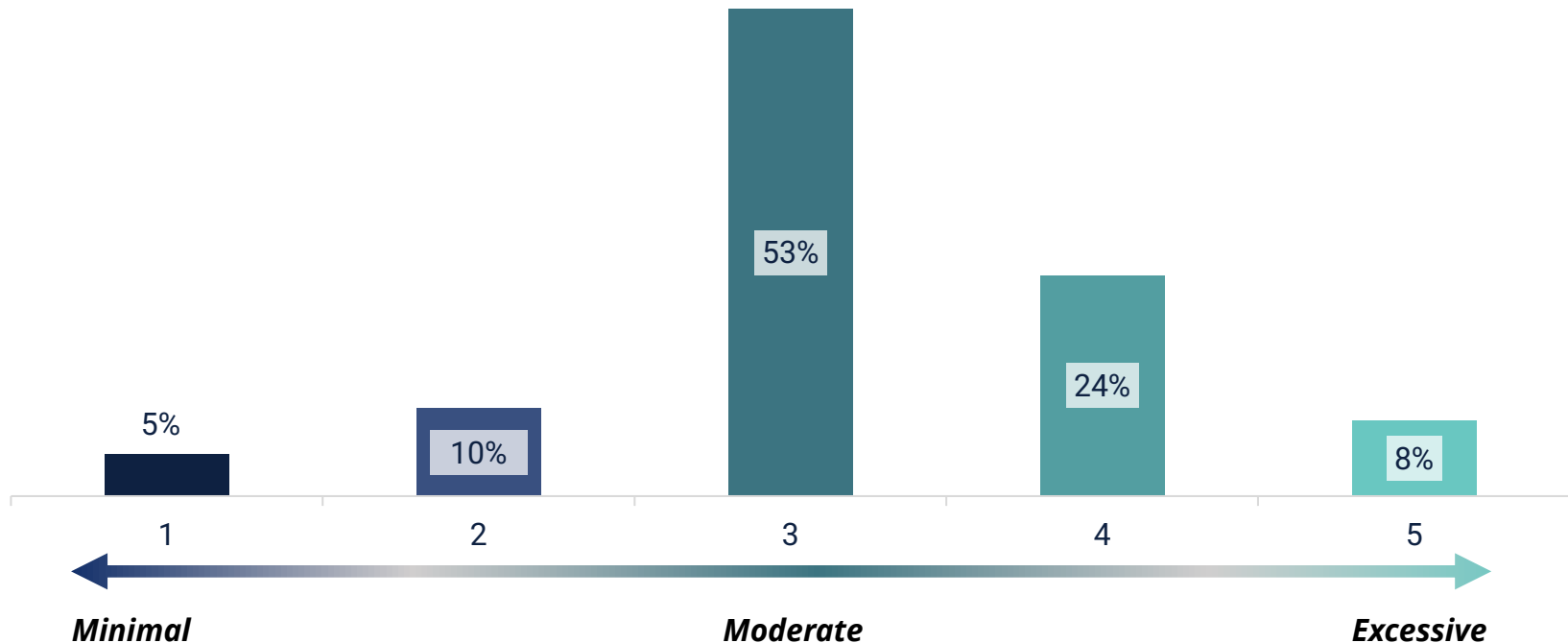
Which of these tasks involve HR practitioner involvement?



HR practitioners are still needed for all of these tasks, with employee onboarding and offboarding (90%) topping the list, followed by questions about policies (83%) and benefits (83%).

