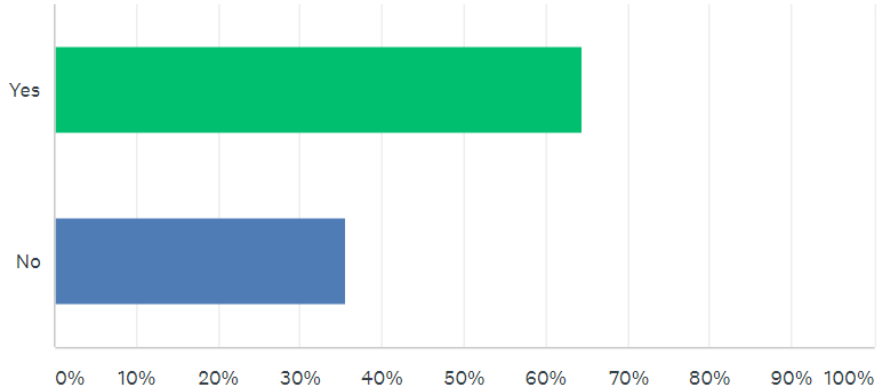




“Getting the World Paid” Survey Results

Do you have one single global system of record for Human Resources?

Answered: 606 Skipped: 32



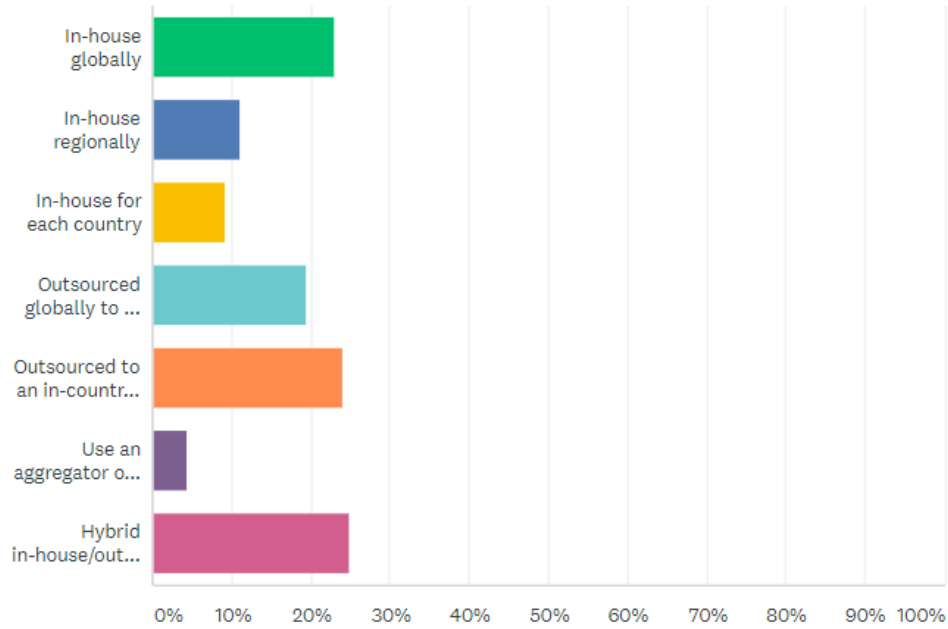
ANSWER CHOICES	RESPONSES
▼ Yes	64.52% 391
▼ No	35.48% 215
TOTAL	606



“Getting the World Paid” Survey Results

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

Answered: 540 Skipped: 98



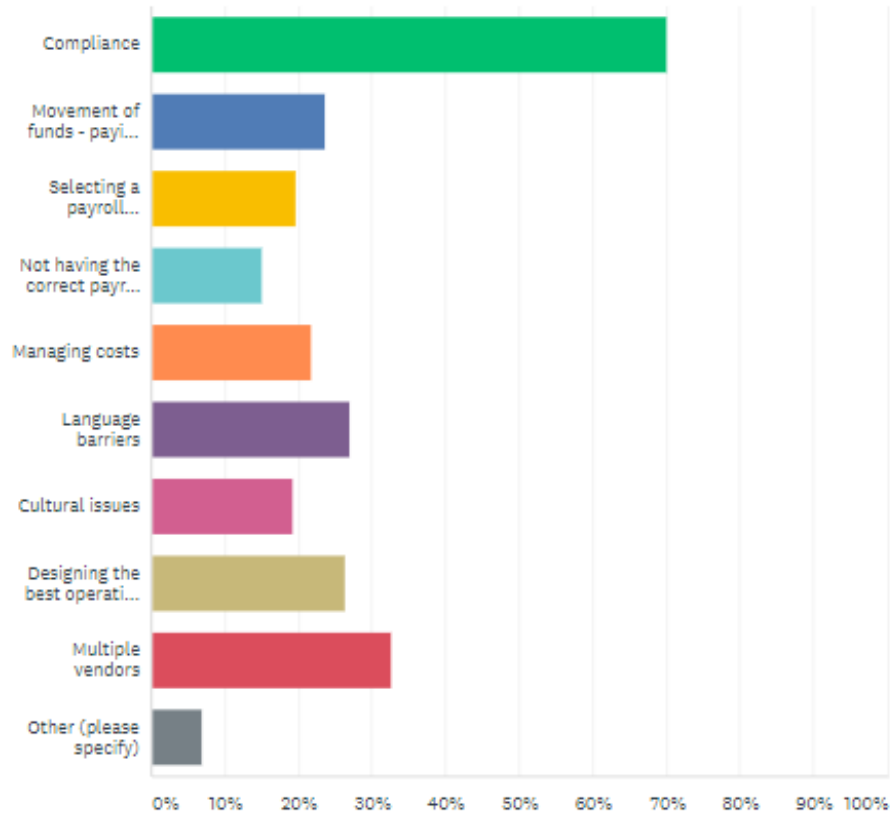
ANSWER CHOICES	RESPONSES
▼ In-house globally	22.96% 124
▼ In-house regionally	11.11% 60
▼ In-house for each country	9.26% 50
▼ Outsourced globally to one vendor	19.44% 105
▼ Outsourced to an in-country provider	24.07% 130
▼ Use an aggregator or consolidator	4.44% 24
▼ Hybrid in-house/outsourced	25.00% 135
Total Respondents: 540	



