

# HR gets engaged for the upturn

## Human resources director survey discovers organisations' priorities for the next 12 months

Improving employee engagement will be the top priority for HR directors in 2010, according to a recent survey carried out by HR software and services provider, NorthgateArinso.

Almost two-thirds (59 per cent) of HR directors questioned picked out employee engagement as key for their business over the next year, suggesting it will play a major part in driving businesses out of the recession.

"Many directors will want to prevent talent leaving the business for other opportunities as confidence returns to the job market," said Steve Foster, manager, business consulting at NorthgateArinso. "We predict there will be an increased emphasis on employee interaction to help minimise the numbers of resignations."

Return on investment was voted the second most important in 2010 by 23 per cent of HR directors. "As cost is now under more scrutiny, and projects more difficult to get approved, the business case, or ROI, for any HR project has to be clear," added Foster.

Improved business intelligence was highlighted as the third priority, according to 16 per cent of respondents. NorthgateArinso believes this will involve HR departments practicing data mining - making the best possible use of information they possess about current employees to predict trends and improve business practice.

450 replies were gathered from HR directors from across the UK in order to determine the industry's priorities for 2010. "Employee engagement is something that is going to be vitally important as HR departments look to retain key staff and avoid losing talent they have invested in. As we approach the upturn, HR departments will demand information at their fingertips, to support other functions within the company in the most effective manner," concluded Foster.

## About NorthgateArinso

[www.northgatearinso.co.uk](http://www.northgatearinso.co.uk)

NorthgateArinso is a leading global Human Resources software & services provider offering innovative HR business solutions to employers of all sizes, including Global Fortune 500 companies and many Public Sector organisations. We help HR executives optimize their HR service delivery through smarter process and more efficient technology, supporting key HR areas like workforce administration, payroll, benefits, recruitment, learning, and talent management.

Our 4,500 employees are dedicated to HR excellence through strategic business consulting, outsourcing services, systems integration and best-of-breed software solutions. We are one of the 5 largest HR service providers world wide and have offices in 31 countries on 5 continents.

The Northgate Group is owned by private equity company Kohlberg Kravis Roberts (KKR) and currently employs over 6,500 staff and operates in 46 countries across 5 continents.



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