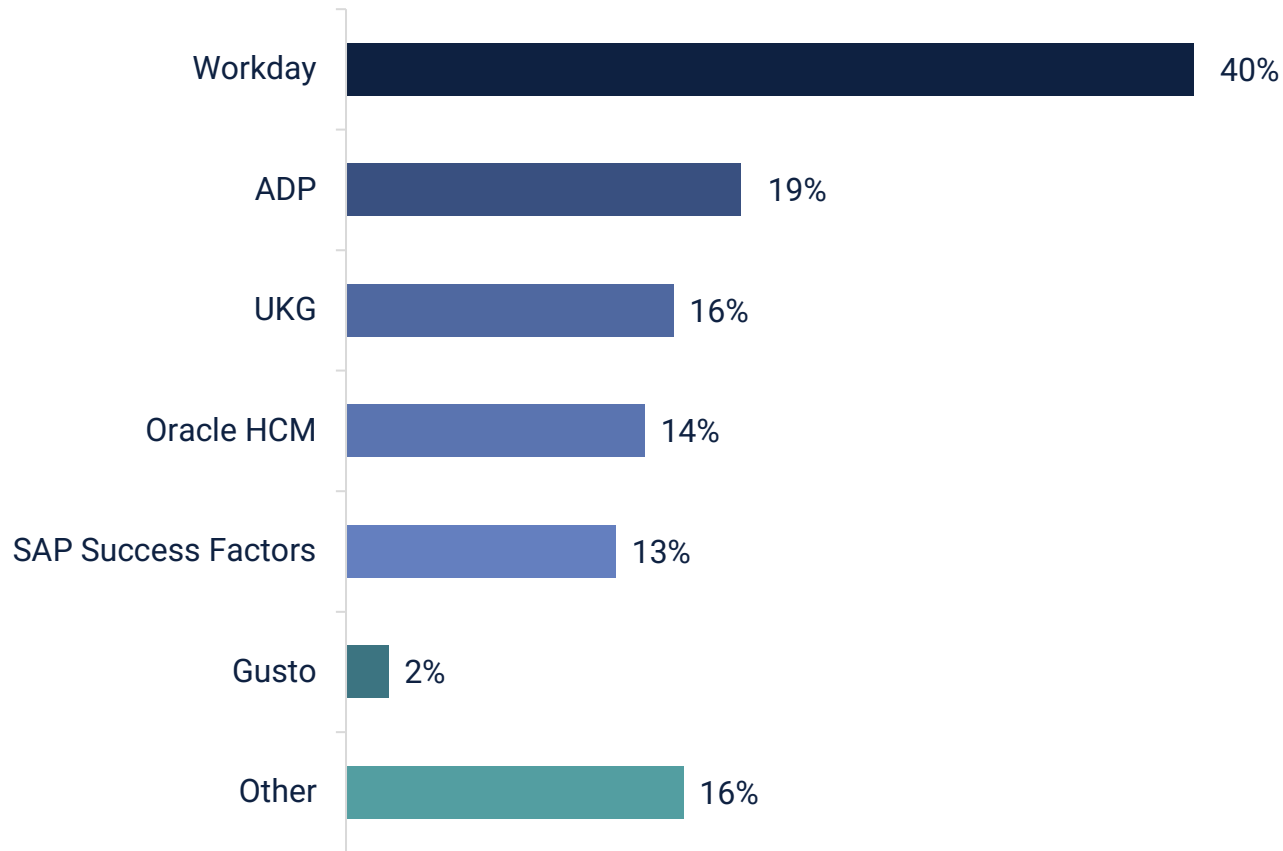
How would you rate the amount of time HR representatives / HR Help Desk spend on employee submitted issues or questions?

(Rate 1 to 5: 1= minimal amount of time, 3= moderate amount of time, 5 = excessive amount of time)



