

MAXIMIZING OUTPUT:

# A comprehensive guide to boosting employee productivity



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# Introduction: The cost of lost productivity

If your organization struggles to keep your team engaged and active, you aren't alone. Many organizations have an employee productivity problem. While technology has accelerated workforce productivity and enabled organizations of all sizes to produce more in less time, many workers have hit a wall. According to [Gallup](#), 68% of employees in 2022 said they were not fully engaged at work — and their disengagement is having a major impact on employee productivity.



Gallup's most recent [State of the Global Workplace Report](#) estimates the cost of lost productivity due to employee disengagement at \$8.8 trillion — **9% of global GDP.**

Lack or misuse of technology, the increase of remote work, and burgeoning employee burnout are just a few of the reasons why employees are feeling checked out instead of getting things done.

But there are solutions to these problems. Organizations can boost productivity without driving workers into more burnout and disengagement. And it's worth the effort to keep employees engaged and motivated to do their best work, whether in an office or at their kitchen table. Gallup's report indicates that highly engaged teams show a 17% increase in productivity. What's more, organizations with a high level of engagement report 21% higher profitability.

Likewise, Quantum Workplace's Employee Engagement Trends Report found companies with an engaged workforce had 21% more productivity and were 22% more profitable.

With the right tools, training and expectations, organizations can improve employee efficiency, effectiveness and motivation — maximizing productivity.

This guide will show you how.

We'll look at what employee productivity is and what it isn't, why it's so important, and how you can take steps to boost productivity within your organization. We'll share the best — and worst — ways to measure and monitor employee productivity. And we'll explore some highly effective tools and tactics to support employees and encourage them to reach their full potential, all while boosting company success and profits.

# Part one: Understanding the importance of employee productivity

One of the biggest problems with employee productivity is that it is often misunderstood. It is defined by the wrong terms, measured by the wrong metrics, and “fixed” with the wrong approach.

If your organization wants to effectively boost employee productivity, you must first understand what it is (and isn't) and how productivity relates to profitability and other success metrics within an organization.



## What is employee productivity?

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Organizations pay employees to complete tasks, achieve goals, and contribute to overall success. The expectation is that workers will make the best use of their time, producing the highest amount of output they can with the resources they have.

Employee productivity is how many organizations measure the contributions of their team.

At a basic level, employee productivity can be measured by the units of output (goods, services, deliverables, etc.) an employee produces as a result of their input (time, effort, resources, etc.).

To measure employee productivity, you can use the formula:

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**Employee Productivity = Output / Labor Input**

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With this formula, employee productivity will look different across varying industries and roles. For example, if a salesperson makes 30 sales calls (output) in eight hours (input), their productivity factor would be eight. If a hiring manager onboards two individuals (output) in 40 hours (input), their productivity factor would be two. This is just one formula organizations can use to calculate and compare employee productivity, set workforce standards, and monitor employee output over time.

While this is a helpful metric for measuring productivity, it's important to remember that it is not the only way to monitor employee effectiveness and efficiency.

Later in this guide, we'll look at other metrics that measure employee productivity in different ways. Before we get there, let's touch on one of the biggest errors organizations make while attempting to quantify employee productivity.

## Employee productivity vs. productivity time

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Too many organizations think of employee productivity as productivity time. They focus on productivity time — getting employees to work more — instead of employee productivity — getting employees to produce more.

Employee productivity and productivity time are not the same thing.

**Productivity time** is the amount of time an employee is productive during a set period of time.

**Employee productivity** is the overall amount of output an employee produces in a set period of time.

While most organizations would like their employees to work all eight hours during an eight-hour workday, that is unrealistic. Pushing employees to use every minute of their workday might increase productivity time, but it is not guaranteed to improve employee productivity — which is the goal.

In fact, focusing on productivity time can actually decrease employee productivity by causing burnout, employee disengagement, and both actual and quiet quitting.

According to Gallup, 76% of employees experience burnout on the job at least sometimes, and 28% say they are burned out “very often” or “always” at

work. Gallup also reported that companies lose an average of 15% to 20% of total payroll in voluntary turnover costs due to burnout.

Pushing employees to work more can cause them to produce less and cost your organization more.



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Remember, the goal isn't to make employees work more.  
It's to get them to produce more.

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To increase productivity while preventing burnout, you need to rethink the ways you support your team. When employees say they often or always have enough time to do all of their work, they are 70% less likely to experience high burnout, according to the [Gallup poll](#).

Instead of simply telling employees to work more, help them utilize their time, skills and resources to work more effectively and efficiently so they can do more in less time. This process involves optimizing:

- Time management
- Employee motivation
- Employee engagement
- Technology and tools
- Communication
- [Collaboration](#)
- Leadership and management
- Employee well-being and health
- Work environments
- Skills and knowledge
- [Company culture](#)
- Compensation

As leaders, your objective is to empower employees to do more with their time in order to increase output while preventing burnout. In varying degrees, optimizing the elements above will achieve that goal. And it's well worth the effort.



