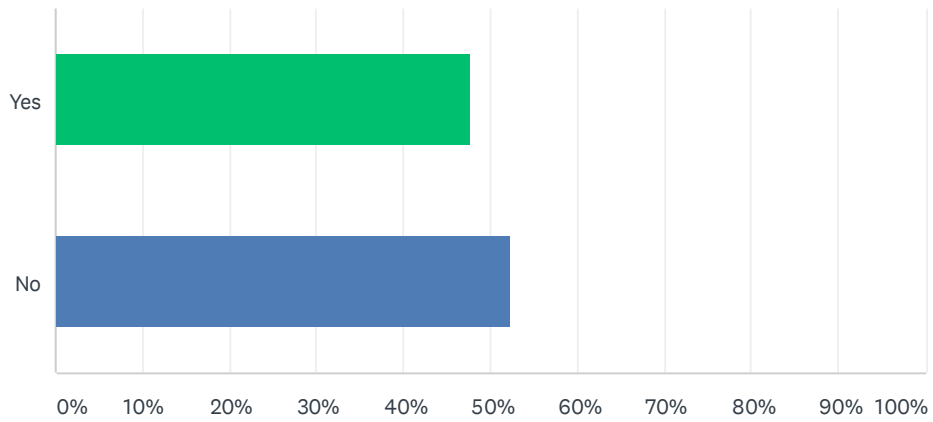


## Q2 Do you have one single global system of record for payroll and HR data?

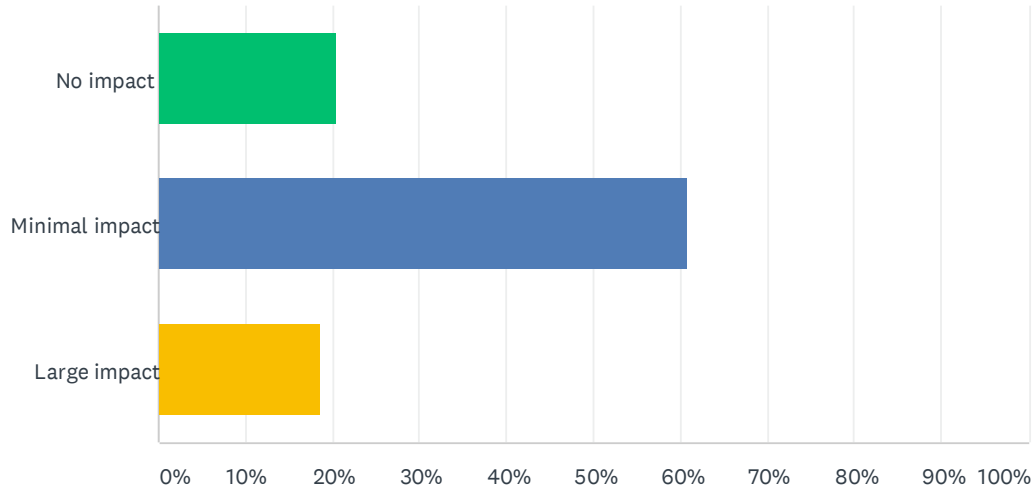
Answered: 567 Skipped: 32



ANSWER CHOICES	RESPONSES	
Yes	47.62%	270
No	52.38%	297
TOTAL		567

### Q3 How has COVID-19 impacted your global payroll operations?

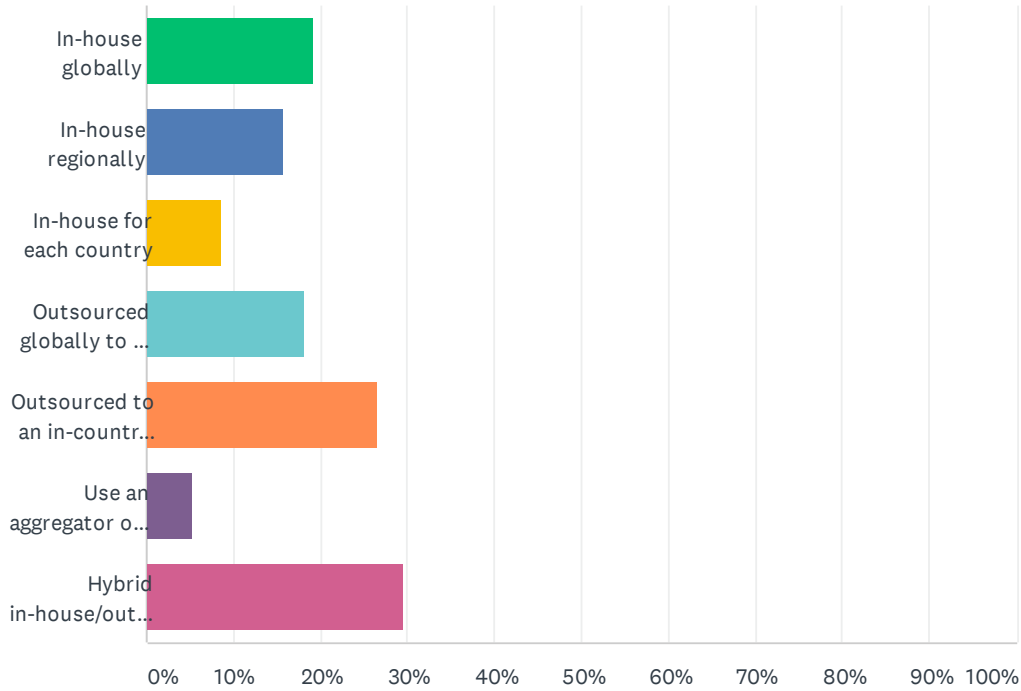
Answered: 552 Skipped: 47



ANSWER CHOICES	RESPONSES	
No impact	20.47%	113
Minimal impact	60.87%	336
Large impact	18.66%	103
TOTAL		552

## Q4 What is your global payroll service delivery model? (Select all that apply)

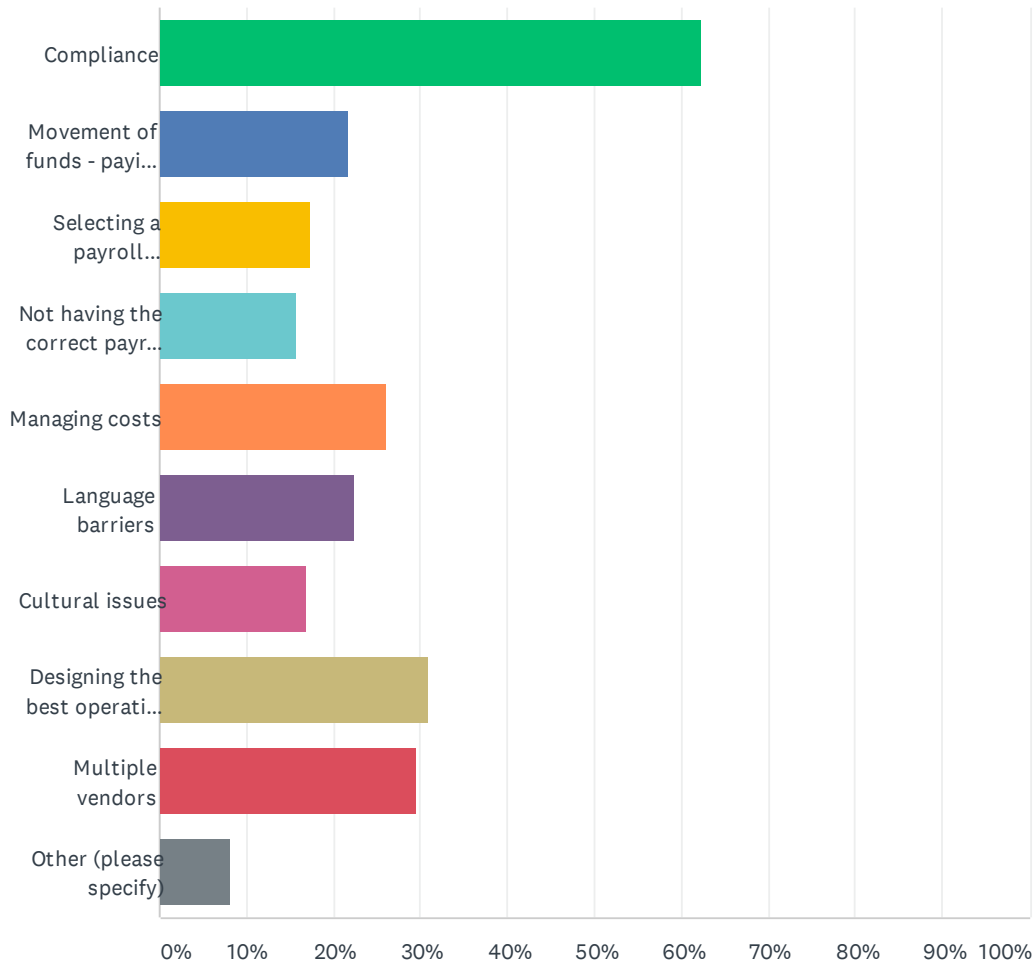
Answered: 500 Skipped: 99



ANSWER CHOICES	RESPONSES	
In-house globally	19.20%	96
In-house regionally	15.60%	78
In-house for each country	8.60%	43
Outsourced globally to one vendor	18.20%	91
Outsourced to an in-country provider	26.60%	133
Use an aggregator or consolidator	5.20%	26
Hybrid in-house/outsourced	29.60%	148
Total Respondents: 500		