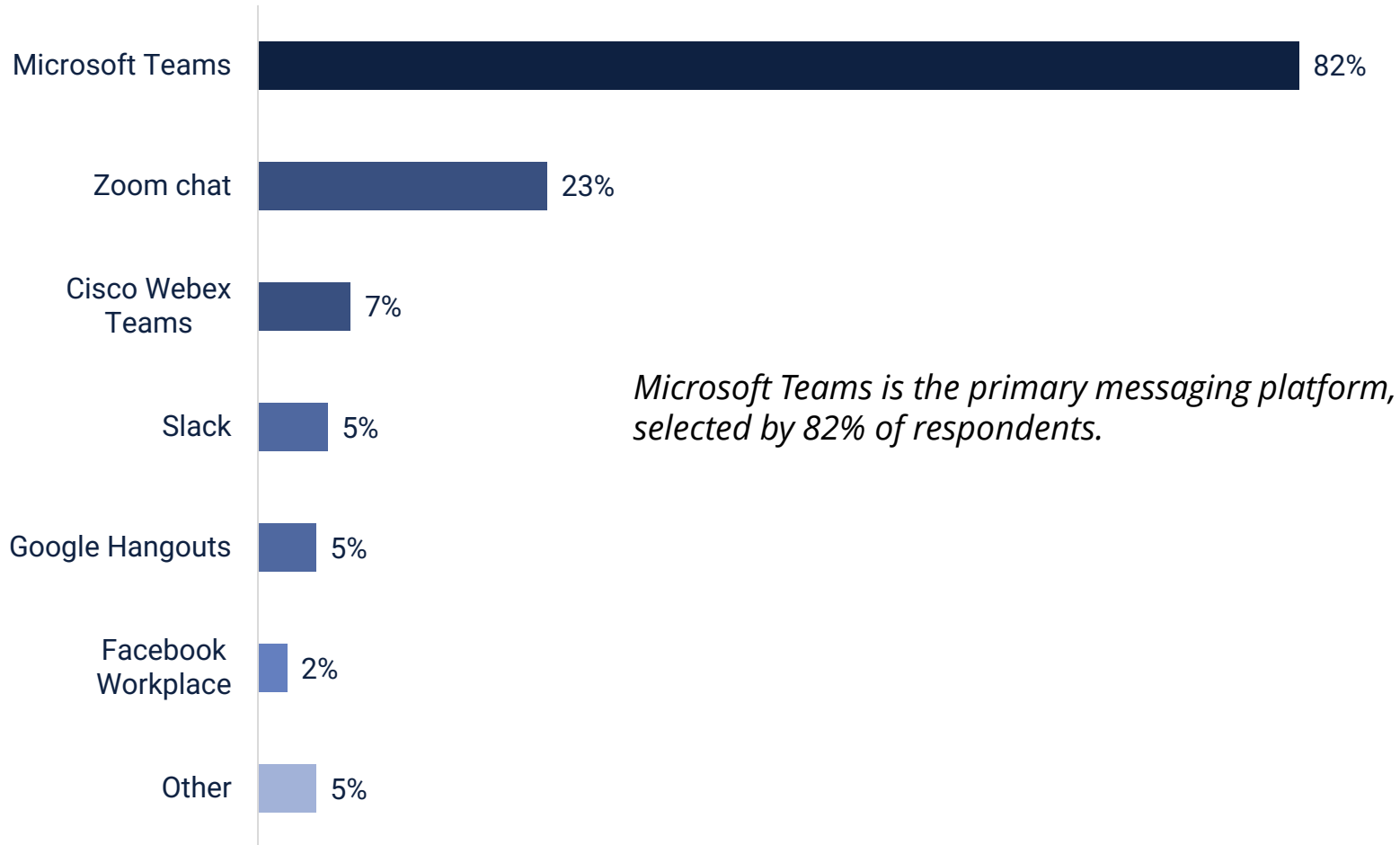
Most (53%) say their HR team spends a moderate amount of time on employee submitted issues and questions, but nearly a third report that time spent is high or excessive.

What HRIS software do you currently use?