[Learn the warning signs of employee burnout](#)

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## The many ways employee productivity impacts an organization

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Many organizations want to increase employee productivity because they want to increase profit, and they aren't wrong to think this way. In most cases, giving employees the resources to be more efficient increases output. The more you produce, the more you sell, the more revenue you collect, and the more profit you generate.

Generating higher profits is a top benefit of boosting employee output, but it's not the only advantage of getting employees to do more with their time and talents.

Boosting employee productivity leads to many other benefits that directly or indirectly increase profit and company success. An increase in employee productivity:




- Increases output
- Increases revenue
- Improves quality of products and services
- Boosts resource utilization
- Drives faster time-to-market
- Drives innovation
- Lowers labor costs
- Lowers production costs
- Increases profit margins
- Leads to higher customer satisfaction

Employee productivity isn't only about the direct connection between producing more and making more. It's about creating a working environment where employees can do their best work while remaining engaged in their work. Highly engaged teams are 14% more productive than teams with the lowest engagement.

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Higher engagement leads to high productivity.  
High productivity leads to higher profits and a plethora of other benefits.

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So, how can your organization boost employee productivity in a way that resonates with workers instead of pushing them away?

# Part two: Strategies to boost employee productivity in the digital workplace

The key to boosting employee productivity is helping your team optimize their input so they can maximize their output. And to drive employees to produce more, you must provide the right tools, training and resources. You need to set accurate expectations, eliminate obstacles, and give employees the motivation to do their best work.



Here are a few ways to boost employee productivity and make changes that inspire and empower your team to get more out of their time.

## #1

## Streamline internal communications

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Internal communications is the foundation that unites a strong organization. It connects employees, management and leadership. Effective internal communications keep teams on the same page and actively working toward shared goals.

Great communication fuels progress, and a lack of communication can bring efforts to a grinding halt.

Communication breakdowns can lead to confusion, disengagement, misalignment, errors and a major loss of productivity. When employees don't have the information they need to efficiently and effectively complete their tasks, move forward on a project, or make decisions, it can cause profitability and productivity to plummet.

A 2022 study conducted by Grammarly and The Harris Poll revealed that U.S. businesses lost about \$1.2 trillion annually because of poor internal communications. That's more than \$12K per employee per year.

Communication is key to providing employees with what they need to accomplish their tasks and remain connected and engaged. And remember, more engaged employees are more productive employees. One of the best ways to improve communications within an organization is by leveraging a platform, like a modern intranet, that can share targeted and personalized messaging and democratize content creation.



72%

On the flip side, when you get internal communications right, 72% of business leaders say there are gains in productivity.

An intranet is a private digital network that organizations use to securely share information between employees. It acts as a primary platform for communication within an organization, where both leadership and employees can access and add information.

An intranet improves communication and employee productivity by:

### Enabling remote work



Serving as a centralized hub for resources, communication and collaboration, an intranet can enable remote work to be as, if not more, effective than traditional office work. And a more flexible work environment can lead to happier, more productive employees — benefiting the organization overall.

### Creating a single source of truth



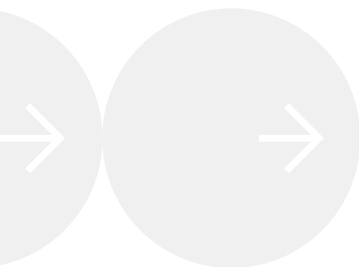
In addition to serving as a centralized knowledge hub, a modern intranet serves as a single source of truth for the most up-to-date goals, expectations, resources, training or other information employees need to do their jobs more effectively. The intranet keeps everyone on the same page and consolidates all relevant information into a single source.

### Democratizing communications



Employees at all levels can add content, whether it's video, text, audio or images. It provides a platform where employees — both frontline and office workers, managers and stakeholders can easily communicate with each other.

An organization can use an intranet to share important company news, updates, policies and processes. Employees can easily use the intranet to stay up-to-date, find information and help with relevant projects or needs, and connect with their coworkers and leadership.



## Solution: Modern intranet

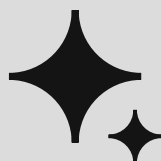
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There are diverse solutions in the market; however, the right modern intranet centralizes and streamlines all essential company information and extends into other organizational use cases to help improve the employee experience and productivity.

The most advanced and powerful intranets are powered by artificial intelligence and can:

These features help to eliminate the time sinks that drain productivity.