“Getting the World Paid” Survey Results

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

Answered: 514 Skipped: 124



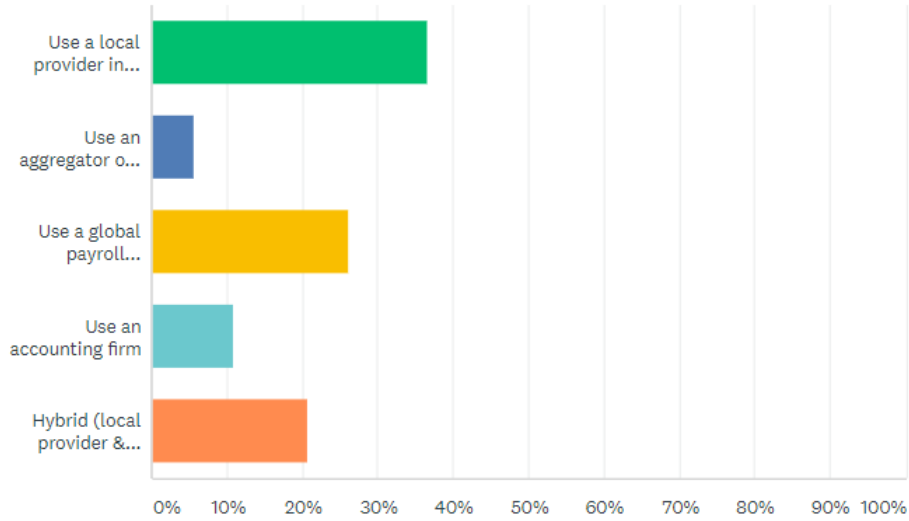
ANSWER CHOICES	RESPONSES
▼ Compliance	70.04% 360
▼ Movement of funds - paying employees and making tax payments	23.54% 121
▼ Selecting a payroll provider	19.65% 101
▼ Not having the correct payroll talent	14.98% 77
▼ Managing costs	21.79% 112
▼ Language barriers	27.04% 139
▼ Cultural issues	19.26% 99
▼ Designing the best operating model	26.46% 136
▼ Multiple vendors	32.68% 168
▼ Other (please specify)	Responses 7.00% 36
Total Respondents: 514	



“Getting the World Paid” Survey Results

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

Answered: 471 Skipped: 167



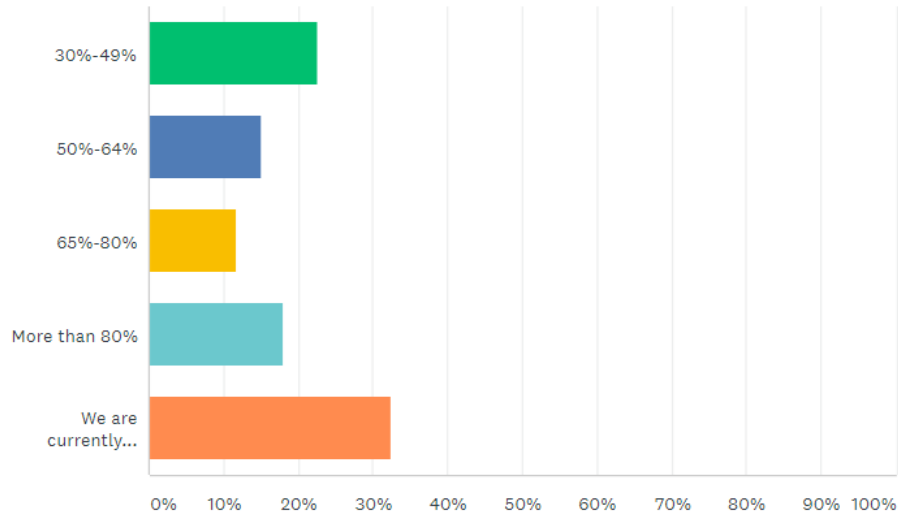
ANSWER CHOICES	RESPONSES
Use a local provider in each country	36.52% 172
Use an aggregator or consolidator	5.73% 27
Use a global payroll provider	26.11% 123
Use an accounting firm	10.83% 51
Hybrid (local provider & aggregator/consolidator)	20.81% 98
TOTAL	471



“Getting the World Paid” Survey Results

How would you rate your standardization of global payroll policies?

