



The state of HR bandwidth

The HR bandwidth quiz

Where is hidden work draining your team's time?

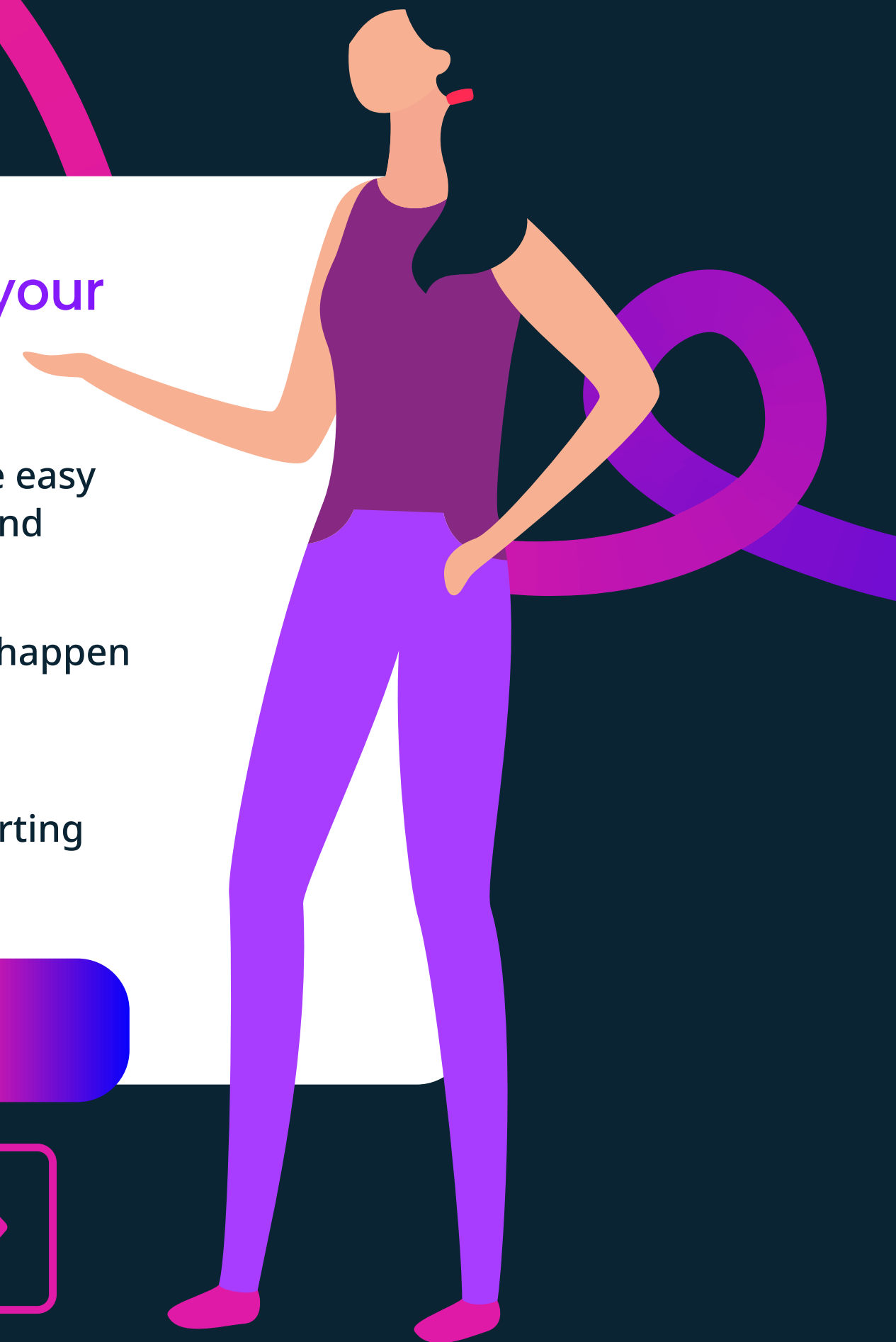
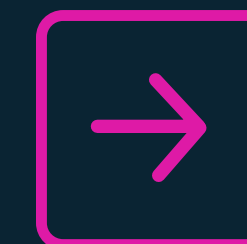
Your HR team may be busy for reasons that are easy to see: hiring, compliance, employee support and workforce planning.