## Q5 What are your biggest global payroll challenges? (Select all that apply)

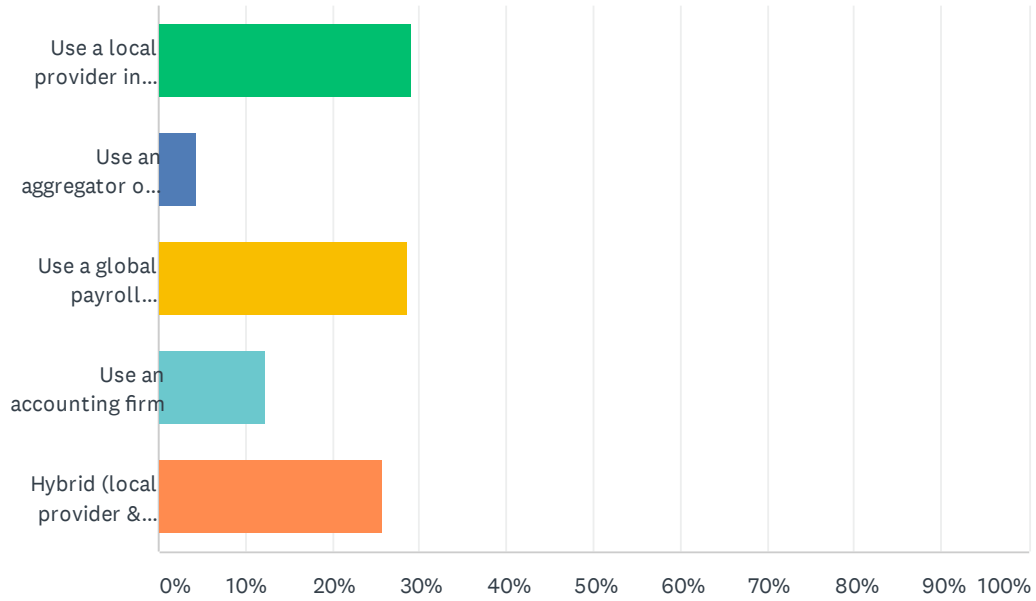
Answered: 472 Skipped: 127



ANSWER CHOICES	RESPONSES	
Compliance	62.29%	294
Movement of funds - paying employees and making tax payments	21.82%	103
Selecting a payroll provider	17.37%	82
Not having the correct payroll talent	15.68%	74
Managing costs	26.06%	123
Language barriers	22.46%	106
Cultural issues	16.95%	80
Designing the best operating model	30.93%	146
Multiple vendors	29.45%	139
Other (please specify)	8.26%	39
Total Respondents: 472		

## Q6 How do you manage low employee populations (long-tail countries)?

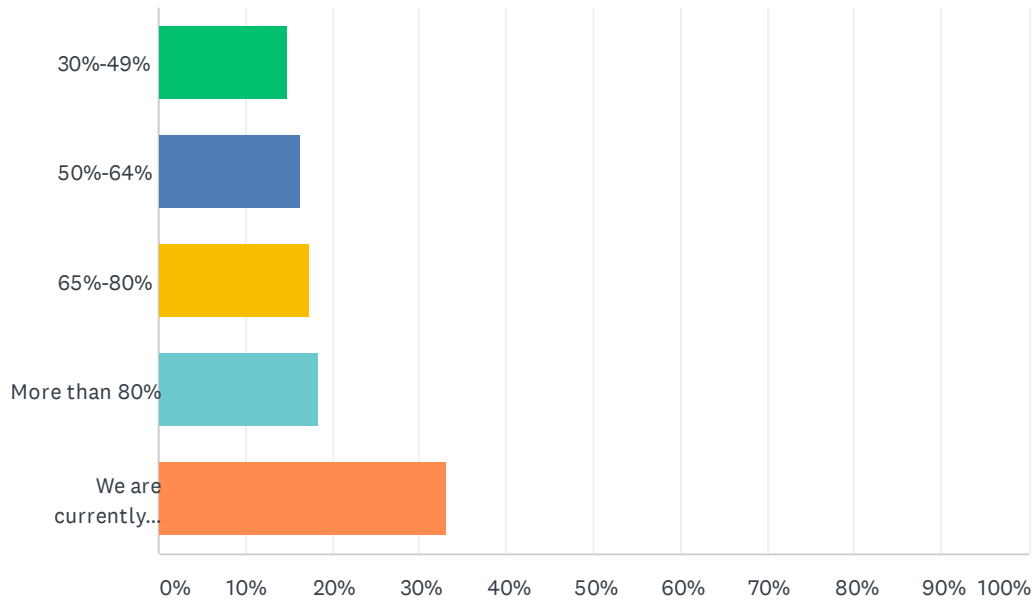
Answered: 437 Skipped: 162



ANSWER CHOICES	RESPONSES	
Use a local provider in each country	29.06%	127
Use an aggregator or consolidator	4.35%	19
Use a global payroll provider	28.60%	125
Use an accounting firm	12.36%	54
Hybrid (local provider & aggregator/consolidator)	25.63%	112
TOTAL		437

## Q7 How would you rate your standardization of global payroll policies?

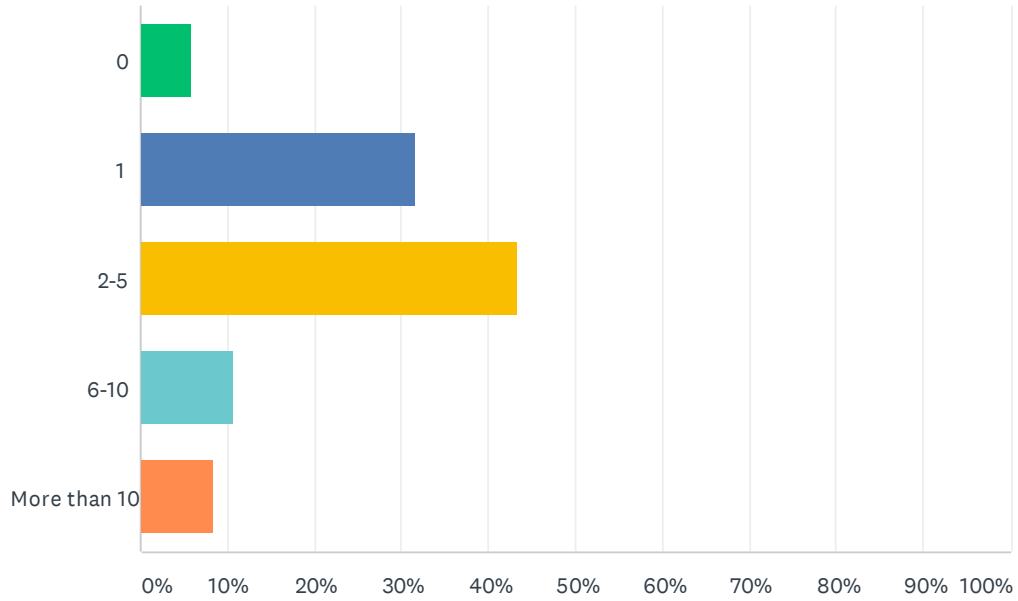
Answered: 424 Skipped: 175



ANSWER CHOICES	RESPONSES	
30%-49%	14.86%	63
50%-64%	16.27%	69
65%-80%	17.45%	74
More than 80%	18.40%	78
We are currently working on standardization	33.02%	140
<b>TOTAL</b>		<b>424</b>