- ↳ Give employees a cohesive environment that combines easy access to every digital workplace application with company news, community, resources and more.
- ↳ Deliver targeted communications across every channel and device, with detailed analytics that capture reach, comprehension and sentiment for key messaging.
- ↳ Create a knowledge base with its own information and integrate with the rest of the digital workplace for quick access to resources that aren't directly uploaded to the intranet. These intranets use APIs to sync with other databases, like SharePoint, DropBox, Google Drive, Box, Office 365, ServiceNow and Confluence.



Learn how Simplr leverages AI to support customers

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Pure Storage is one of the fastest growing systems companies in the world. They grew to over a billion dollars in revenue with more than 2,000 employees in only eight years.



[Read the full case study](#)

## Simplr customer success story

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**Challenge:** Their rapid growth led them to having content and knowledge scattered across the organization in multiple disparate systems or locked-up employees' minds, making it hard for new employees to connect with experts.

**Solution:** Pure Storage implemented Simplr's modern intranet, internally branded as Hub 2.0, which quickly became the single source for all critical knowledge. The implementation was so swift and effective that they were able to sunset their legacy Google Sites page less than a month after launch.

**Results:** Today, Pure Storage's Hub 2.0 is a one-stop shop for all of their business applications, important communications and content. To date, their average weekly logins are 75% across the employee base.



## #2 Improve collaboration capabilities

Closely aligned to communication, collaboration is an essential ingredient to keeping teams on the same page and working toward the same goal. When employees collaborate, tasks are often completed more efficiently. Teams can share responsibilities, delegate tasks, and make a collective effort to streamline workflows and improve productivity.



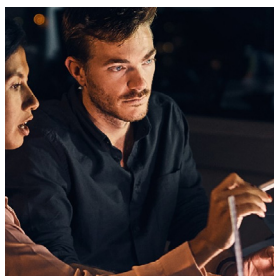
50%

A [Stanford study](#) found that employees in a collaborative environment saw a 50% increase in productivity compared to similar employees working individually. In addition, these employees were more motivated and engaged with their tasks.

But collaboration can be challenging for remote teams with employees operating in different locations and on different schedules. When teams who need to collaborate aren't in the same physical space, they require tools that connect them and keep them synced up. One of the best tools for creating this connection is a modern intranet.

A culture of collaboration not only increases productivity. It can:

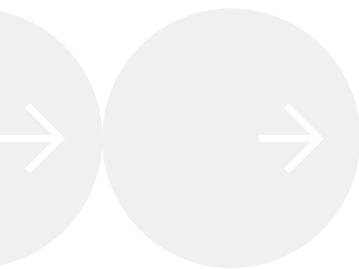
- Align team members
- Enhance creativity and innovation
- Improve problem-solving
- Improve decision-making
- Promote knowledge sharing and learning
- Build stronger relationships
- Increase employee engagement
- Improve output quality



[Learn more about the importance of collaboration in the workplace](#)

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## Solution: Modern intranet

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The right modern intranet acts as a hub for team collaboration with its multi-channel communications, robust search and social networking features. With the best intranet, employees and teams can:

- ↘ Share updates, ask questions, and interact with other employees in a centralized and safe space.
- ↘ Promote a collaborative culture and help bridge the gaps and silos that form within an organization.
- ↘ Facilitate virtual team-building activities and collaboration sessions.
- ↘ Communicate with each other across SMS, email, mobile, desktop, displays and beyond.
- ↘ Find what they need with more relevant, accurate and personalized search results, reducing frustration and improving productivity.



Bay Federal Credit Union has over 235 employees across seven locations. Effective employee collaboration is an invaluable part of their business as the credit union works to provide a highly rated service across all locations.



[Read the full case study](#)

## Simplr customer success story

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**“By having an intranet that offers robust search capabilities, a user-friendly interface, and the ability to keep content fresh and engaging, we give our team members the tools and resources they need to work more effectively and efficiently.”**

Carrie L. Birkhofer, President & CEO, Bay Federal Credit Union

**Challenge:** Bay Federal had outgrown their previous intranet platform. Their previous provider no longer addressed the organization’s ongoing and expanding need for a collaborative, engaging user experience with robust search capability.

**Solution:** They implemented Simplr, internally branded as BayConnect, with a rapid eight-week implementation with refreshed content, improved user tools and social engagement that:

- Encourages two-way dialogue so all team members can contribute and create content
- Is aesthetically pleasing, engaging and intuitive for both users and content creators
- Features highly robust search capabilities and analytics

**Results:** BayConnect enabled employees to personalize content and links on their homepages, empowering them to prioritize content, links and elements they rely on for their essential duties. With a 100% login rate, employee participation and collaboration have drastically increased compared to results with their former intranet provider.

### #3 Break down knowledge silos

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For employees to efficiently and accurately do their work, they need access to the directions, details and information required to execute. They also need to be aware of company changes that could impact the direction and approach of their work.

Easy access to knowledge is critical for keeping employees productive and working toward the right goal.