Answered: 449 Skipped: 189



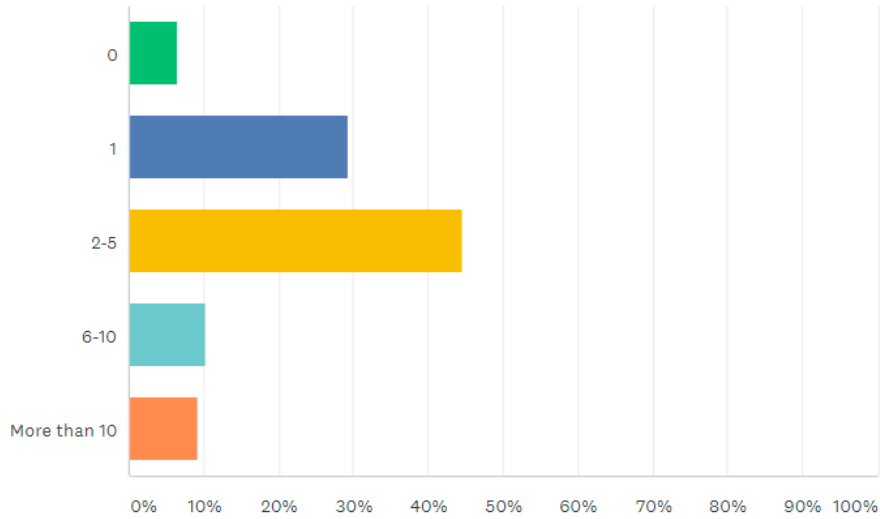
ANSWER CHOICES	RESPONSES
30%-49%	22.49% 101
50%-64%	15.14% 68
65%-80%	11.80% 53
More than 80%	18.04% 81
We are currently working on standardization	32.52% 146
TOTAL	449



“Getting the World Paid” Survey Results

How many payroll service providers are you using today?

Answered: 446 Skipped: 192



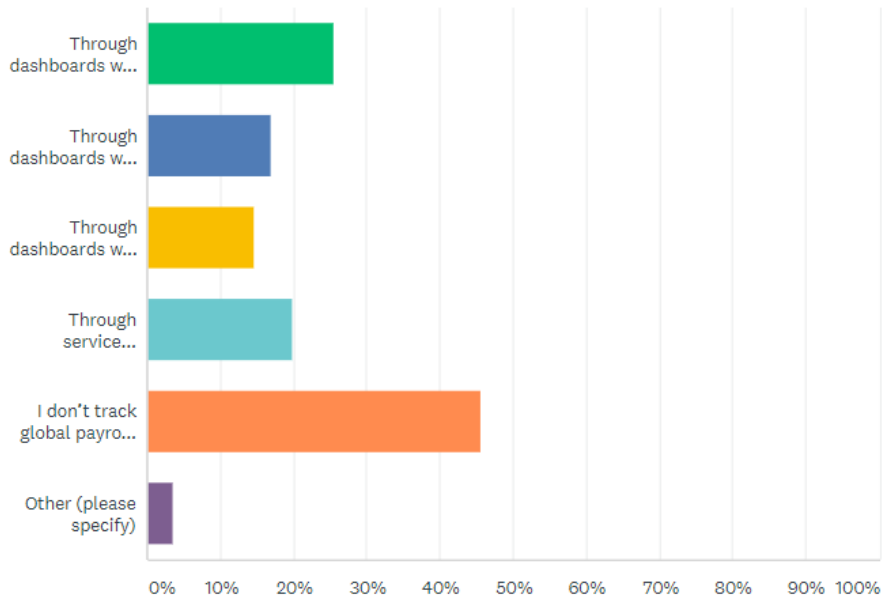
ANSWER CHOICES	RESPONSES
0	6.50% 29
1	29.37% 131
2-5	44.62% 199
6-10	10.31% 46
More than 10	9.19% 41
TOTAL	446