## Q8 How many payroll service providers are you using today?

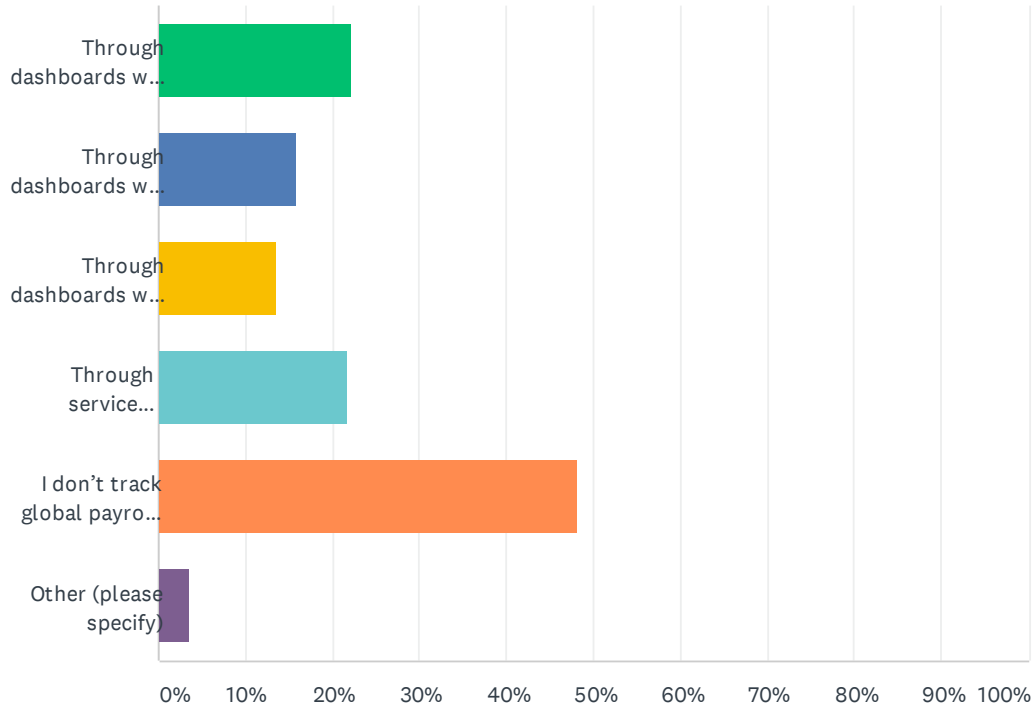
Answered: 420 Skipped: 179



ANSWER CHOICES	RESPONSES	
0	5.95%	25
1	31.67%	133
2-5	43.33%	182
6-10	10.71%	45
More than 10	8.33%	35
<b>TOTAL</b>		<b>420</b>

## Q9 How do you track your global payroll performance against objectives? (Select all that apply)

Answered: 413 Skipped: 186

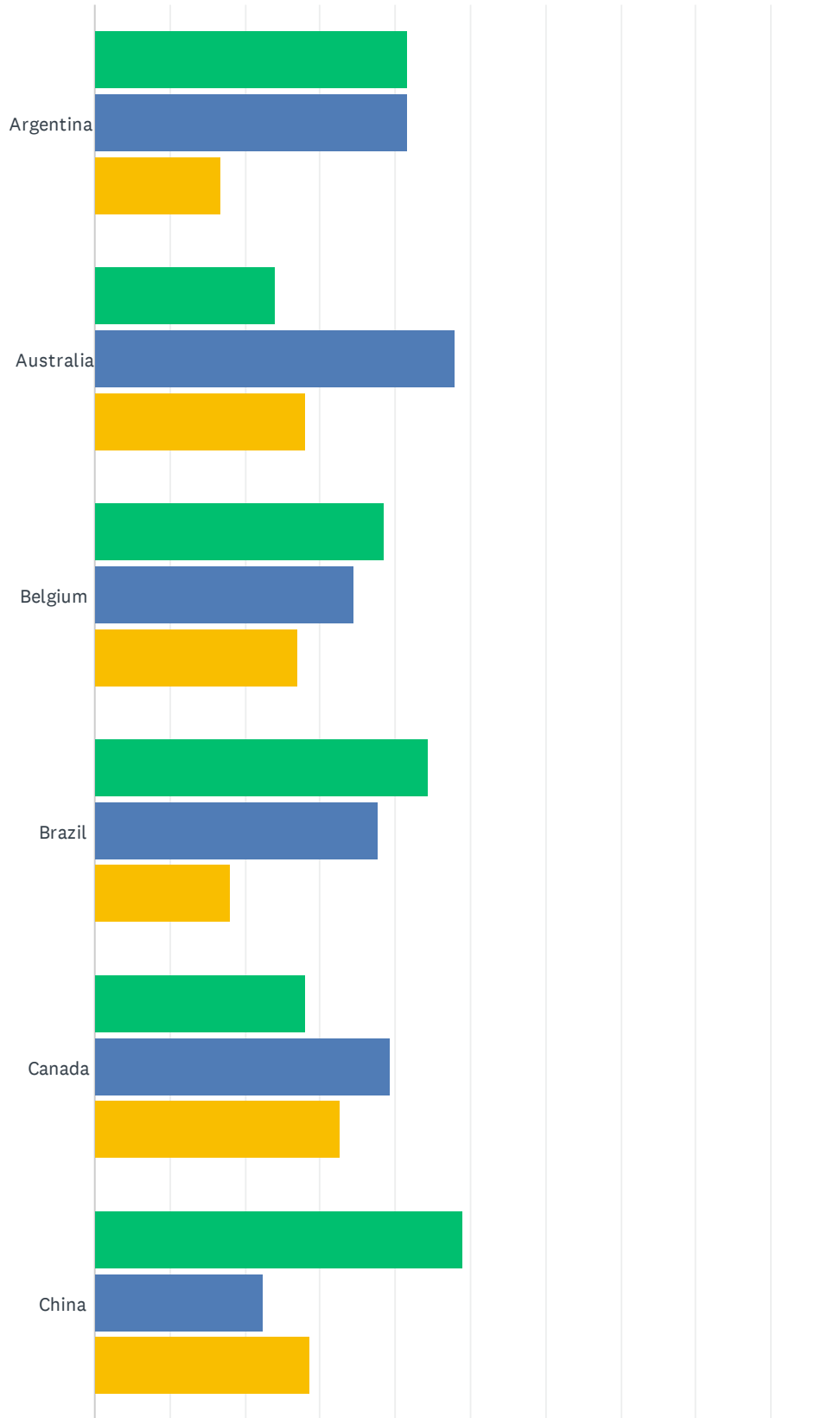


ANSWER CHOICES	RESPONSES	
Through dashboards with key metrics on a global level	22.28%	92
Through dashboards with key metrics on a regional level	15.98%	66
Through dashboards with key metrics on a local level	13.56%	56
Through service meetings with my payroll provider(s)	21.79%	90
I don't track global payroll performance	48.18%	199
Other (please specify)	3.63%	15
Total Respondents: 413		