But too often, knowledge silos create information breakdowns. A knowledge silo is created when one individual or team has information that's not shared or distributed to other individuals or teams. Knowledge silos:

- ↘ Lower productivity
- ↘ Lead to employee misalignment
- ↘ Reduce employee engagement
- ↘ Prevent innovation
- ↘ Limit opportunities
- ↘ Lower company trust

Knowledge silos are a prevalent problem in many organizations that can be traced to team structuring or the lack of effective internal communications. A study of a 200-agent call center estimated that knowledge silos cost the company \$1.5 million as employees spent many of their working hours looking for information instead of providing answers for their callers.

The time an employee spends looking for information is wasted. The time an employee spends repeatedly sending information is also wasted.

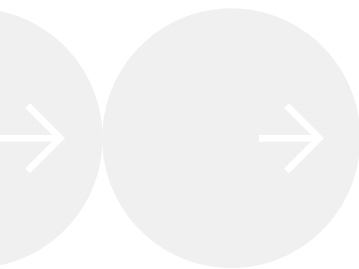
According to [APQC](#), knowledge workers spend an average of two hours every week recreating information and about 1.7 hours weekly providing duplicate answers and updates. To avoid this type of productivity loss, tear down knowledge silos and build a shared knowledge base where employees can easily add and find information.

1. Create a single knowledge repository.
2. Create channels that connect employees to resources.
3. Integrate or centralize the tools employees use.
4. Unite the different systems in one single hub.

One of the best ways to build this type of knowledge hub is through the use of a company intranet with strong search features. Your intranet will serve as your organization's knowledge repository, one central space for employees to find what they need and share insights, best practices and lessons learned. This educational environment helps everyone solve problems faster and fosters employee growth. A [study by McKinsey](#) estimates that organizations managing knowledge can see an increase of 25% in productivity.



25%



## Solution: Intelligent search

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The right modern intranet combines neural and federated search to ensure the most relevant information — including across all an organization’s business apps — is always at employees’ fingertips. Unlike traditional search, which is highly dependent on users typing in the correct keywords, hybrid neural search learns from a user’s search intent.

With the most advanced search functionality, employees can:

- ↘ Find the most accurate and comprehensive answers with search that leverages GenAI
- ↘ Search across documents, intranet content and even people using profile information and expertise tags.
- ↘ Search across all apps from multiple cloud-based file management systems including Microsoft Office 365 and Google Drive.
- ↘ Get the most relevant search results based on AI-powered recency, search patterns and group popularity insights.
- ↘ Refine search results by filtering by site, content type, author and publish date to find exactly what they need.



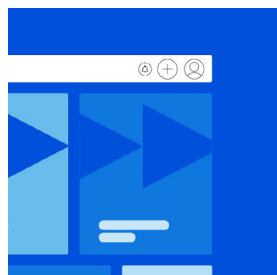
## Solution: Automated governance

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The right intranet solution ensures that the information employees find on the intranet is always accurate and trustworthy. It uses AI to delete and archive expired intranet content to reduce clutter and ensure that all content is fresh and up-to-date.

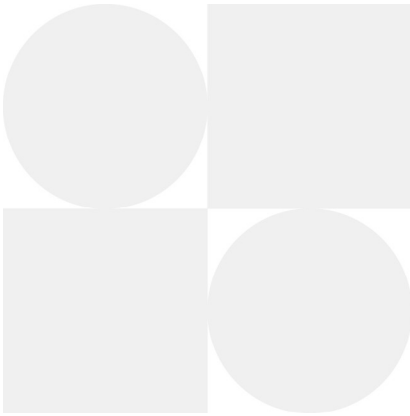
The best automated governance works by:

- ↳ Using AI to find and unpublish stale and out-of-date intranet content.
- ↳ Automatically moderating content across the intranet.
- ↳ Keeping popular content visible using audit and tracking capabilities.
- ↳ Notifying content authors with in-app or email notifications when content needs an update.
- ↳ Using analytics to weed out content that employees don't want or need.
- ↳ Saving earlier versions behind the scenes, so teams still have access to content that has been archived.



[Learn how a stale intranet affects its TCO](#)

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A multinational Fortune 1000 automotive service provider is headquartered in Indiana with nearly 18,000 employees across the United States, Canada, Mexico and the United Kingdom.



[Read the full case study](#)

## Simplr customer success story

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**Challenge:** The company struggled to connect their highly distributed workforce. Content, including knowledge and important announcements, were distributed mainly through email without a way to track engagement. Deskless employees were disconnected from headquarters. Information and resources were difficult to find, leading to productivity loss and frustration.

**Solution:** The company partnered with Simplr to launch an employee-focused portal that would provide relevant content, dynamic search results and quick links to resources.