“Getting the World Paid” Survey Results

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

Answered: 419 Skipped: 219



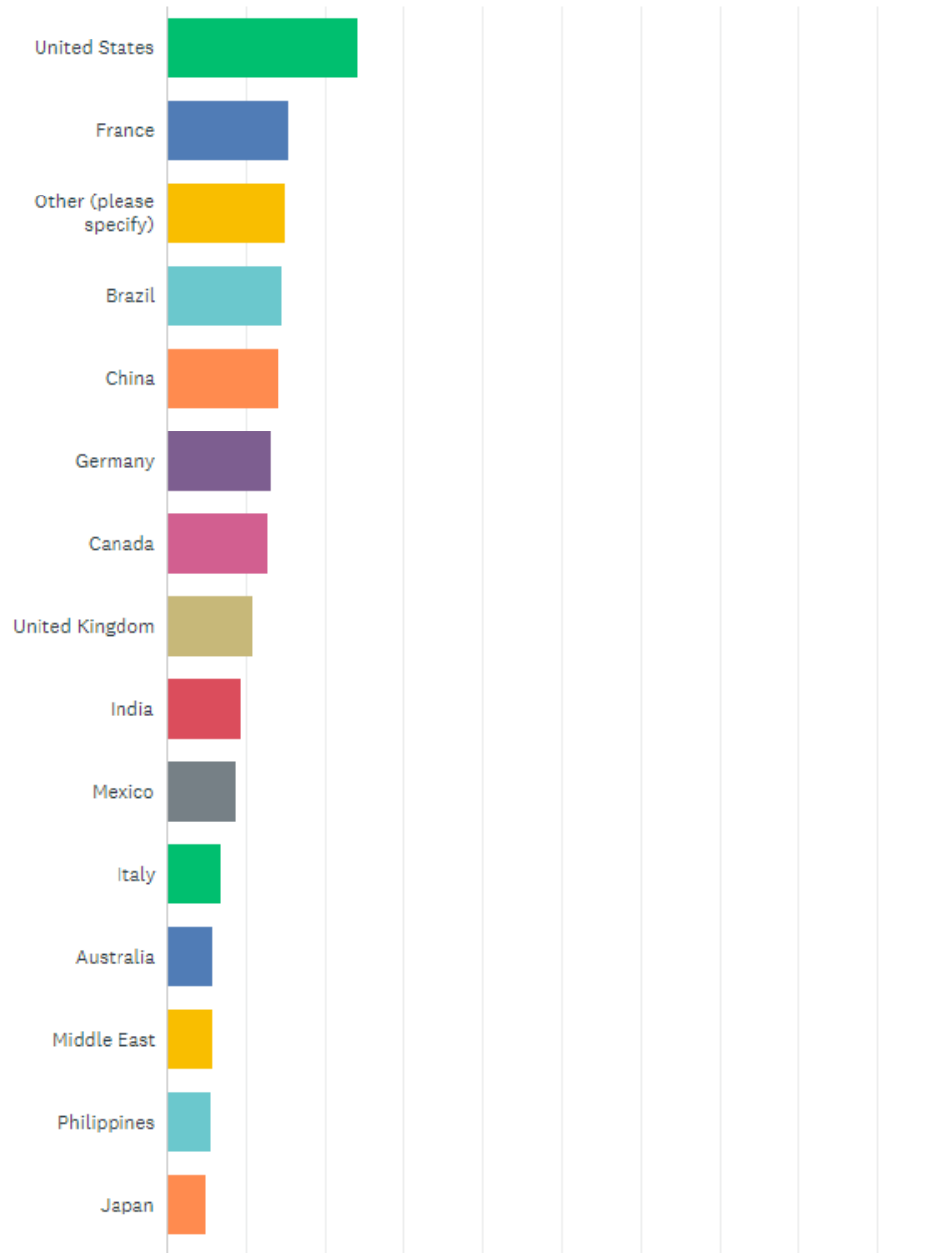
ANSWER CHOICES	RESPONSES
▼ Through dashboards with key metrics on a global level	25.54% 107
▼ Through dashboards with key metrics on a regional level	16.95% 71
▼ Through dashboards with key metrics on a local level	14.56% 61
▼ Through service meetings with my payroll provider(s)	19.81% 83
▼ I don't track global payroll performance	45.58% 191
▼ Other (please specify) Responses	3.58% 15
Total Respondents: 419	



“Getting the World Paid” Survey Results

Which countries or areas do you find to be the most challenging to pay employees? (Select up to three)

Answered: 394 Skipped: 244





“Getting the World Paid” Survey Results

Which countries or areas do you find to be the most challenging to pay employees? (Select up to three)





“Getting the World Paid” Survey Results

Which countries or areas do you find to be the most challenging to pay employees? (Select up to three)

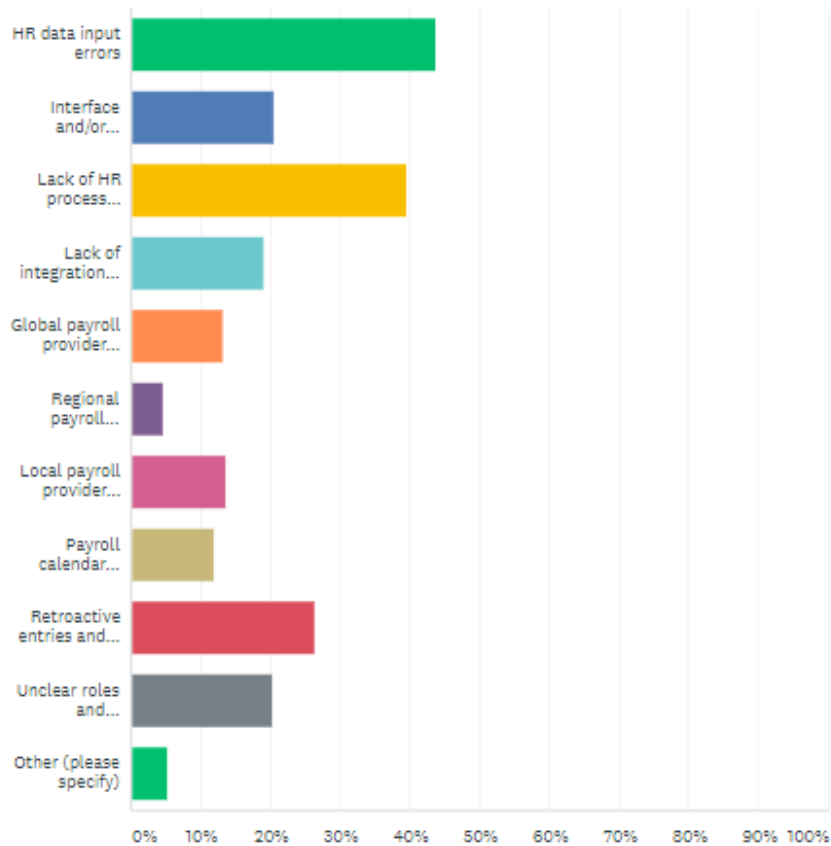
ANSWER CHOICES	RESPONSES
United States	24.37% 96
France	15.48% 61
Other (please specify) Responses	14.97% 59
Brazil	14.72% 58
China	14.21% 56
Germany	13.20% 52
Canada	12.69% 50
United Kingdom	10.91% 43
India	9.39% 37
Mexico	8.88% 35
Italy	6.85% 27
Australia	5.84% 23
Middle East	5.84% 23
Philippines	5.58% 22
Japan	5.08% 20
South Africa	3.81% 15
Netherlands	3.55% 14
Russia	3.05% 12
Taiwan	3.05% 12
Belgium	2.79% 11
Spain	2.79% 11
Puerto Rico	2.54% 10
Argentina	2.28% 9
Ireland	1.78% 7
Poland	1.27% 5
Switzerland	0.76% 3
Ukraine	0.51% 2
Total Respondents: 394	