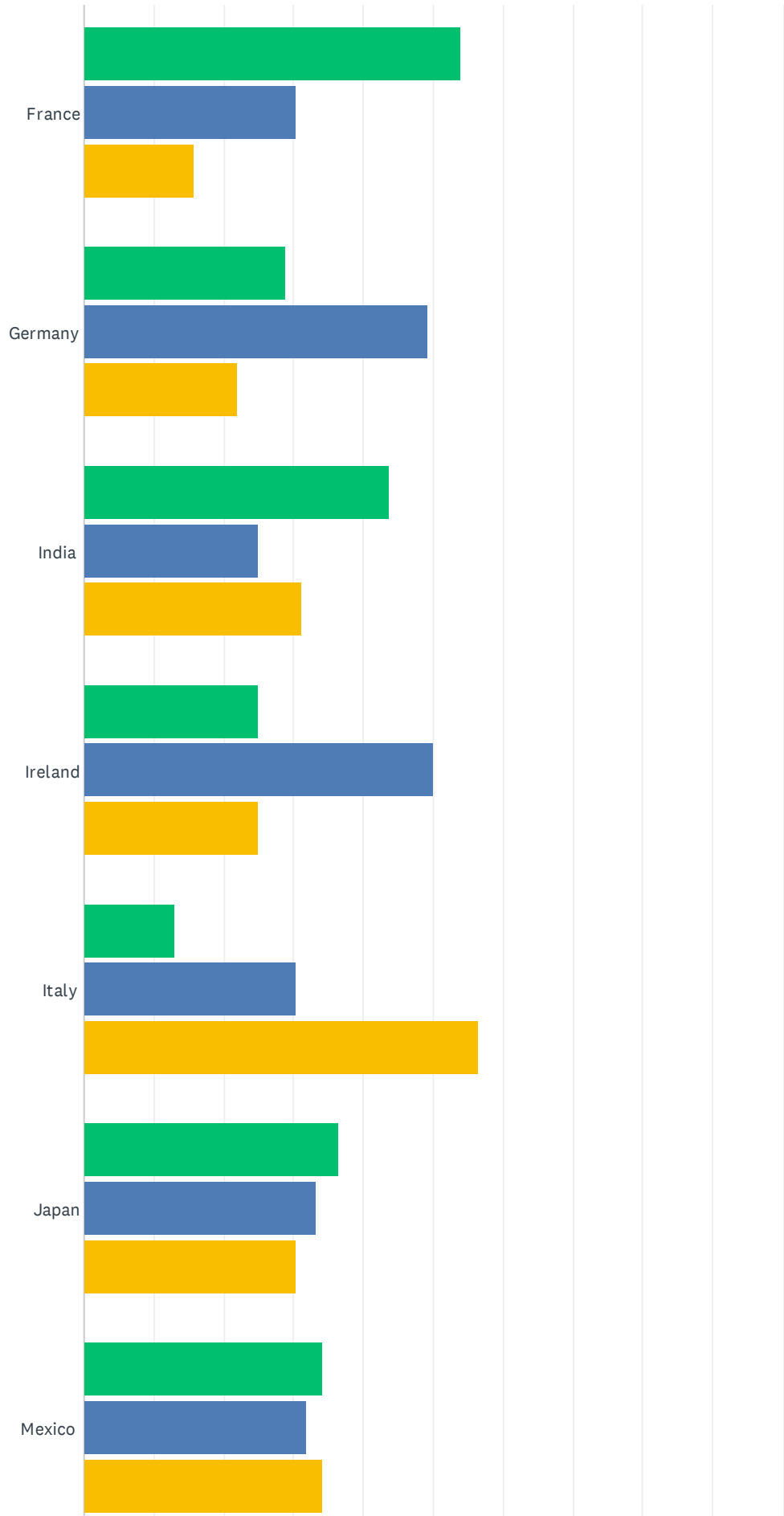


# Q10 Please select the three countries or areas you find to be the most challenging to pay employees.

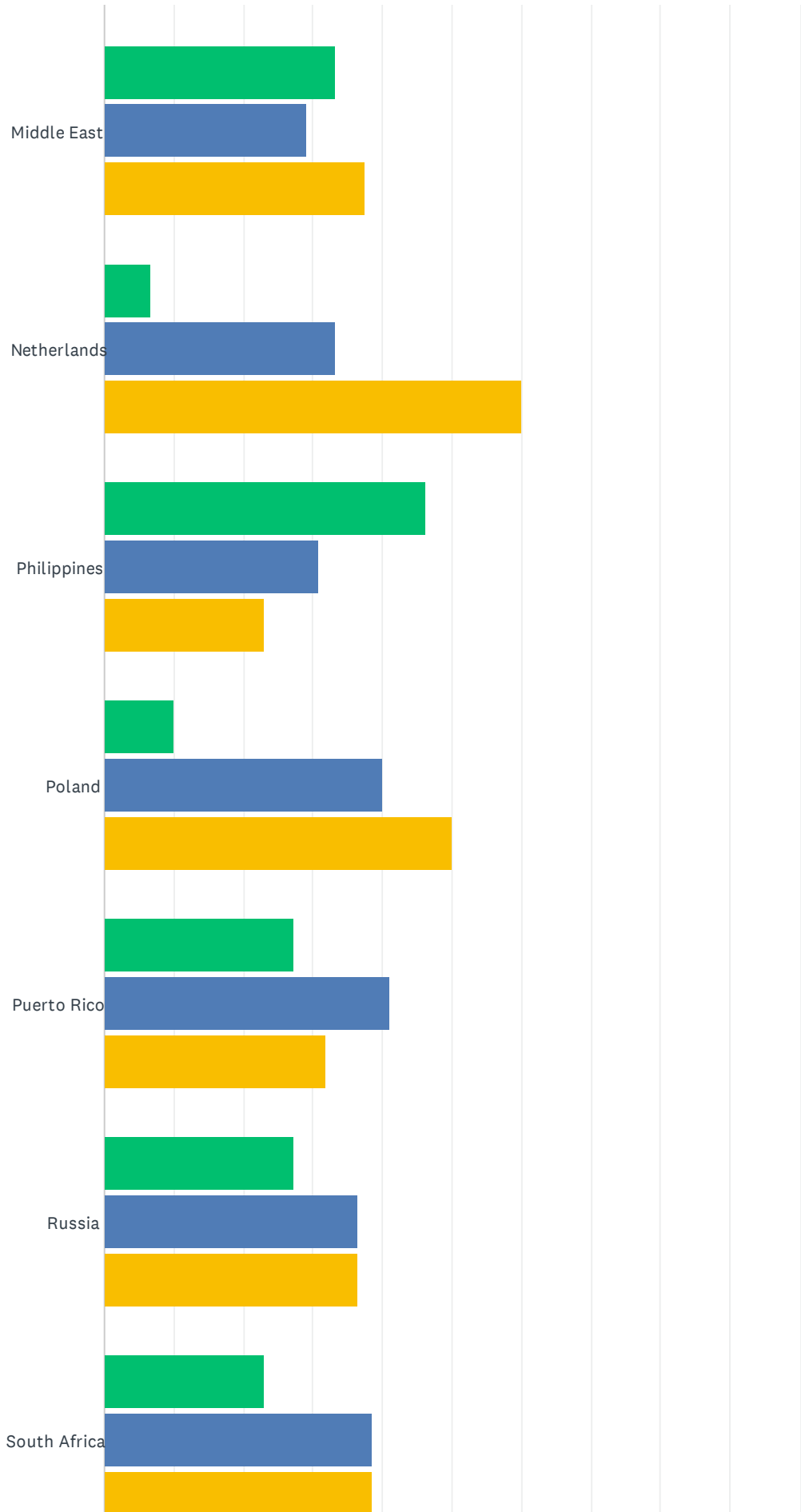
Answered: 373 Skipped: 226



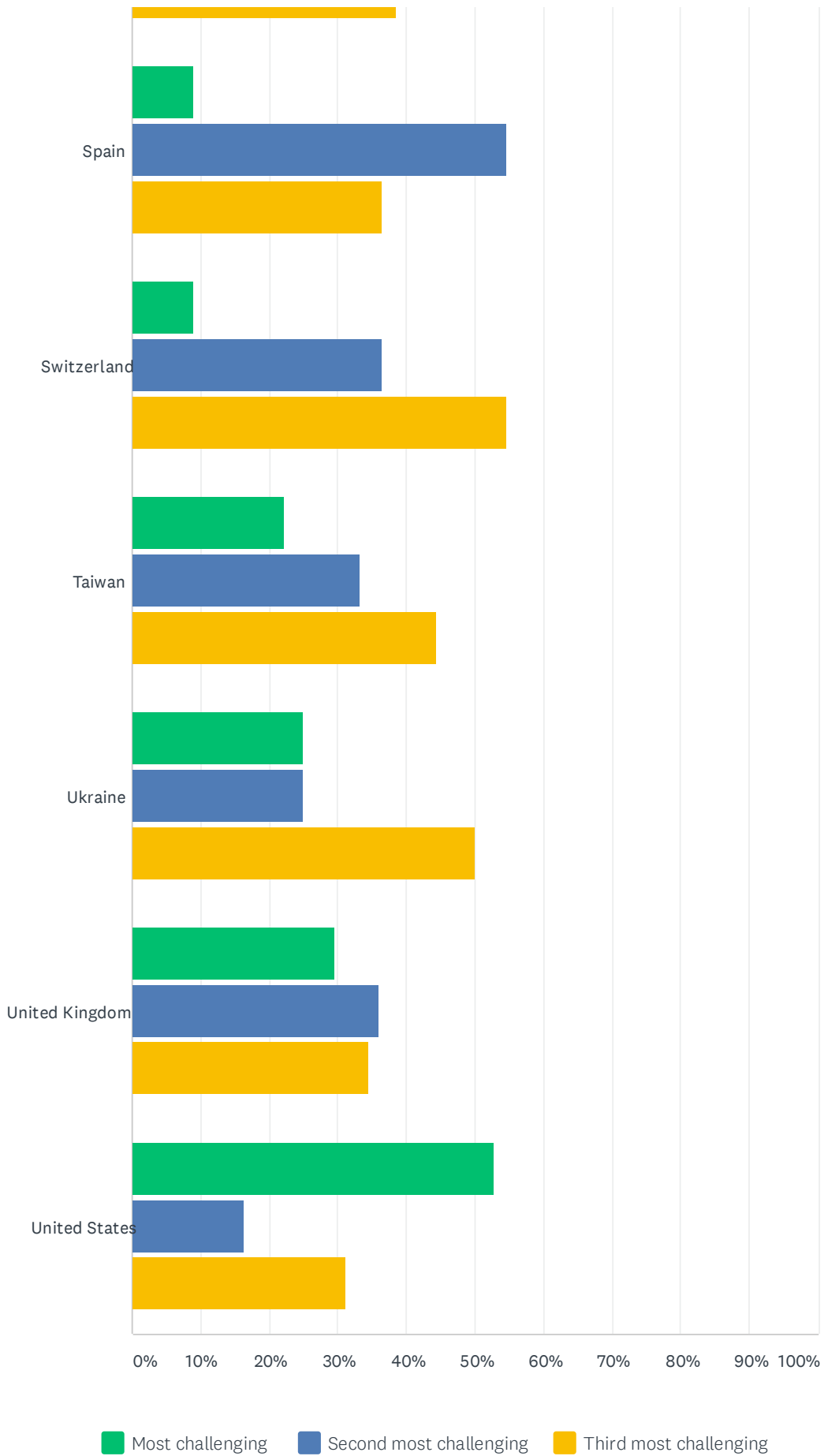
# 2021 "Getting the World Paid" Survey



# 2021 "Getting the World Paid" Survey



2021 "Getting the World Paid" Survey



2021 "Getting the World Paid" Survey

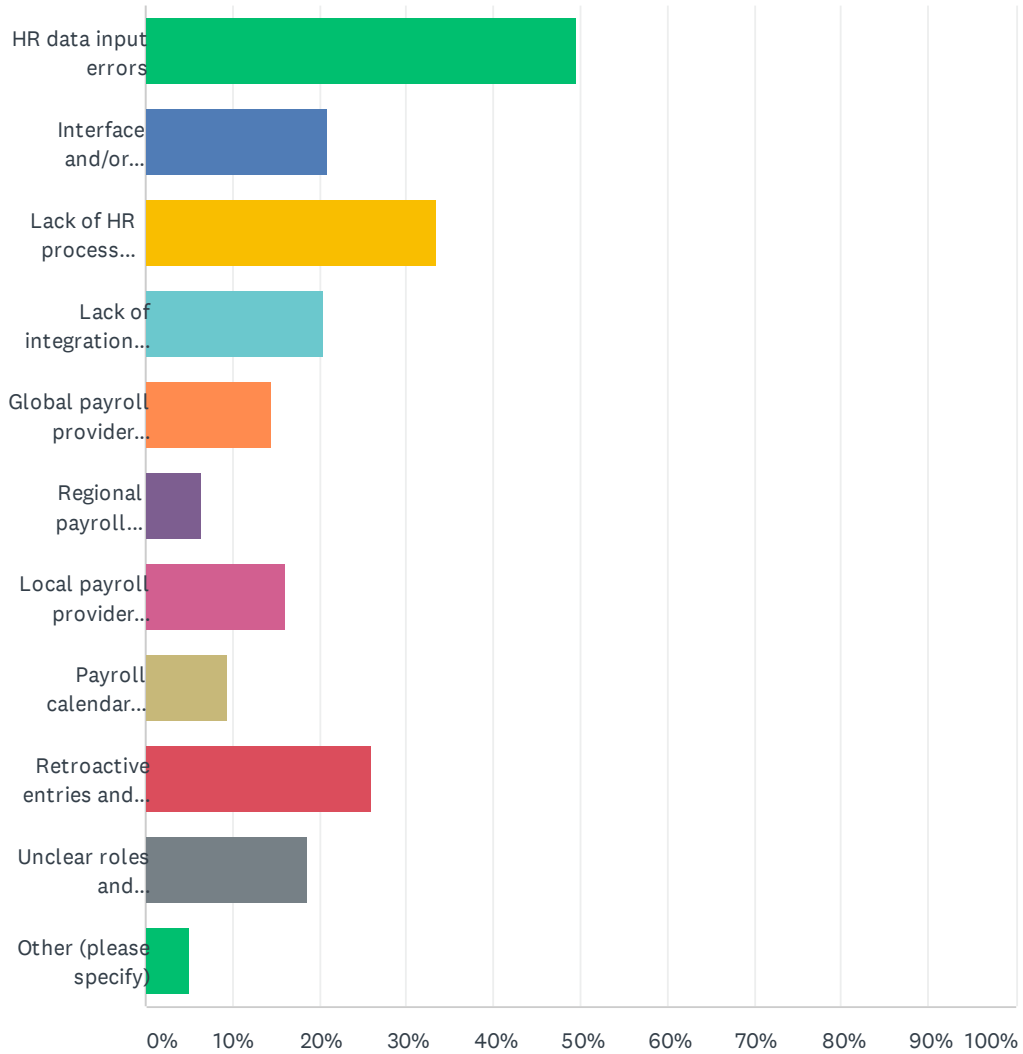
	<b>MOST CHALLENGING</b>	<b>SECOND MOST CHALLENGING</b>	<b>THIRD MOST CHALLENGING</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Argentina	41.67% 10	41.67% 10	16.67% 4	24	1.75
Australia	24.00% 6	48.00% 12	28.00% 7	25	2.04
Belgium	38.46% 10	34.62% 9	26.92% 7	26	1.88
Brazil	44.26% 27	37.70% 23	18.03% 11	61	1.74
Canada	28.09% 25	39.33% 35	32.58% 29	89	2.04
China	48.98% 24	22.45% 11	28.57% 14	49	1.80
France	53.95% 41	30.26% 23	15.79% 12	76	1.62