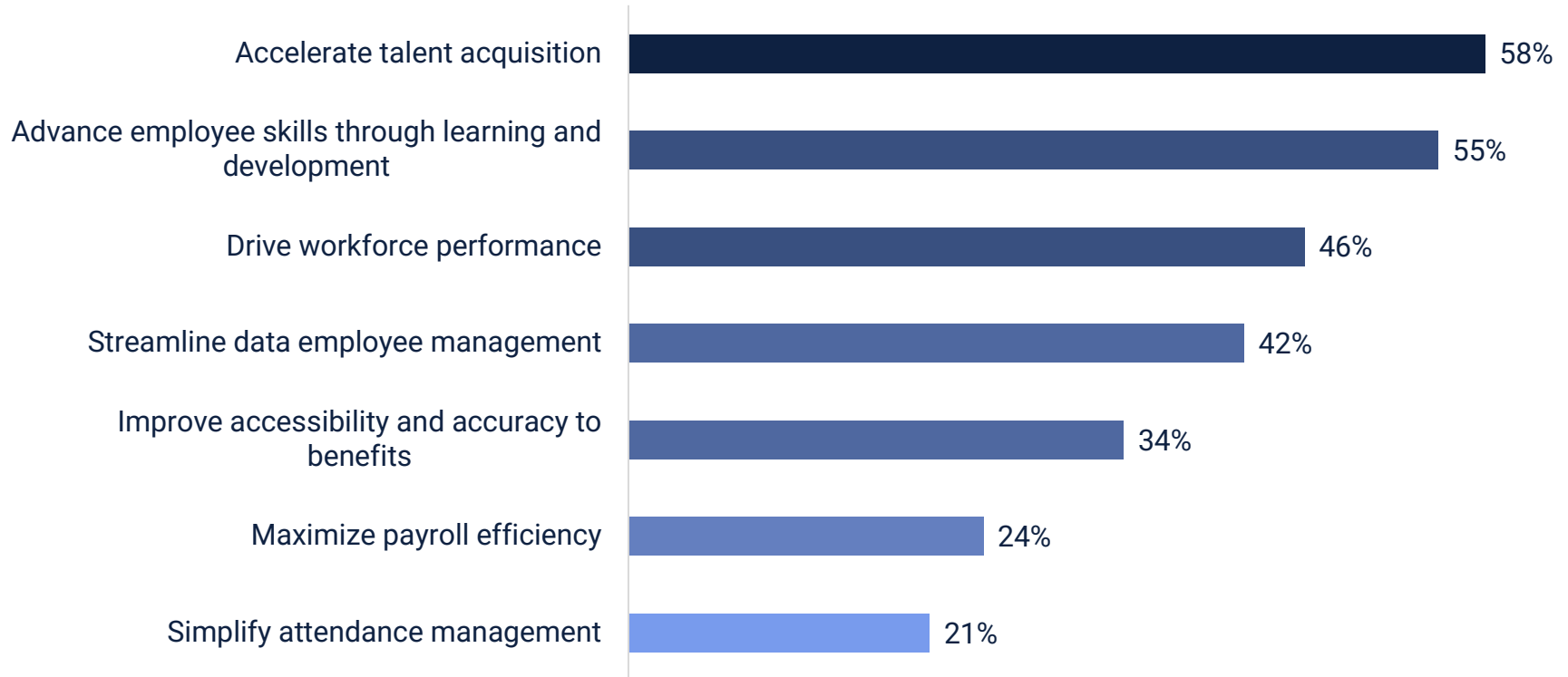


40% report Workday as their HRIS software of choice, outpacing ADP (19%), UKG (16%) and Oracle (14%).

What platform/tools do you use for messaging?



Where are you looking to leverage AI within your HR organization?