**Results:** The newly launched intranet unified the information shared to both desk and deskless employees, making it the hub for the entire workforce. Employees now have full access to the intranet via both mobile and desktop. The average adoption rate across the organization increased from 39% to 85% in less than a year with Simplr.

Employees need both information and tools to efficiently and effectively perform tasks. For remote teams, access to programs and apps is essential for completing their work, yet many don't have what they need.

46%

According to Gallagher's most recent State of the Sector report, 46% of more than 2,000 respondents believe their organization does not invest enough in communications technology.

96%

And in a Slingshot report, 96% of workers say workplace tools don't help them keep up. Primary pain points for respondents included:

26%

Having to work across multiple tools

25%

Finding ways to work smarter

25%

Keeping information organized

24%

Managing their workflow to stay productive

50%

of respondents said they wished there was one solution that could handle different tasks in one place so they could use fewer tools to accomplish tasks

To help employees execute more effectively, create one centralized hub where employees can quickly access business-critical material. Organize the information intuitively so it's easy to find, and offer tools that support each phase of an employee's workflow.

A solution that can provide access to all business-critical information and tools in one place? A modern intranet.

A modern intranet puts everything an employee needs to do their work in one system. It centralizes information, integrates with tools employees use, and offers features that customize the platform so employees can find what they need faster and easier.



## Solution: Virtual assistance

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The most advanced intranets include virtual assistance to help employees get quick access to important information and tools. This feature uses a conversational interface that turns indexed results into human language with a high rate of response accuracy. And virtual assistance can cover a lot of territory — from processing updates to managing incidents across employee apps — all in one place.

Organizations can leverage virtual assistance to:

- ↘ Deliver immediate, individualized responses to employees and eliminate the need for additional clicks and extensive searching for answers.
- ↘ Streamline operations, slash support costs, and boost employee self-service with automated workflows that reduce administrative tasks and high repeat requests.
- ↘ Provide a personalized employee experience by delivering customized and relevant responses that meet specific needs, taking into account the employee's location, department, and other relevant attributes.
- ↘ Empower employees with efficiency through a unified entry point integrating bots, knowledge bases, policies and documents across the enterprise, providing seamless access to their information needs.
- ↘ Connect HR, IT, Legal and other systems into a single, digital conversational experience, gathering real-time information to predict and respond to user needs.
- ↘ Improve employee satisfaction by quickly and accurately predicting user needs during live conversations using historical data analysis and pattern recognition.



## Solution: Personalization

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Another way modern intranet content is optimized for user experience is through adaptive personalization. The intranet can adapt and adjust based on employee preferences and searches — and serve up individualized, relevant information automatically.

Employees can use it to:

- ↳ Zero in on the right communications and content right away.
- ↳ Save time and frustration by no longer needing to sift through irrelevant content to find what's important.
- ↳ View feed content that is customized based on employee activity, roles, locations and interests.
- ↳ Access compelling information and stories that keep them coming back for more.
- ↳ Receive personalized employee newsletters with dynamic content relevant to their unique role and needs.



[Discover the power of AI personalization](#)

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## #5 Utilize recognition and reward systems

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Even with access to the best tools, all of the necessary information, and a collaborative team, employees can still lose productivity. There is one more essential element that teams need to work at their full potential — recognition.

In fact, [Gallup found](#) that when larger businesses double their employee recognition efforts, they experience a 9% increase in productivity. And failure to recognize, show appreciation for, and celebrate the success of team members can lead to a dip in both employee engagement and employee productivity. [Select Software Reviews](#) reported that 66% of employees said they would quit if they didn't feel appreciated.

Recognition and rewards can boost morale and create a positive atmosphere that motivates employees to do their best work.

As you approach employee productivity, consider how you can use both tangible and intangible rewards to recognize your teams for accomplishments large and small.



[Check out more examples of employee recognition](#)

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## Tangible rewards

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Tangible rewards are concrete, physical items or benefits. Examples include:

- Salary and bonuses: Direct monetary compensation — including salary, bonuses, commissions and profit-sharing — is a tangible reward for employees' work.
- Gift cards and merchandise: Providing gift cards, vouchers or physical items such as electronics, clothing or gift baskets serves as tangible recognition for achievements.
- Travel and vacation packages: Offer travel incentives, vacation packages or paid trips as rewards for exceptional performance or hitting targets.
- Certificates and trophies: Tangible symbols of recognition, such as certificates of achievement, plaques or trophies, acknowledge outstanding contributions.
- Company stock or equity: Shares in the company, stock options or equity ownership can be tangible rewards for employees, especially in startups or publicly traded companies.