Germany	28.81% 17	49.15% 29	22.03% 13	59	1.93
India	43.75% 21	25.00% 12	31.25% 15	48	1.88
Ireland	25.00% 2	50.00% 4	25.00% 2	8	2.00
Italy	13.04% 3	30.43% 7	56.52% 13	23	2.43
Japan	36.36% 12	33.33% 11	30.30% 10	33	1.94
Mexico	34.15% 14	31.71% 13	34.15% 14	41	2.00
Middle East	33.33% 8	29.17% 7	37.50% 9	24	2.04
Netherlands	6.67% 1	33.33% 5	60.00% 9	15	2.53
Philippines	46.15% 6	30.77% 4	23.08% 3	13	1.77
Poland	10.00% 1	40.00% 4	50.00% 5	10	2.40
Puerto Rico	27.27% 6	40.91% 9	31.82% 7	22	2.05
Russia	27.27% 6	36.36% 8	36.36% 8	22	2.09
South Africa	23.08% 3	38.46% 5	38.46% 5	13	2.15
Spain	9.09% 1	54.55% 6	36.36% 4	11	2.27
Switzerland	9.09% 1	36.36% 4	54.55% 6	11	2.45
Taiwan	22.22% 2	33.33% 3	44.44% 4	9	2.22

## 2021 "Getting the World Paid" Survey

Ukraine	25.00% 2	25.00% 2	50.00% 4	8	2.25
United Kingdom	29.49% 23	35.90% 28	34.62% 27	78	2.05
United States	52.70% 78	16.22% 24	31.08% 46	148	1.78