But some of the biggest drains on HR capacity happen in the background.

Manual workarounds. Repeated questions. Disconnected systems. Approval chasing. Reporting gaps. Manager hand holding.

12 statements. 6 pressure points.
One clearer place to start.

Turn the page to begin



Where is **hidden** work building?

Read each statement and select the response that best reflects your HR team today.

Response scale: 1 Never | 2 Occasionally | 3 Often | 4 Very often

Assessment 1 of 2

Admin overload

1. Our team spends significant time on repetitive tasks that could be completed through a clearer process or workflow.

- ①

Never
- ②

Occasionally
- ③

Often
- ④

Very Often

2. Important people priorities are delayed because routine administration takes precedence.

- ①

Never
- ②

Occasionally
- ③

Often
- ④

Very Often

Category total
Admin overload: __ / 8

Disconnected systems

3. Our team enters, checks or updates the same employee information in more than one place.

- ①

Never
- ②

Occasionally
- ③

Often
- ④

Very Often

4. HR processes rely on spreadsheets, email or manual handoffs to connect systems and teams.

- ①

Never
- ②

Occasionally
- ③

Often
- ④

Very Often

Category total
Disconnected systems: __ / 8

Low self-service adoption

5. Employees regularly contact HR for information they should be able to find or update themselves.

- ①

Never
- ②

Occasionally
- ③

Often
- ④

Very Often

6. HR completes routine actions on behalf of employees because self-service tools are unclear, unavailable or underused.

- ①

Never
- ②

Occasionally
- ③

Often
- ④

Very Often

Category total
Low self-service adoption: __ / 8

Where is **hidden** work building?

Read each statement and select the response that best reflects your HR team today.

Response scale: 1 Never | 2 Occasionally | 3 Often | 4 Very often

Assessment 2 of 2

Compliance fire drills

7. Our team chases missing documentation or corrects records close to a deadline.

- ①

Never
- ②

Occasionally
- ③

Often
- ④

Very Often

8. Compliance tracking depends on spreadsheets, reminders or one person's knowledge.

- ①

Never
- ②

Occasionally
- ③

Often
- ④

Very Often

Category total
Compliance fire drills: __ / 8

Reporting and visibility gaps

9. Preparing workforce reports requires manual data gathering, checking or spreadsheet work.

- ①

Never
- ②

Occasionally
- ③

Often
- ④

Very Often

10. HR and senior leaders cannot always access accurate workforce information when they need it.

- ①

Never
- ②

Occasionally
- ③

Often
- ④

Very Often

Category total
Reporting and visibility gaps: __ / 8

Manager dependency

11. Managers rely on HR to explain routine processes or tell them what to do next.

- ①

Never
- ②

Occasionally
- ③

Often
- ④

Very Often

12. HR regularly follows up with managers to keep approvals, employee changes or people processes moving.

- ①

Never
- ②

Occasionally
- ③

Often
- ④

Very Often

Category total
Manager dependency: __ / 8

Next: transfer your scores and see where pressure is building.

What is your HR bandwidth score?

Step 1

Add all 12 response scores
Total score: ____ / 48

What your total suggests

12–23: Contained pressure
Hidden work appears concentrated in a few areas. Review your highest category before the pressure spreads.

24–35: Building pressure
Repeated friction is likely competing with higher-value HR work. A focused process review could return meaningful capacity.

36–48: Widespread pressure
Hidden work may be embedded across several processes and responsibilities. Start with the area combining high frequency, high friction or meaningful risk.

This assessment is designed to help you spot patterns, not grade your HR function.