“Getting the World Paid” Survey Results

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

Answered: 384 Skipped: 254



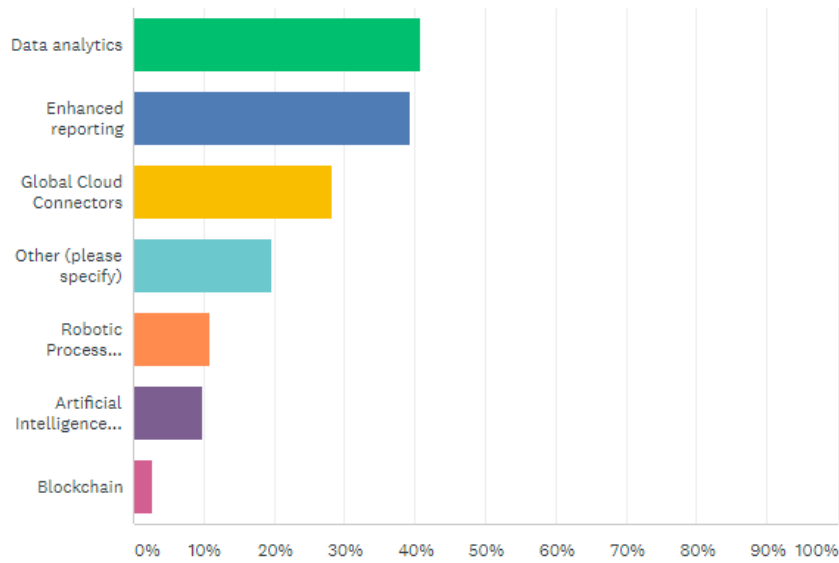
ANSWER CHOICES	RESPONSES
▼ HR data input errors	43.75% 168
▼ Interface and/or integration errors	20.57% 79
▼ Lack of HR process standardization	39.58% 152
▼ Lack of integration between “source to gross” sources and payroll	19.01% 73
▼ Global payroll provider performance	13.28% 51
▼ Regional payroll provider performance	4.69% 18
▼ Local payroll provider performance	13.54% 52
▼ Payroll calendar challenges	11.98% 46
▼ Retroactive entries and corrections	26.30% 101
▼ Unclear roles and responsibilities	20.31% 78
▼ Other (please specify)	Responses 5.21% 20
Total Respondents: 384	



“Getting the World Paid” Survey Results

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: 378 Skipped: 260



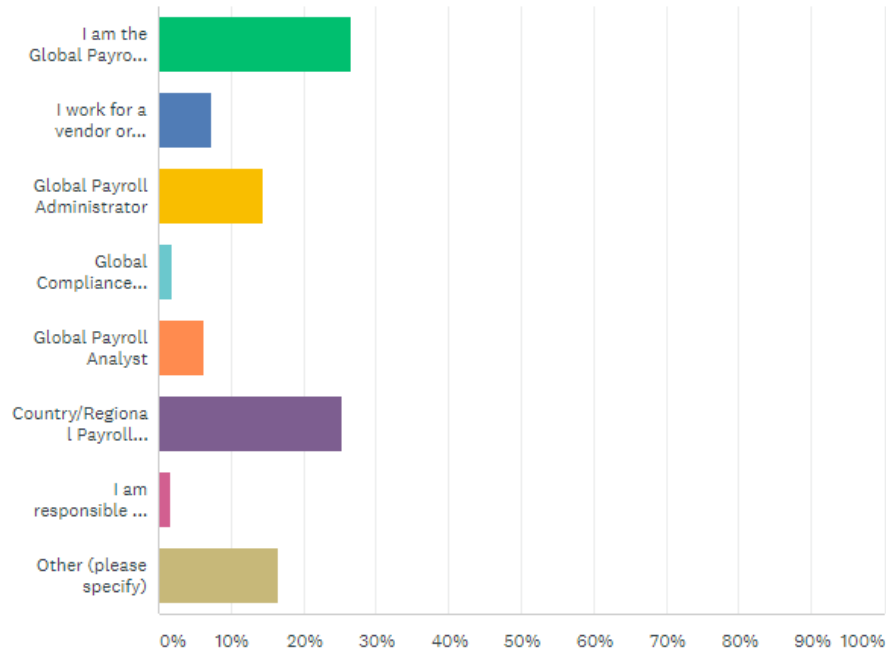
ANSWER CHOICES	RESPONSES
▼ Data analytics	40.74% 154
▼ Enhanced reporting	39.42% 149
▼ Global Cloud Connectors	28.31% 107
▼ Other (please specify) Responses	19.58% 74
▼ Robotic Process Automation (RPA)	10.85% 41
▼ Artificial Intelligence (AI) solutions	9.79% 37
▼ Blockchain	2.65% 10
Total Respondents: 378	