## Recognition

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Recognition can be intangible rewards that are non-material, including benefits or perks. Examples include:

- Recognition and praise: Verbal or written recognition for a job well done can significantly boost morale and motivation.
- Career development opportunities: Offering opportunities for training, skill development, mentorship and career advancement is a valuable intangible reward.
- Flexible work arrangements: Providing flexible work hours, remote work options, or the ability to manage one's schedule can enhance work-life balance.
- Workplace culture and environment: Creating a positive work culture, fostering a supportive environment, and promoting inclusivity are intangible rewards that contribute to employee satisfaction.
- Challenging assignments and autonomy: Giving employees challenging projects, autonomy in decision-making, and opportunities to take on leadership roles are intangible rewards that foster growth and engagement.

A comprehensive modern intranet is a powerful platform for offering intangible rewards in the digital workplace.

## Solution: Intranet-based employee recognition

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With a modern intranet that integrates employee recognition, your organization can make recognition a part of your everyday communications. Within one centralized platform, you can:

- ↘ Publicly celebrate employee efforts, achievements and milestones through the company feed.
- ↘ Automate recurring departmental or division awards that allow open nominations, ensuring no one feels left out.
- ↘ Configure, view, track and manage recognition and awards in the recognition hub, simplifying your employee engagement tools.
- ↘ Integrate badges into employee profiles to enhance the visibility of accomplishments, knowledge or performance, making it easy for others to identify employee achievements.
- ↘ Empower remote, in-person or hybrid employees to give shout-outs, receive recognition, and celebrate wins together through desktop and mobile.
- ↘ Give managers another way to evaluate performance reviews using team dashboards that spot trends and aggregate recognition, helping reduce recency bias.
- ↘ Customize awards and badges to align with company values, continuously cultivating employer culture and brand.



“Since launching [Employee Recognition](#) earlier this year, we’ve found employees to not only be posting and engaging more on our intranet, but our communications content views have increased more than 17%.”

Ashley Anglisano,  
senior internal communication’s  
specialist at Agero



[Read the full  
case study](#)

## Simplr customer success story

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**Challenge:** Agero's company culture is centered around appreciation, a value that its contact center and corporate employees embrace. The two groups collaborated smoothly regarding handling support cases but lacked the opportunities to interact and provide mutual support as a united employee community. While an existing recognition program helped bridge the cultural gap between call center agents and corporate employees, the program required significant manual work to manage. The tools used at each step were not integrated, hampered collaboration, hindered insights, and reduced overall efficiency.

**Solution:** [Simplr’s Employee Recognition](#) streamlined the recognition program, reducing administrative time and bringing both employee segments together to engage in a common digital workplace — the intranet. Values-based badges were seamlessly integrated into employee profiles. And leaders gleaned richer insights to help understand and measure how recognition impacts employee engagement and adoption.

**Results:** Simplr’s Employee Recognition has enabled a noticeable shift in the culture and company behavior, with over 696 posts and replies in the month they launched — 22 times higher than the previous month. Almost every part of the organization posts, interacts, comments and shares regularly.

# Part three: Measuring and monitoring employee productivity

If you have a goal to improve employee productivity within your organization, you need metrics to help you understand if you are moving the needle in the right direction.

Without metrics or performance indicators that show productivity measurements, it will be difficult to know if you are getting better, getting worse, or remaining the same.

To monitor change in employee productivity, you have to overcome the challenges of measuring remote worker productivity, know which metrics to measure, and utilize the right tools to get accurate readings of employee input and output.



## Challenges of measuring remote worker productivity

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Measuring employee productivity is easier in some industries than others. For example, a manufacturing company with employees who work on an assembly line for eight-hour shifts can easily measure the output an employee produces each day. At the end of the day, a manager can see that employee A produced 100 products while employee B produced 75.

But for office settings and knowledge work, especially in remote organizations where employees are spread across the country or world, measuring output for employees is a bit more challenging.

Measuring remote worker productivity can be difficult due to:

- **Varying work output.** In some cases, it might not be clear how to measure tangible worker output.
- **Lack of visibility.** Managers often cannot physically observe the activities of employees.
- **Time zone differences.** Managers with remote teams might not operate on the same schedule, limiting their ability to view real-time employee activity.
- **Varying work environments.** Employees may have elements in their work settings that impact their ability to produce output (such as poor office conditions, lack of access to quality tools, etc.).
- **Dependence on self-reporting.** Managers may need to rely on an employee's accurate and honest report of their time use and output.
- **Overemphasis on activity measurement.** Organizations might use monitoring software to focus too heavily on measuring productivity time instead of actual employee productivity.
- **Resistance to monitoring.** Employees may be resistant and uncomfortable with monitoring software that can feel like micromanaging and privacy invasions.

To accurately and holistically measure remote worker productivity, remember that work is more than output. Use a variety of methods to measure both productivity metrics and output measurements.



## Essential productivity metrics to measure

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The most basic way to measure employee productivity is through the output-input formula mentioned earlier in this guide. It can be calculated by measuring the output produced per unit of labor input.