Category

Score

Pressure

Admin overload

___ / 8

Low / Emerging / Significant

Disconnected systems

___ / 8

Low / Emerging / Significant

Low self-service adoption

___ / 8

Low / Emerging / Significant

Compliance fire drills

___ / 8

Low / Emerging / Significant

Reporting & visibility gaps

___ / 8

Low / Emerging / Significant

Manager dependency

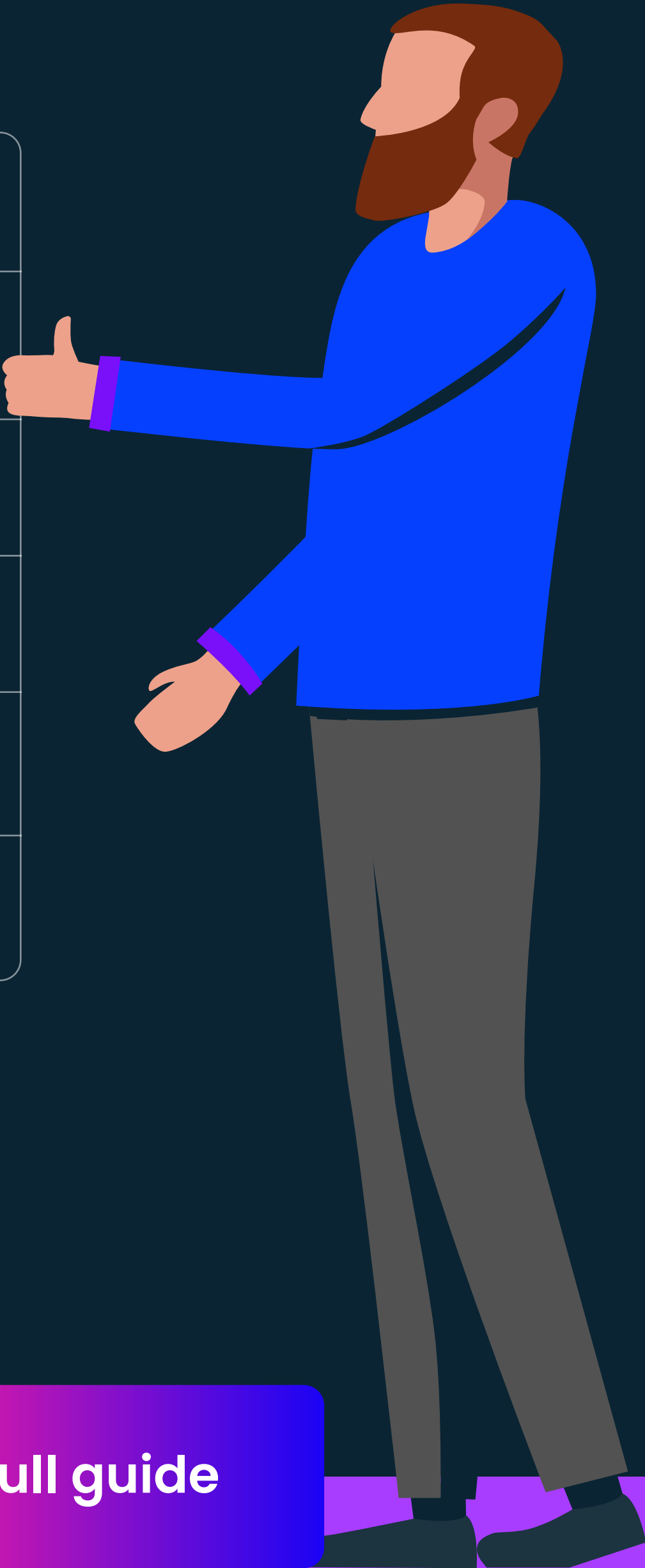
___ / 8

Low / Emerging / Significant

Total pressure points

Highest category: ____

Second-highest category: ____



Your result shows where pressure may be building. The state of HR bandwidth shows how to estimate the time it consumes, decide what to improve first and create a focused 30-day action plan.



Explore the full guide

What your highest score may be telling you

Admin overload

Hidden-work pattern: Repetition

Your team may be spending too much time on routine administration and follow-up.

Look for

- Strategic work being delayed
- Recurring tasks taking longer than expected

Start here

Choose one task your team completes repeatedly.

Calculate:

Frequency × time × people involved

Then remove one unnecessary step or handoff.