“Getting the World Paid” Survey Results

What type of role do you have within your organization?

Answered: 353 Skipped: 285



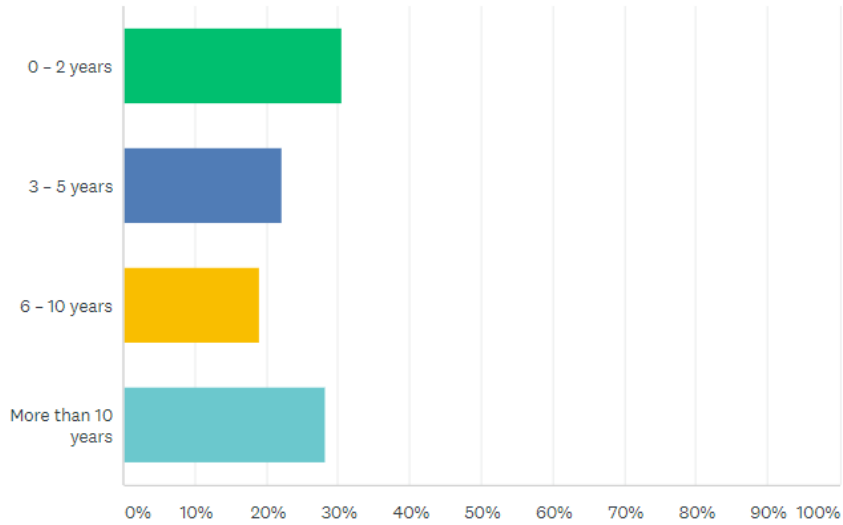
ANSWER CHOICES	RESPONSES
▼ I am the Global Payroll Owner for my organization	26.63% 94
▼ I work for a vendor or service that serves the global payroll industry	7.37% 26
▼ Global Payroll Administrator	14.45% 51
▼ Global Compliance Manager	1.98% 7
▼ Global Payroll Analyst	6.23% 22
▼ Country/Regional Payroll Manager	25.21% 89
▼ I am responsible for Expatriate Programs Operations	1.70% 6
▼ Other (please specify)	Responses 16.43% 58
TOTAL	353



“Getting the World Paid” Survey Results

How many years of global payroll experience do you have?

Answered: 353 Skipped: 285



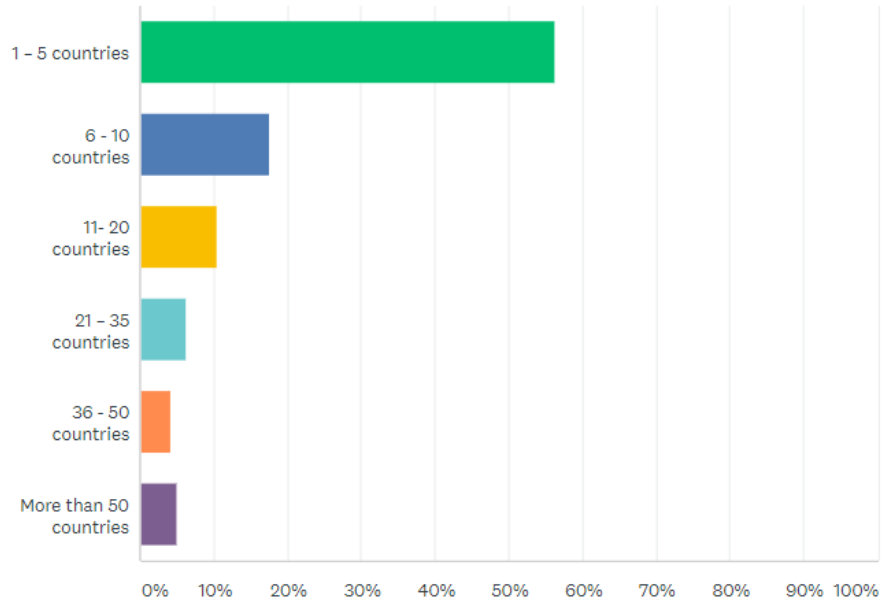
ANSWER CHOICES	RESPONSES
▼ 0 - 2 years	30.59% 108
▼ 3 - 5 years	22.10% 78
▼ 6 - 10 years	18.98% 67
▼ More than 10 years	28.33% 100
TOTAL	353