# Q11 What do you consider to be the most prominent root causes for decreased payroll accuracy? (Select up to three)

Answered: 365 Skipped: 234



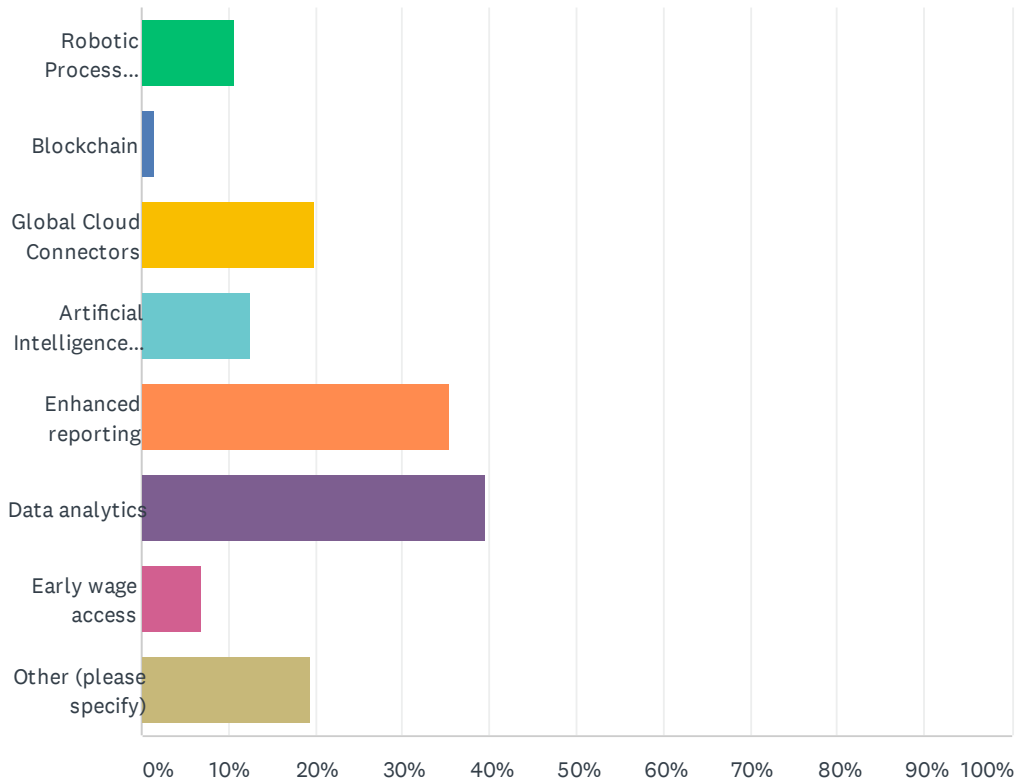
## 2021 "Getting the World Paid" Survey

ANSWER CHOICES	RESPONSES	
HR data input errors	49.59%	181
Interface and/or integration errors	20.82%	76
Lack of HR process standardization	33.42%	122
Lack of integration between "source to gross" sources and payroll	20.55%	75
Global payroll provider performance	14.52%	53
Regional payroll provider performance	6.58%	24
Local payroll provider performance	16.16%	59
Payroll calendar challenges	9.32%	34
Retroactive entries and corrections	26.03%	95
Unclear roles and responsibilities	18.63%	68
Other (please specify)	4.93%	18
Total Respondents: 365		



## Q12 Which of the following technologies have you and/or your payroll outsourcing partner started using in your global payroll processes? (Select all that apply)

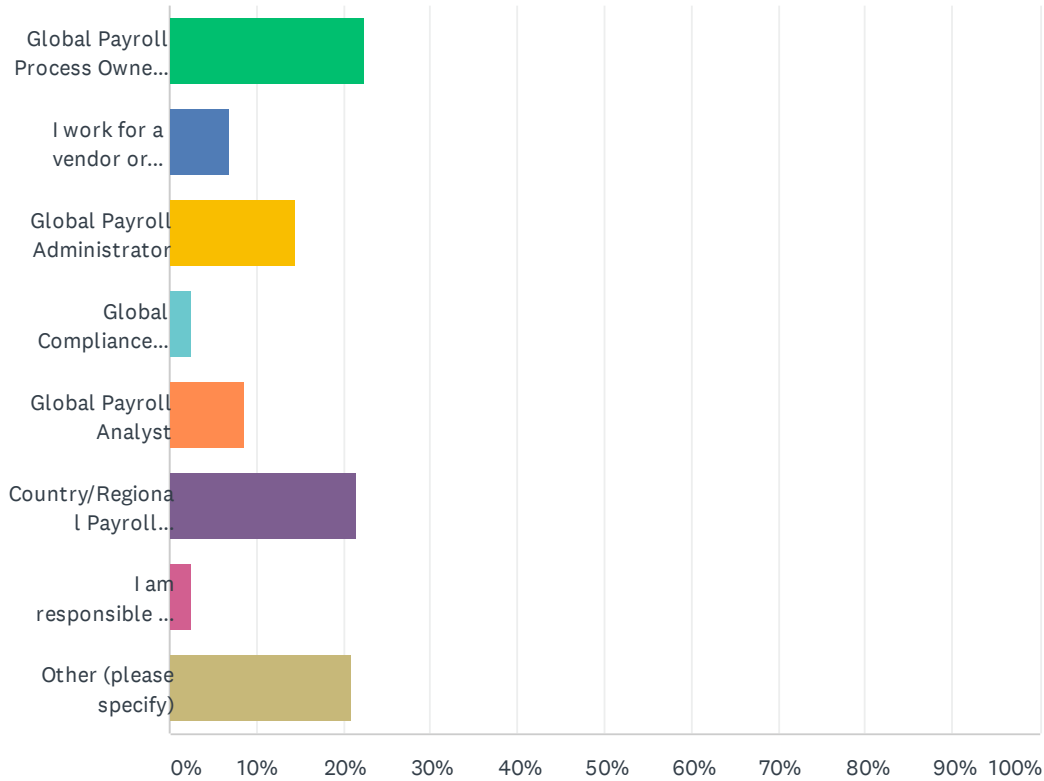
Answered: 364 Skipped: 235



ANSWER CHOICES	RESPONSES	
Robotic Process Automation (RPA)	10.71%	39
Blockchain	1.37%	5
Global Cloud Connectors	19.78%	72
Artificial Intelligence (AI) solutions	12.64%	46
Enhanced reporting	35.44%	129
Data analytics	39.56%	144
Early wage access	6.87%	25
Other (please specify)	19.51%	71
Total Respondents: 364		

## Q13 What best describes your role within your organization?

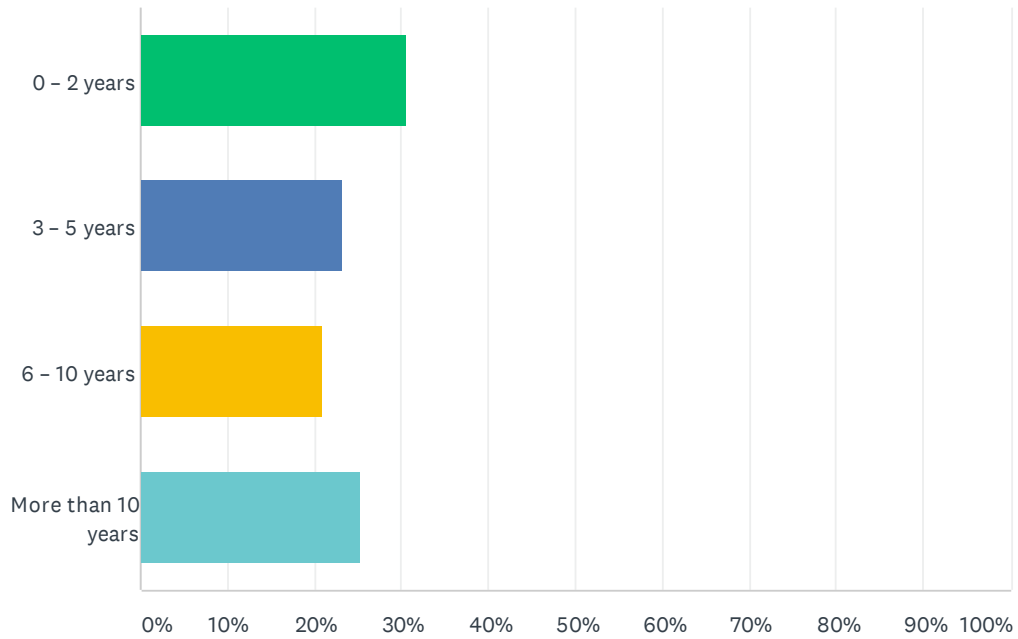
Answered: 348 Skipped: 251



ANSWER CHOICES	RESPONSES	
Global Payroll Process Owner for my organization	22.41%	78
I work for a vendor or service that serves the global payroll industry	6.90%	24
Global Payroll Administrator	14.37%	50
Global Compliance Manager	2.59%	9
Global Payroll Analyst	8.62%	30
Country/Regional Payroll Manager	21.55%	75
I am responsible for Expatriate Programs Operations	2.59%	9
Other (please specify)	20.98%	73
<b>TOTAL</b>		<b>348</b>