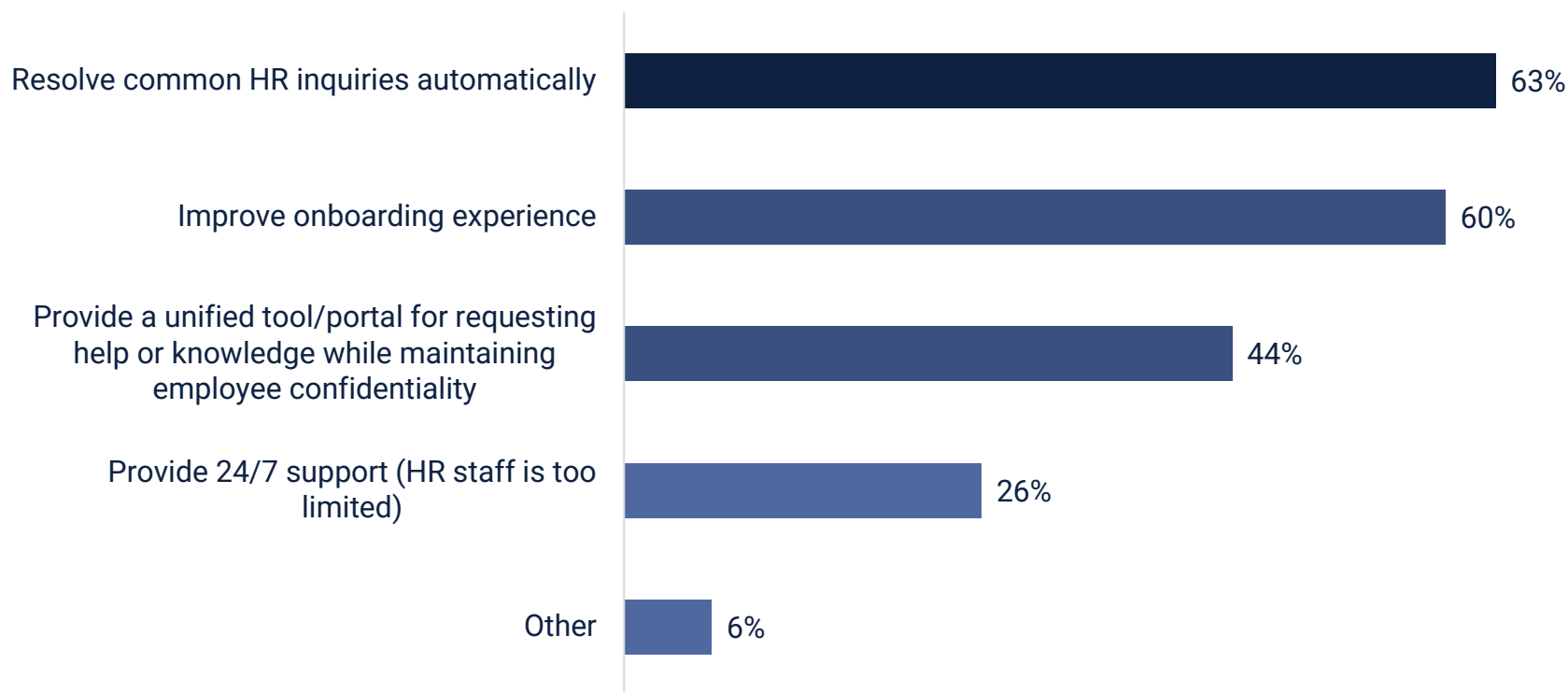
Organizations are prioritizing AI to accelerate talent acquisition (58%), advance employee skills (55%), and drive workforce performance (46%), with additional focus on data management, benefits, and payroll.

Summary Results | April 2025

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What do you wish your HR Representatives could do differently to provide a better employee experience?



