

## The state of HR bandwidth

# HR in the age of operational drag

**Your HR team may not have a workload problem. It may have a friction problem.**

Operational drag is the extra effort created when systems do not connect, processes rely on manual intervention, and people cannot easily find or act on the information they need.

### Less than half of HR leaders say their technology is effective

Only 43% of HR professionals and executives rated their organization's HR technology as effective, according to SHRM's 2025 State of the Workplace research.

43%

Technology alone does not eliminate operational drag. The difference is whether information, processes and actions can move easily across the organization.

### Drag appears in small amounts

1 more

approval to chase

1 more

routine question outed back to HR

1 more

report assembled by hand

On their own, these tasks seem manageable. Together, they drain HR bandwidth.

### Where operational drag shows up

#### Hiring

HR re-enters candidate information across recruitment, onboarding and employee records.

#### Onboarding

HR chases documents, approvals and managers to keep new hires moving.

#### Employee support

HR answers routine questions because information is difficult to find or understand.

#### Reporting

HR exports, checks and rebuilds data from multiple sources before leaders can use it.

### The operational-drag chain reaction

Disconnected tools

More manual coordination

More questions and follow-up

Slower action and reduced visibility

HR becomes increasingly reactive

Strategic people work gets pushed aside

When systems do not connect, a single data-entry task quickly expands into checking, correcting, explaining, following up and reporting.



### The operational-drag chain reaction

Operational drag costs more than time. As friction builds across everyday HR processes, it reduces visibility, weakens the employee experience and leaves less capacity for the strategic people work that moves the organization forward.

### The shift from drag to flow

#### Drag

Information sits in separate systems

HR carries work between processes

Employees depend on HR for routine answers

Managers wait for reminders

Issues surface late

#### Flow

Information moves across connected processes

Work moves to the right person

Employees can find information and complete routine actions

Managers can see responsibilities and next steps

HR can identify and act on issues earlier

People First, powered by MHR, brings core HR activity into one connected, mobile-friendly experience. Information moves more easily, manual handoffs are reduced, and employees and managers have clearer ways to get things done.

## See how connected HR operations can give bandwidth back

Operational drag is not always obvious, but its effects are felt across HR, managers and the employee experience.

Explore how connected HCM technology can reduce hidden drag and help HR regain time, clarity and control.

Download the guide  
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