## Q14 How many years of global payroll experience do you have?

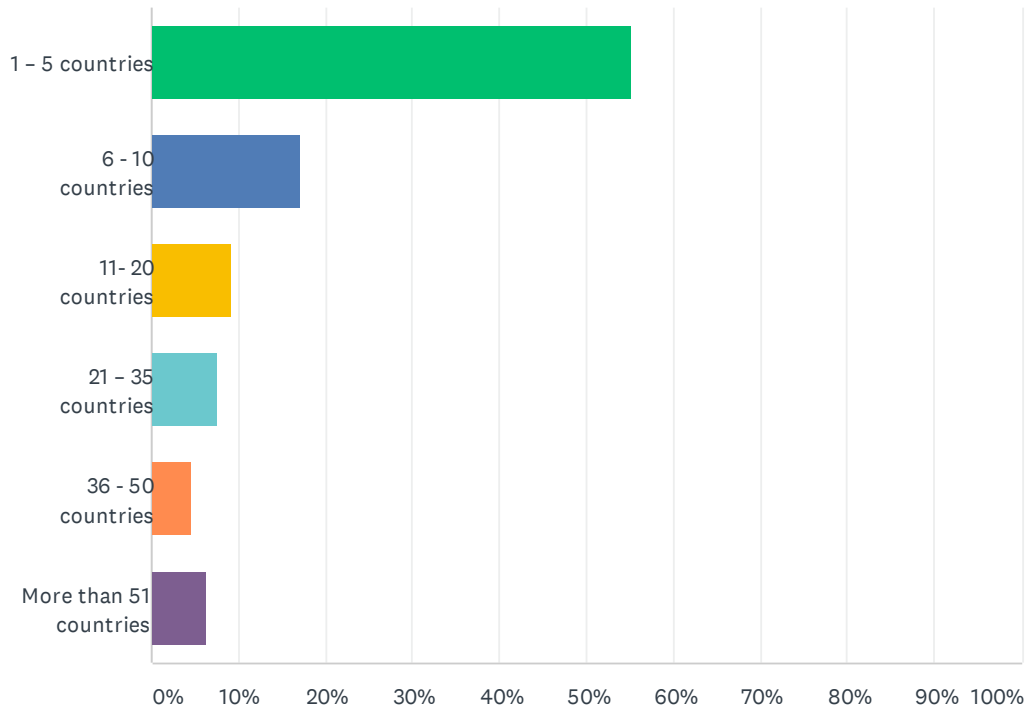
Answered: 348 Skipped: 251



ANSWER CHOICES	RESPONSES	
0 - 2 years	30.46%	106
3 - 5 years	23.28%	81
6 - 10 years	20.98%	73
More than 10 years	25.29%	88
<b>TOTAL</b>		<b>348</b>

## Q15 In how many countries do you pay employees and process a payroll?

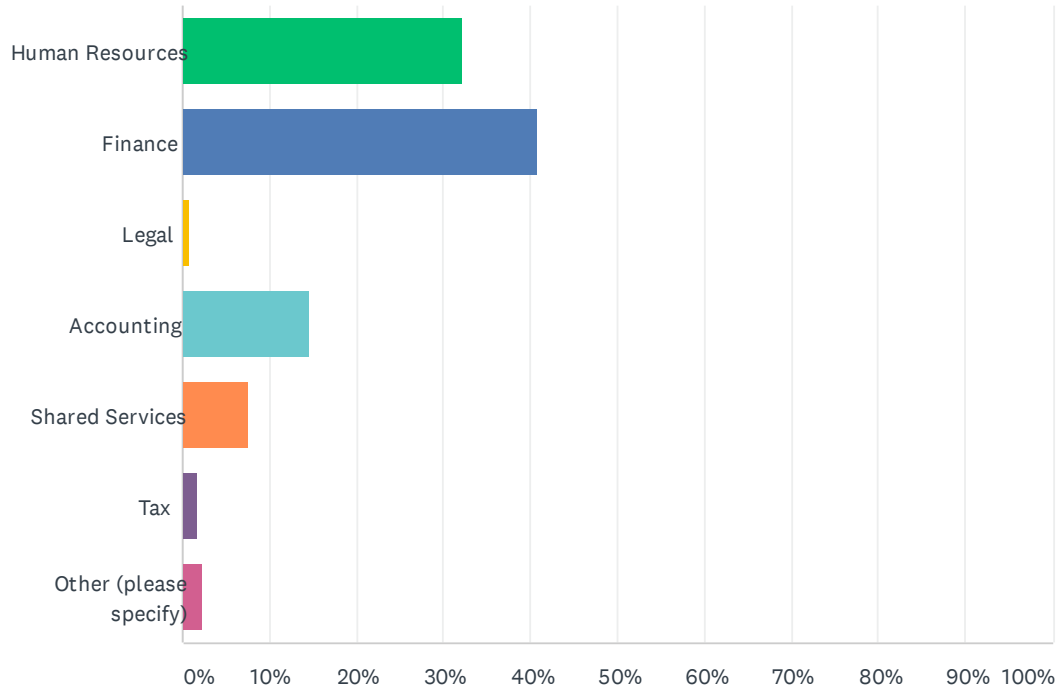
Answered: 348 Skipped: 251



ANSWER CHOICES	RESPONSES
1 – 5 countries	55.17% 192
6 - 10 countries	17.24% 60
11- 20 countries	9.20% 32
21 – 35 countries	7.47% 26
36 - 50 countries	4.60% 16
More than 51 countries	6.32% 22
<b>TOTAL</b>	<b>348</b>

## Q16 What department does your global payroll report into?

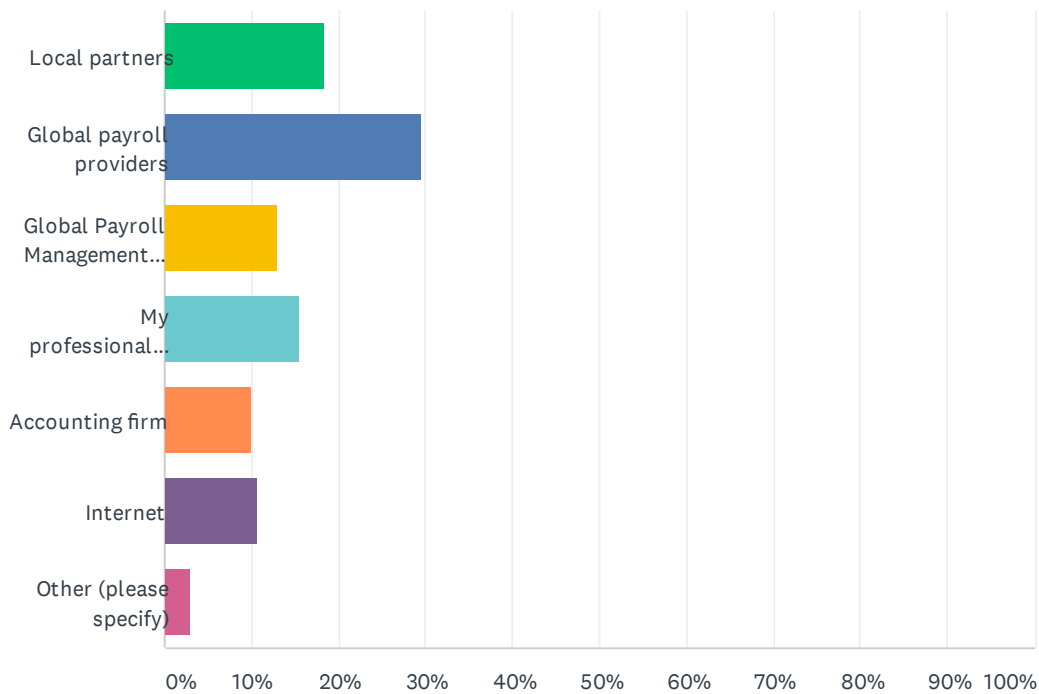
Answered: 348 Skipped: 251



ANSWER CHOICES	RESPONSES	
Human Resources	32.18%	112
Finance	40.80%	142
Legal	0.86%	3
Accounting	14.66%	51
Shared Services	7.47%	26
Tax	1.72%	6
Other (please specify)	2.30%	8
<b>TOTAL</b>		<b>348</b>