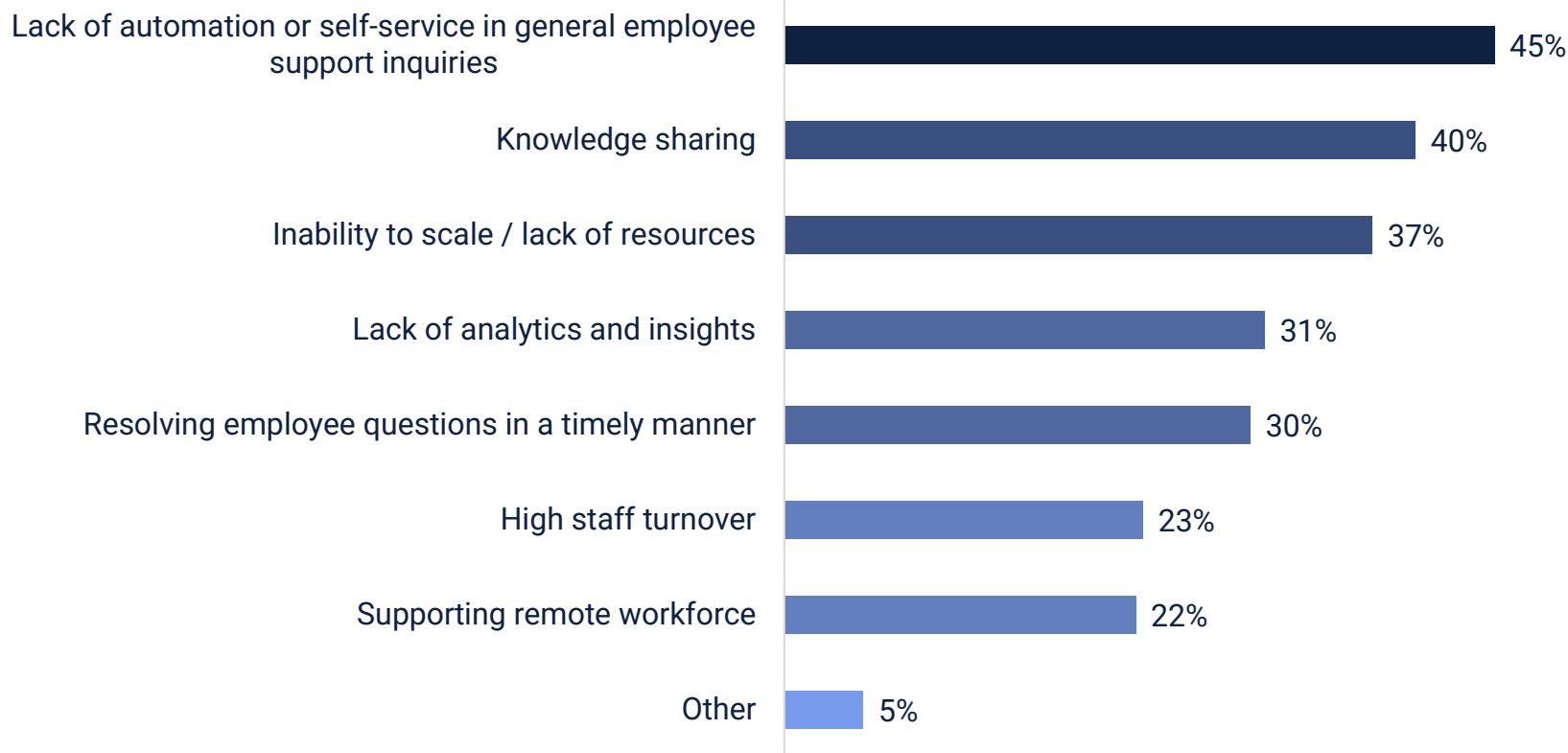
Surveyed organizations agree, their employee experience would be enhanced with automatic resolution of common HR inquiries (63%) and improved onboarding (60%).

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What best describes your biggest challenge when it comes to employee support?



Lack of automation or self-service for general employee support inquiries is the biggest hurdle when it comes to supporting employees, say 45%. Many also hit roadblocks related to knowledge sharing (40%) and scaling systems (37%).

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Moveworks offers a universal AI Copilot for search and automation across all your business applications. The Moveworks Copilot, leveraged by industry leaders like Palo Alto Networks and Albemarle, is powered by an industry-leading reasoning engine that uses a combination of public and proprietary language models to understand employee queries, then build and execute multi-step plans that achieve them. It does this by linking into systems (like ITSM, HRIS, ERP, identity management, and more) with native and custom-built integrations that turn natural language into powerful automations for employees.

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