



Top 10 Employee Insights on Company Onboarding Programs

We have spoken to dozens of HR professionals to hear their feedback from hundreds of employees. Based on our research, we have collated the top 10 answers to the most common questions, insights, observations, and pain points.

Share this with your team and individually check the boxes of the most relevant feedback to your company. Compare notes when you gather to collaborate.



- 1. **There is no consistency** in our onboarding process. Things don't get done or don't get done the right way.
- 2. **Managers do not have the time, or the skills** needed to give their hires a good onboarding experience.
- 3. **We do not measure onboarding success.** This is a common problem, and most companies have no clue why some employees succeed, and others fail. Surveys of new hires, either quantitative or qualitative, are advised before any assumptions are made.
- 4. **We do not make people feel special, seen, or valued.** When hiring a lot of people, companies lose the personal touch that smaller companies give new hires. Many people we speak to share their concern over a lack of time and not having someone in charge of overseeing new hires.
- 5. **Our recruiters oversell the positions.** This is a common problem. When surveyed, 43% of employees who quit in the first 90 days reported feeling that their day-to-day role wasn't accurately described during the hiring phase.¹
- 6. **Information overload, as well as not having the information they need.** New hires need to know, receive, read, and often understand large volumes of information but be sure not to swamp them.
- 7. **It is daunting to start in larger organizations.** It is not uncommon that employees do not know where to go to find help, and many shy away from asking even the simplest of questions.
- 8. **Things just slip through the cracks.** Important needs are neglected on the first day at work, and there are many cases where management has forgotten that a new hire is starting on a particular day.
- 9. **Time spent on simple, repetitive, and mundane tasks.** Some companies are still running their business as they did 20 years ago or using outdated, clunky software to do onboarding.
- 10. **Complaints of poor training.** Employee perceptions of training programs are heavily influenced by how prepared it appears that the onboarding stakeholders are in presenting the training.

Need help? [Click here to schedule a call with our onboarding experts.](#)

¹ <https://www.psychologytoday.com/us/blog/platform-success/201903/why-33-percent-new-employees-quit-in-90-days>