“Getting the World Paid” Survey Results

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

Answered: 353 Skipped: 285



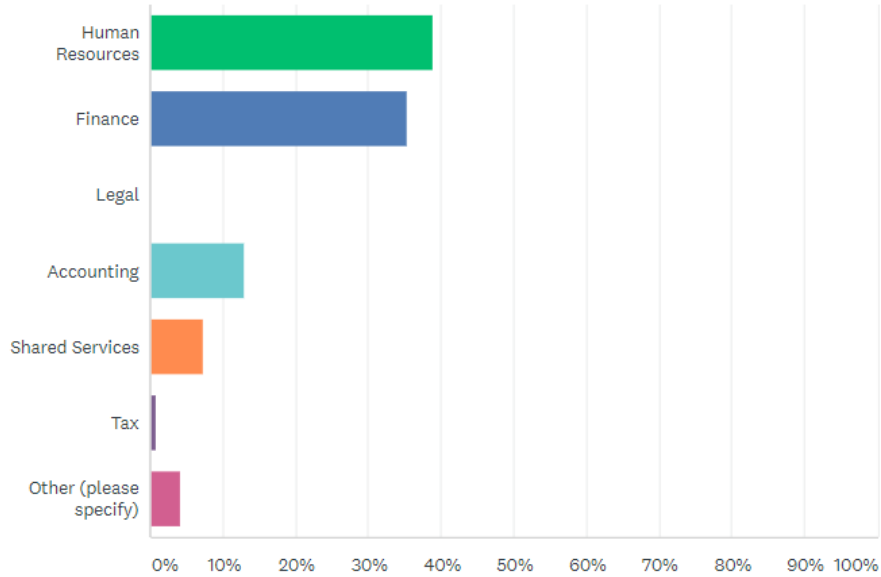
ANSWER CHOICES	RESPONSES
▼ 1 - 5 countries	56.37% 199
▼ 6 - 10 countries	17.56% 62
▼ 11 - 20 countries	10.48% 37
▼ 21 - 35 countries	6.23% 22
▼ 36 - 50 countries	4.25% 15
▼ More than 50 countries	5.10% 18
TOTAL	353



“Getting the World Paid” Survey Results

What department does your global payroll report into?

Answered: 353 Skipped: 285



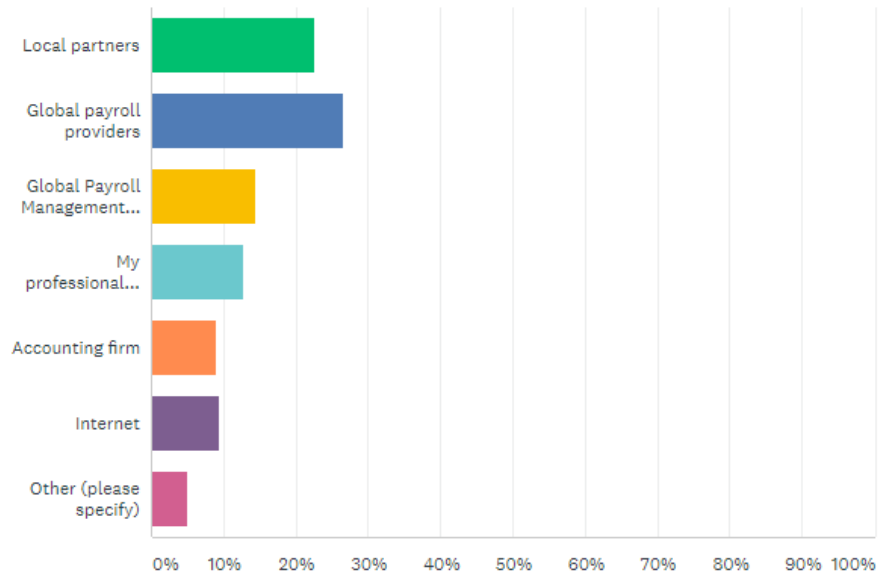
ANSWER CHOICES	RESPONSES
Human Resources	38.81% 137
Finance	35.41% 125
Legal	0.28% 1
Accounting	13.03% 46
Shared Services	7.37% 26
Tax	0.85% 3
Other (please specify)	Responses 4.25% 15
TOTAL	353