### Employee Productivity = Output / Labor Input

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To use the formula:

1. **Determine the output.** Output is the quantity of goods or services produced within a specific timeframe. This could be the number of items manufactured, services rendered, or any other relevant measure that reflects the work completed.
2. **Determine the labor input.** Labor input is the amount of work contributed by employees during the same period as the output measurement. This can be measured in various ways, such as the total number of hours worked, the number of full-time equivalent (FTE) employees, or the total labor cost.
3. **Employee productivity.** Divide the output by the labor input to determine employee productivity.

In some industries, the output metric might seem clear. For example, a bakery may measure the number of loaves of bread, or a sales department may count the number of calls made by the salesperson. Other industries will have to get a bit more creative. For example, a graphic designer may need to assign a value to the designs they create based on the difficulty and time needed to produce each asset. Then, they could count the value of items they created over a set amount of time instead of the number of items created.

No matter how you track output, it's important to remember that output is just one way to track employee productivity.

As you consider how productive your team is, also think about factors that are just as important to employee success as productivity. Producing more isn't necessarily always better. It is not a company win if you are producing more but the product is sub-par, customer approval is low, you are losing money, or your employees are burned-out, disengaged and unhappy.

Considering other metrics is helpful when determining how much employees are producing along with how well they are producing, how they act when they are producing, and how they feel when they are producing.

As you measure employee productivity, also look at these essential metrics and factors:

- **Time utilization.** How well is your team utilizing their time at work?
- **Task completion time.** How long does it take for your team to complete specific tasks?
- **Work quality.** What is the quality of the output your team produces?
- **Project progress.** What are the current stages and timelines for in-progress projects?
- **Customer satisfaction.** How happy are customers with the quality of your products and services?
- **Revenue per employee.** How much revenue does an employee produce for the company?
- **Task prioritization.** How well is your team prioritizing tasks and managing urgency?
- **Error rates.** How many errors or inaccuracies are team members making?
- **Utilization of technology.** Is your team using technology and tools to the best of their abilities?
- **Absenteeism.** What is the rate employees are late or don't show up to work?
- **Training participation.** How much does each employee participate in new training or learning programs?
- **Meeting efficiency.** How effective and efficient are your meetings?

Employee productivity isn't just about how much an employee works. It's also how they work. Make sure you are measuring metrics that give you an accurate, insightful look at the way your team works. This approach will help you identify the roadblocks holding your team back from producing more and find opportunities to motivate your team to produce more.

## Tools for monitoring employee productivity

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Now that you know what to look for when monitoring employee productivity, let's look at some tools that can help you with the process.

### CRM and POS systems

Depending on your industry, you may already have access to tools to help you monitor and track employee output. For example, you might use a customer relationship manager (CRM) to calculate the number of sales made by each team member. Or, you may have a point-of-sale (POS) system that tracks the amount of products sold by each employee. Look to your own internal systems to find metrics tied to employee output.

### Time tracking tools

Time tracking tools calculate the amount of time employees work on projects and tasks. They can work manually (such as when an employee clocks in and out when working on specific tasks or client projects) or automatically (such as through software that tracks when an employee is active on a specific program or task). Both types of time tracking tools can help you document the amount of time employees are actively working. Examples include:

- Toggl
- Harvest
- Clockify

### Project management tools

Keeping a clear view of project timelines can help you gauge employee productivity and progress, while setting clear expectations that hold employees accountable. Use a project management tool to outline each step of a project and assign dates to each task. Examples include:

- Asana
- Trello
- Jira

**Real-time chat and collaboration**

Keep track of employee progress by staying in touch with your team, even if you aren't in the same office. Real-time chat and collaboration tools allow you to communicate and work together virtually. Examples include:

- Simplr
- Slack
- Google Docs
- Microsoft Teams
- Zoom

**Performance management tools**

Because it's important to monitor both how much an employee accomplishes and how well an employee accomplishes their tasks, use performance management tools to keep an accurate report on employee success. Examples include:

- Lattice
- Workday

**HR information systems**

Data in your HR systems can help you see if and when employees are showing up to work. Use HR information systems to view employee attendance, truancies and participation. Examples include:

- BambooHR
- Workday
- ADP

**Employee monitoring software**

Organizations that want to know how their employees are spending their time can use monitoring software. Monitoring software installed on an employee's computer can track the amount of time an employee is active, track keystroke activity, monitor the time use of applications, and prevent the use of specific websites and apps. Examples include:

- Hubstaff
- Teramind
- ActivTrak

## How to use feedback to continuously improve employee productivity

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If you are taking steps to actively improve employee productivity, you cannot forget to include the most important piece of the puzzle — your employees.

You may have the best intentions, use the best research, and implement the best tools, but you can't be sure that you are doing the right things to boost employee productivity unless you talk to your team.

Employee feedback is one of the best resources for improving employee productivity.