## Q17 What is the primary resource or method you use to answer questions relating to global payroll processing?

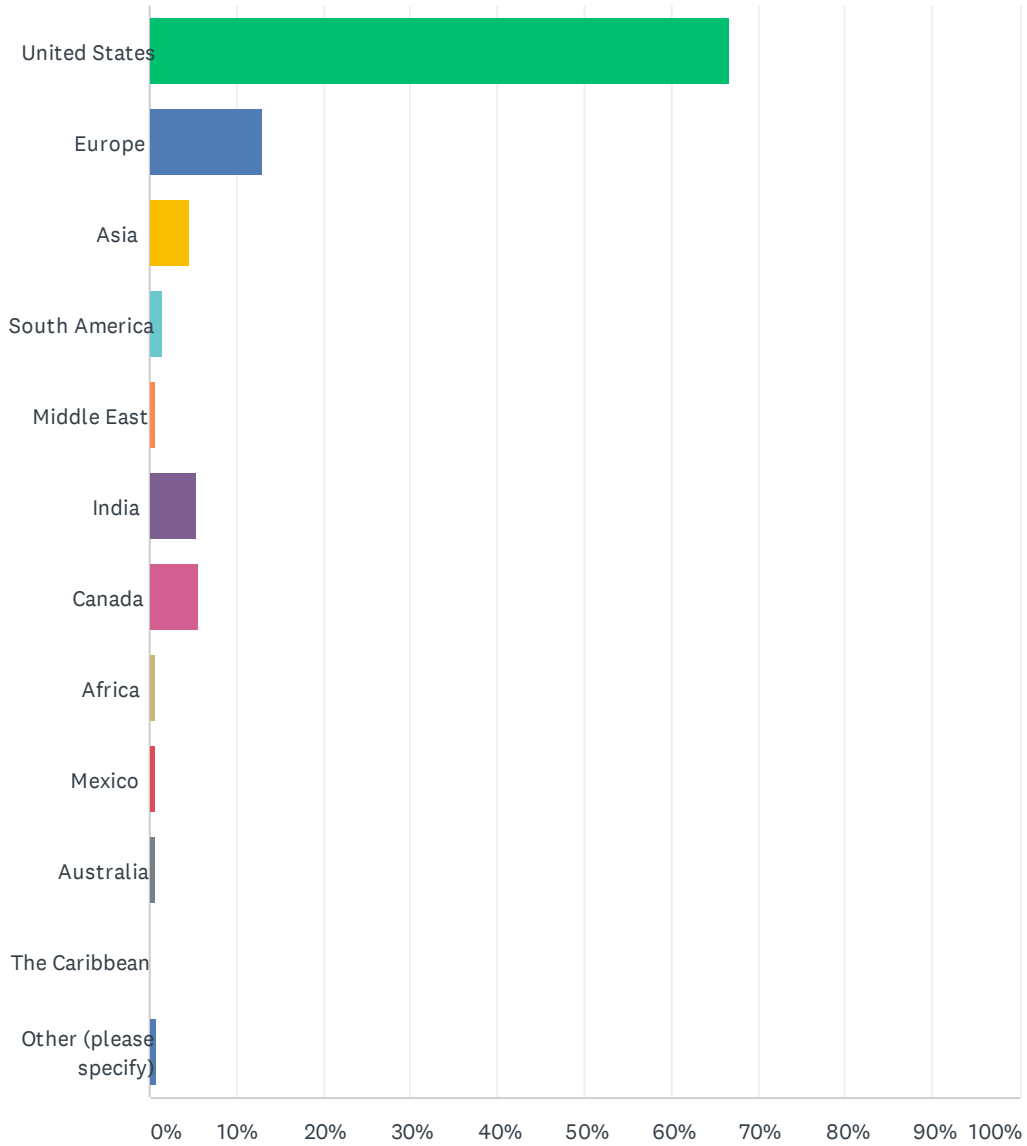
Answered: 348 Skipped: 251



ANSWER CHOICES	RESPONSES	
Local partners	18.39%	64
Global payroll providers	29.60%	103
Global Payroll Management Institute (GPMI)	12.93%	45
My professional network	15.52%	54
Accounting firm	10.06%	35
Internet	10.63%	37
Other (please specify)	2.87%	10
<b>TOTAL</b>		<b>348</b>

# Q18 Where is your organization's largest global employee population?

Answered: 348 Skipped: 251



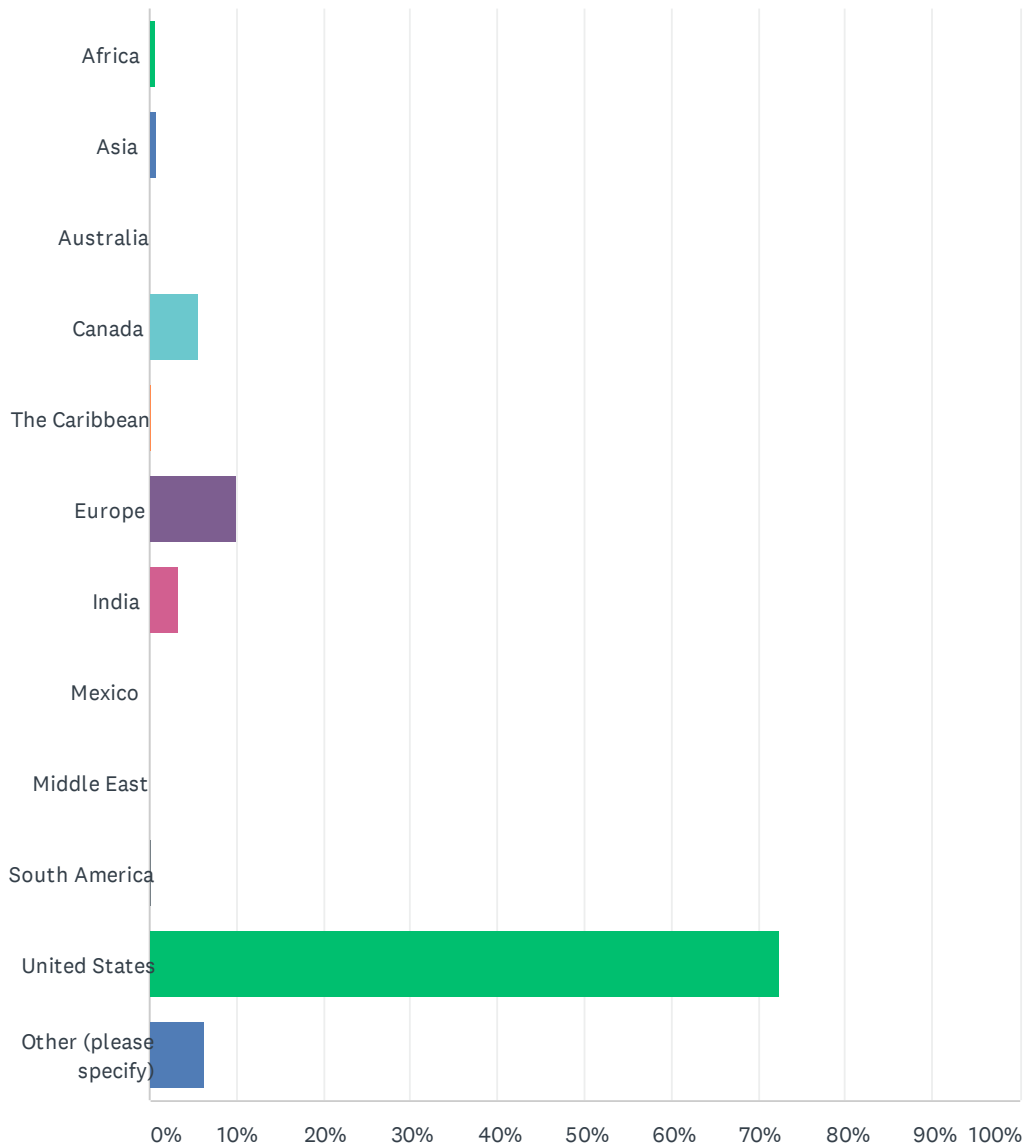
## 2021 "Getting the World Paid" Survey

ANSWER CHOICES	RESPONSES	
United States	66.67%	232
Europe	12.93%	45
Asia	4.60%	16
South America	1.44%	5
Middle East	0.57%	2
India	5.46%	19
Canada	5.75%	20
Africa	0.57%	2
Mexico	0.57%	2
Australia	0.57%	2
The Caribbean	0.00%	0
Other (please specify)	0.86%	3
<b>TOTAL</b>		<b>348</b>



# Q19 From which country or region do you manage your global payroll operations?

Answered: 348 Skipped: 251



## 2021 "Getting the World Paid" Survey

ANSWER CHOICES	RESPONSES	
Africa	0.57%	2
Asia	0.86%	3
Australia	0.00%	0
Canada	5.75%	20
The Caribbean	0.29%	1
Europe	10.06%	35
India	3.45%	12
Mexico	0.00%	0
Middle East	0.00%	0
South America	0.29%	1
United States	72.41%	252
Other (please specify)	6.32%	22
<b>TOTAL</b>		<b>348</b>