“Getting the World Paid” Survey Results

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

Answered: 353 Skipped: 285



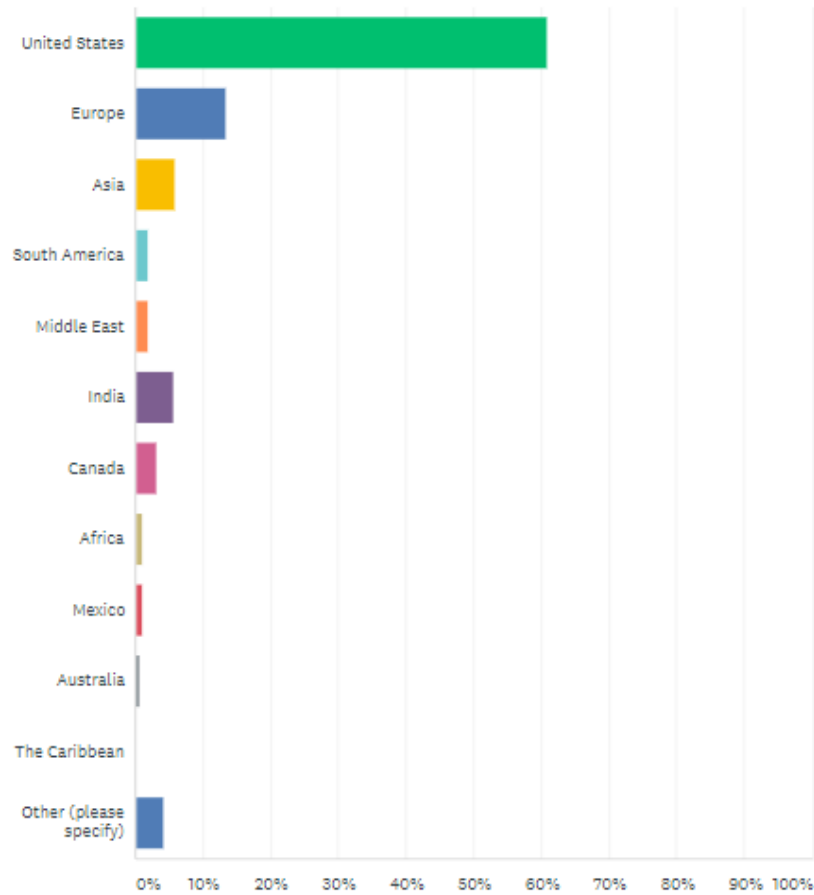
ANSWER CHOICES	RESPONSES
Local partners	22.66% 80
Global payroll providers	26.63% 94
Global Payroll Management Institute (GPMI)	14.45% 51
My professional network	12.75% 45
Accounting firm	9.07% 32
Internet	9.35% 33
Other (please specify)	Responses 5.10% 18
TOTAL	353



“Getting the World Paid” Survey Results

Where is your organization’s largest global employee population?

Answered: 353 Skipped: 285



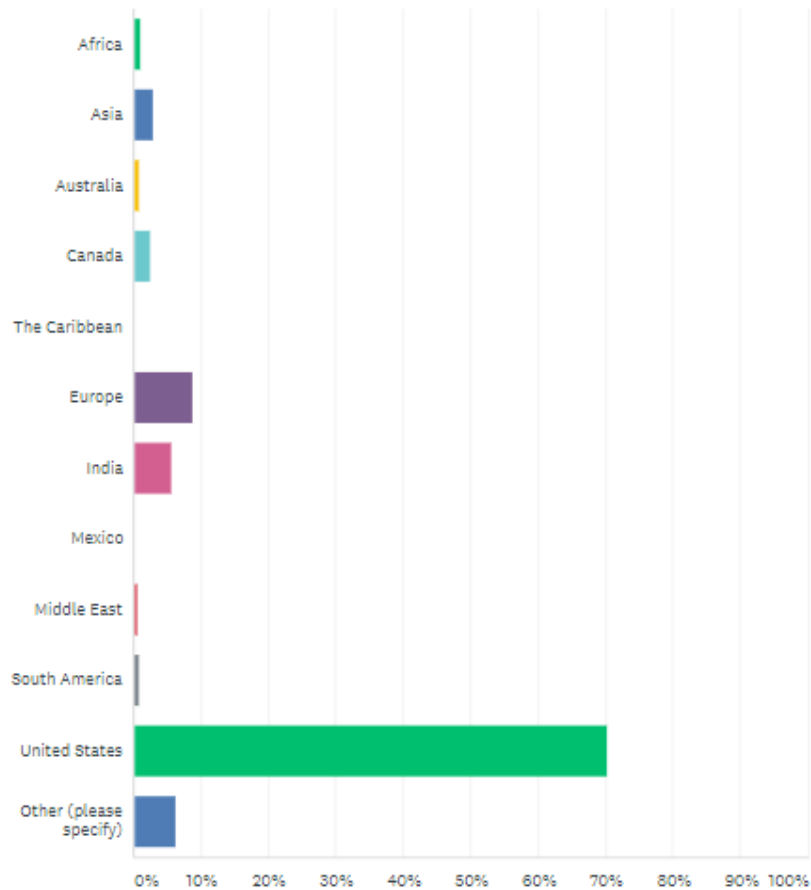
ANSWER CHOICES	RESPONSES
▼ United States	60.91% 215
▼ Europe	13.31% 47
▼ Asia	5.95% 21
▼ South America	1.98% 7
▼ Middle East	1.98% 7
▼ India	5.67% 20
▼ Canada	3.12% 11
▼ Africa	1.13% 4
▼ Mexico	1.13% 4
▼ Australia	0.57% 2
▼ The Caribbean	0.00% 0
▼ Other (please specify)	Responses 4.25% 15
TOTAL	353



“Getting the World Paid” Survey Results

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

Answered: 353 Skipped: 285



ANSWER CHOICES	RESPONSES
▼ Africa	1.13% 4
▼ Asia	2.83% 10
▼ Australia	0.85% 3
▼ Canada	2.55% 9
▼ The Caribbean	0.00% 0
▼ Europe	8.78% 31
▼ India	5.67% 20
▼ Mexico	0.28% 1
▼ Middle East	0.57% 2
▼ South America	0.85% 3
▼ United States	70.25% 248
▼ Other (please specify)	Responses 6.23% 22
TOTAL	353