Employee feedback is essential for learning about the current working conditions that are impacting productivity as well as discovering if new initiatives to boost productivity are working. Get your team involved as you launch initiatives to boost employee productivity.

1. **Survey employees.** The best place to start is by asking the users themselves. A well-crafted survey can help you understand the progress and course-correct.
2. **Conduct focus groups.** You can achieve a more detailed analysis by supplementing the survey with focus groups and in-depth audits. Conduct focus groups with particular individuals or teams based on factors such as location or random selection.
3. **Engage in employee listening.** Use an [employee listening tool](#) to unearth hidden employee sentiment that traditional surveys often miss — in real-time. The right modern intranet integrates employee listening to deliver an ongoing stream of insights by analyzing a broad range of signals that reveal trends, patterns and themes to help you improve the employee experience (EX) and achieve better outcomes.
4. **Review usage stats.** Review usage stats on intranet and productivity tools to get concrete data on how employees are spending their time

Your employees are the ones doing the work. Talk to them about their experiences. Use what they share to find ways to not just improve the quantity of output but to also improve the quality of input.

To boost employee productivity, find out what employees need to increase their efficiency, work more effectively, and feel better while doing it.

# Conclusion: Paving the way to higher productivity



It's clear there is a problem with employee productivity. Many organizations are experiencing a drop in employee output as employees become less engaged, more burned out, and more disconnected from the resources, tools and training that allow them to do their best work.

But there is a solution



Organizations can increase employee efficiency, effectiveness and motivation by:

**1. Streamlining internal communications.** More engaged employees are more productive employees — and communication is central to connecting employees to each other and shared organizational objectives. Consider leveraging a modern intranet to improve communication by creating a single source of truth, better enabling remote workers, and making it easy for employees at all levels to contribute to the conversation.

**2. Improving collaboration capabilities.** Focus on creating a more collaborative digital workplace so employees can better share responsibilities, delegate tasks, and make a collective effort to streamline workflows and improve productivity. A modern intranet can facilitate this enhanced connection via a safe, centralized space that allows for multi-channel communications and robust search functionality.

**3. Breaking down knowledge silos.** Slash the time employees spend looking for and resending information they need to do their work. A modern intranet serves as a knowledge repository, with AI-powered search across both the platform and integrated apps. And a feature like automated governance ensures that all content is fresh and up-to-date.

**4. Offering quick access to business-critical tools and information.** Help employees execute more effectively by creating one centralized hub where they can quickly access business-critical tools and information. A modern intranet offers this solution — and features like virtual assistance and personalization ensure that employees get seamless access to just what they're looking for.

**5. Using recognition and rewards systems.** Meaningful, consistent recognition is a powerful motivator to improve productivity. Use both tangible and intangible rewards to recognize and celebrate employees' accomplishments. An intranet with a built-in recognition program ingrains recognition into the organizational culture.

**6. Measuring the right productivity metrics.** As the old saying goes, "what gets measured gets improved." Figure out the most effective metrics to use (e.g., the output-input formula) to measure how much employees are producing, how well they're doing it, and how they act and feel during production. This holistic approach will help you identify obstacles to productivity and opportunities for motivation. Research the many tools available to assist you on this journey.

**7. Regularly seeking employee feedback.** Finally, get your team involved as you explore ways to improve productivity. Surveys, focus groups and AI-powered tools that surface hidden employee sentiment can provide invaluable insights to improve the quantity and quality of employee output — and help ensure they feel better while maximizing productivity.

With these strategies and the right software, your organization can stop the decline of employee engagement and productivity and increase employee output and company profits.

Learn more about how intranet software can support your employee productivity strategies and initiatives. See how Simplr can help address organizational needs and empower you and your team to increase output without increasing burnout. [Learn more about Simplr employee productivity features.](#)

# About Simpplr

## Who we are

Simpplr is the modern intranet that transforms the work experience for all employees — wherever and however they work.

Simpplr is the only platform that unifies employee engagement, enablement, and services, leveraging state-of-the-art AI models to deliver a seamless, cohesive, and personalized employee experience.

Trusted by over 1000 global brands, including Moderna, Snowflake, Splunk, Penske, Eurostar, and AAA, Simpplr customers achieve significant improvement in their employees' productivity, retention, and overall satisfaction.

Headquartered in Silicon Valley, CA, Simpplr is backed by Norwest Venture Partners, Sapphire Ventures, Salesforce Ventures, Tola Capital, and Still Venture Capital. Learn more at [simpplr.com](https://simpplr.com).

## Benefits

- ↘ Designed for the way you work
- ↘ Ready to use in weeks, not months
- ↘ Built for business users
- ↘ Unified, engaging experience across mobile and the web
- ↘ Powerful integration
- ↘ Secure and scalable platform

## Trusted By