Disconnected systems

Hidden-work pattern: Reconciliation

Your team may be relying on manual effort to move and verify information between systems.

Look for

- Employee information maintained in several places
- Spreadsheets bridging gaps between systems

Start here

Choose one process that crosses several systems.

Identify where information is entered again, checked manually or reconciled.

Low self-service adoption

Hidden-work pattern: Interruption

Employees may be relying on HR for routine information or actions they could complete with clearer access and guidance.

Look for

- Repeated questions about where to find information
- HR completing routine updates on employees' behalf

Start here

Review the five questions HR receives most often.

Check whether employees can find the answer, understand it and complete the next step without contacting HR.



What your highest score may be telling you

Compliance fire drills

Hidden-work pattern: Recovery

Your team may be spending too much time chasing documentation, checking records or resolving issues close to deadlines.

Look for

- Missing records discovered late
- Tracking dependent on reminders or spreadsheets

Start here

Choose one recurring compliance task. Clarify the owner, required information and point when reminders or checks should begin.

Reporting and visibility gaps

Hidden-work pattern: Manual assembly

Your team may be spending too much time gathering and checking workforce information before it can be used.

Look for

- Recurring reports requiring manual preparation
- Leaders waiting for answers HR must assemble

Start here

Choose the report requiring the most effort.

Trace where each data point comes from and remove one recurring gathering, formatting or validation step.

Manager dependency

Hidden-work pattern: Coordination

Managers may be relying on HR to explain routine processes, complete actions or keep work moving.

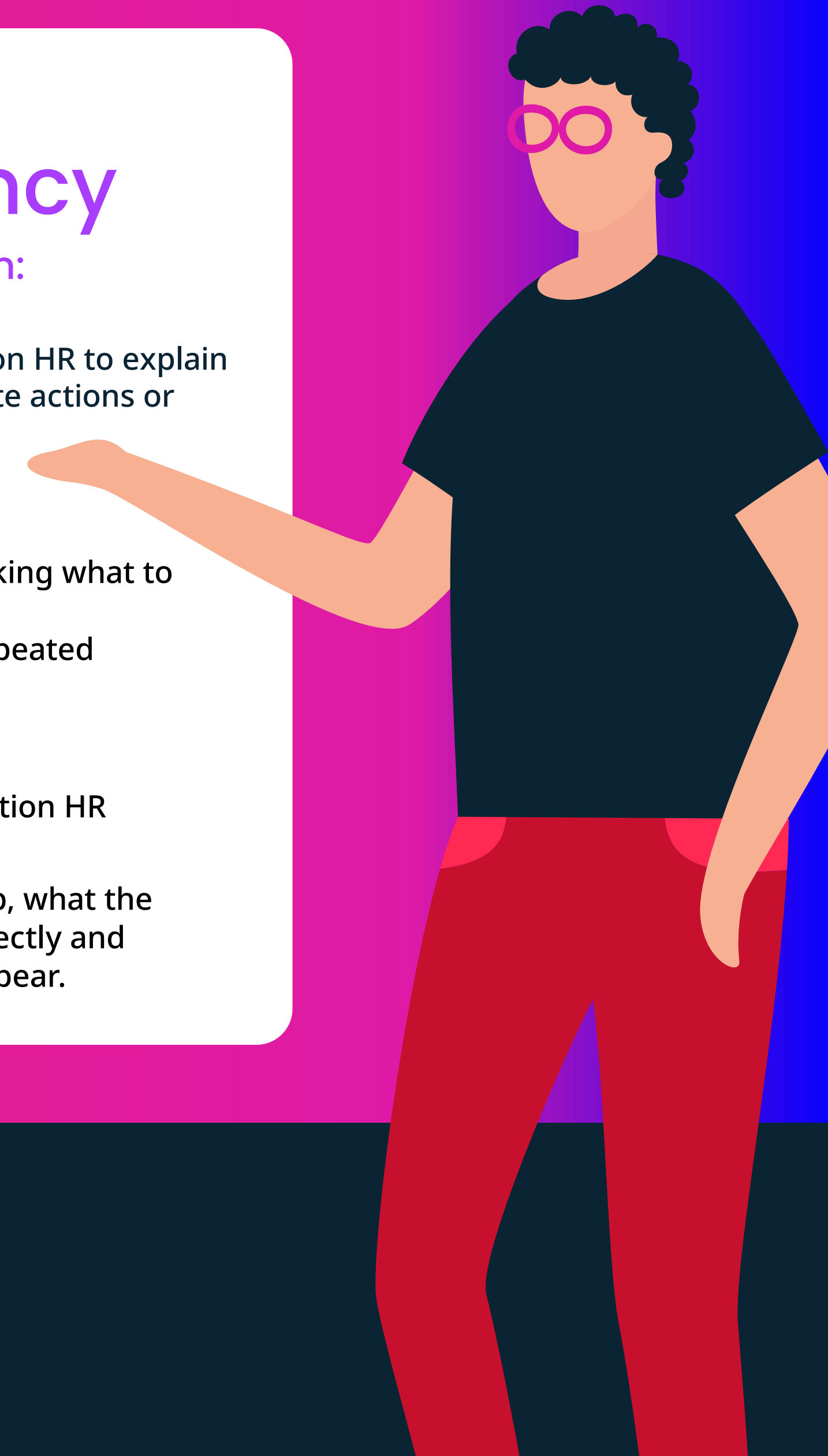
Look for

- Managers regularly asking what to do next
- Approvals requiring repeated reminders

Start here

Identify the manager question HR answers most often.

Clarify who owns each step, what the manager can complete directly and where guidance should appear.



Need a practical way to investigate your result?
Explore [The state of HR bandwidth.](#)

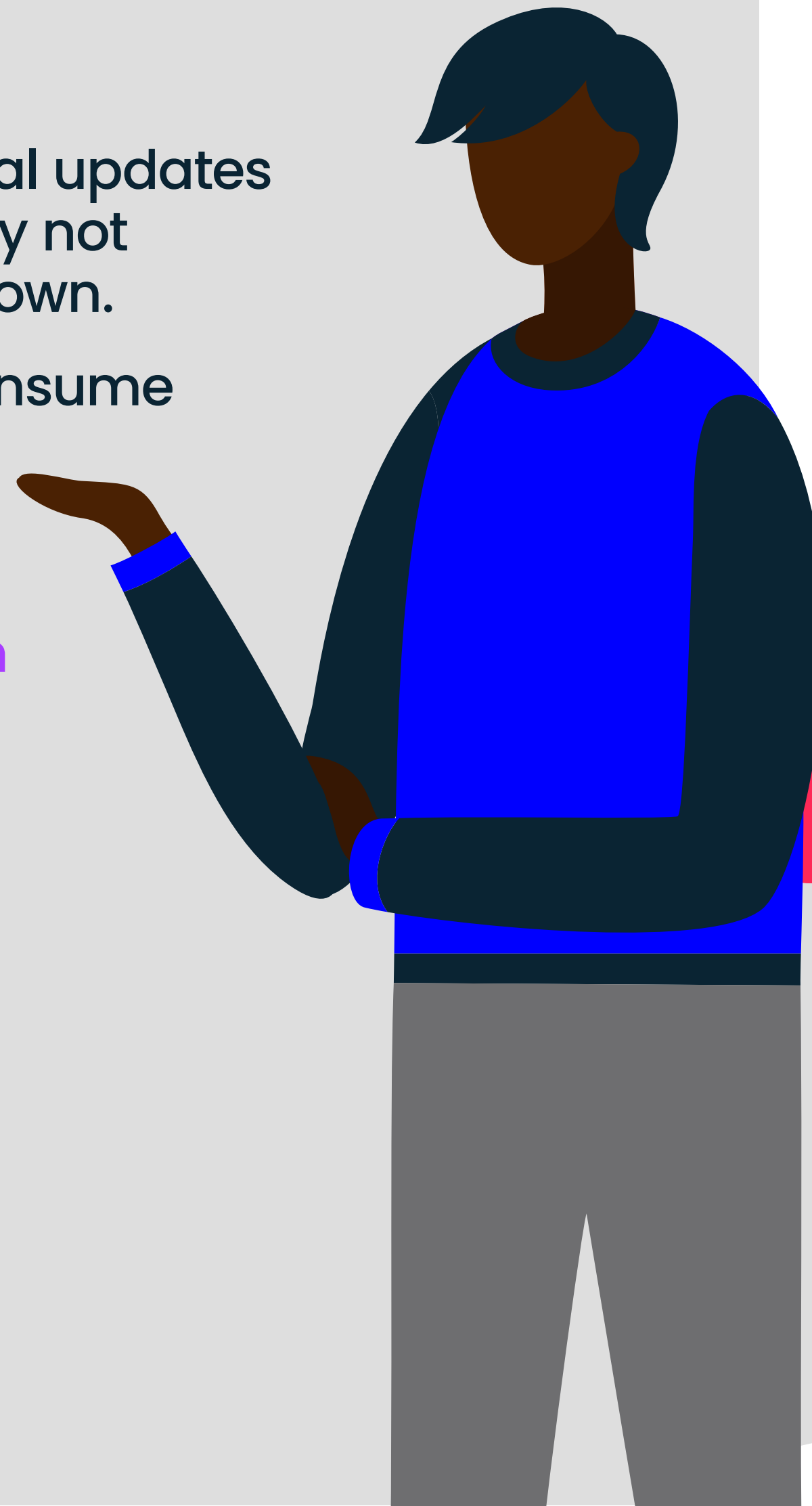
Hidden work adds up

Repeated questions, manual updates and delayed approvals may not appear significant on their own.

Across a week, they can consume hours of HR capacity.

Which priority is most often delayed because of this pressure?

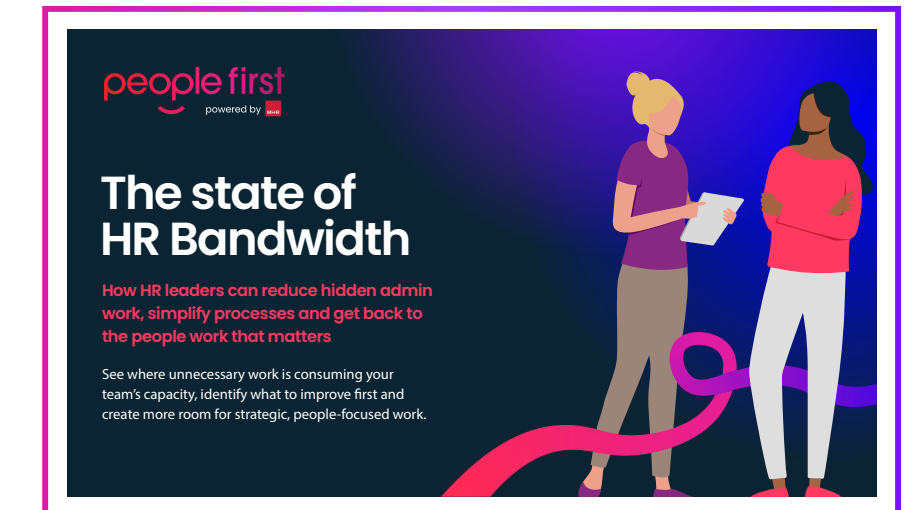
- ✓ Manager development
- ✓ Workforce planning
- ✓ Employee development
- ✓ Engagement and retention
- ✓ Organizational change
- ✓ Proactive employee support



Find out where hidden work is costing your HR team time

Explore **The state of HR bandwidth** to:

- Make hidden work visible
- Estimate the time it consumes
- Decide what to improve first
- Create a focused 30-day action plan



[Download The state of HR bandwidth](#)

More time. More clarity. More room to plan, support and lead.



About MHR

MHR has been driving innovation across the HR technology space for over 40 years. We don't just meet the industry standard, we exceed it. Engineered with the latest SaaS technology, our product, People First enables increased employee productivity and organizational growth with a demonstratable return on investment.

People First is guided by what our customers and the market demand in a rapidly changing world.

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