



Whitepaper

# Combat Quiet Quitting by Empowering Employees

**Technology turnoffs can fuel employee disengagement. Turn things around by leveraging content management to keep talent engaged and productive.**

Quiet quitting is a widespread and troubling trend. The practice, in which employees perform only the minimum tasks required by their job, now affects at least half the US workforce, according to Gallup.<sup>1</sup> (see chart, page 2).

While workforces have always suffered from a certain number of unmotivated and disengaged employees, quiet quitting grew dramatically during the great resignation that coincided with the recent global pandemic. The sudden shift to mandatory

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remote work exposed the poor support provided by many organizations for work-from-home employees, particularly when it came to accessing data.

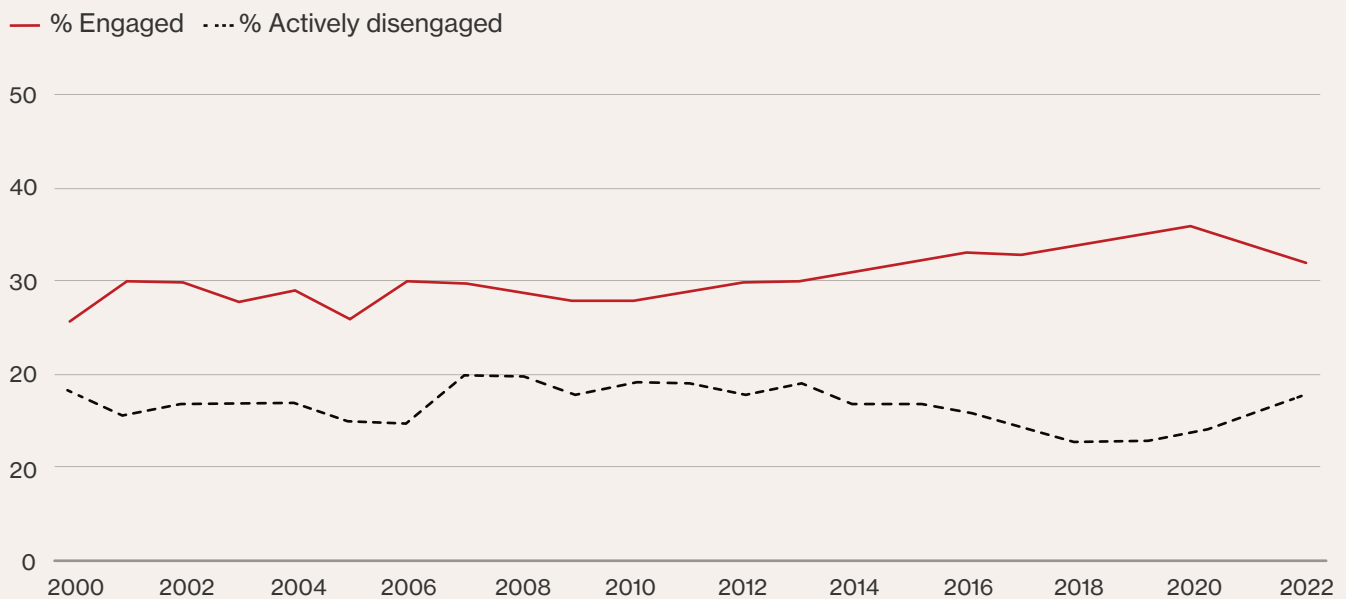
This neglect led many to reconsider their career paths and life priorities. Because workers saw themselves as neglected, they throttled back and lapsed into the halfhearted effort of quiet quitting.

At the same time, the shift to remote and hybrid work continues to accelerate. And employees who work remotely expect efficient, reliable IT systems that keep them productive. Too often however, they

experience the digital friction of poorly integrated and unwieldy systems, which impacts productivity and morale. This can lead to quiet quitting.

In many cases, the sudden shift to mandatory remote work exposed the poor support provided for work-from-home employees, particularly around accessing data.

## US Employee Engagement Trend, Annual Averages



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Source: Gallup

## A pivotal moment

Since **hybrid work is here to stay**, organizations that embrace and optimize the process can help mitigate quiet quitting. However, 72% of organizations lack a hybrid work strategy,<sup>2</sup> leaving them exposed to the inertia of unmotivated employees. Small and mid-size companies (SMBs) can ill-afford a workforce in which quiet quitting is prevalent.

Engaged and enthusiastic employees are highly valuable assets, yet technological obstacles stand between them and the information they need to be productive. For example:

- **Not even a quarter of employees (22%) feel IT-provided technologies make it easy to do their work.**<sup>3</sup>
- **47% of digital workers struggle to find the information needed to effectively perform their jobs.**<sup>4</sup>
- **One employee wastes – conservatively – three hours and 20 minutes per week dealing with information burden.**<sup>5</sup>

Faced with these daunting trends, taking no action is likely to be damaging. Lack of

commitment, clock-watching work habits, and no flexibility to take on extra tasks result in work that is either done poorly or not done at all. Gradually but relentlessly, an organization weighed down by quiet quitting can fall behind its peers.

## Technology is key to talent retention

To turn the momentum of talent retention in the opposite direction, IT leaders at SMBs must reduce digital friction and make data accessible to remote and hybrid employees so they can master the demands of modern work.

For starters, IT leaders must step up to the challenge of providing technology that enables remote and hybrid workers to collaborate productively. When employees feel supported by superior technology they are often inspired to go above and beyond.

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OpenText Core eliminates extra steps, manual tasks, and laborious searches. The result: increased productivity and better operational experiences.

**OpenText Core capabilities include:**

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Technology that pulls together information from various applications in a single data store can save time and boost productivity significantly. For remote workers in particular, such technology alleviates digital friction, allowing users to move seamlessly from one application to the next.

### **OpenText Core improves operational experience**

**OpenText™ Core** is a software-as-a-service (SaaS) solution that embeds content management into collaboration tasks. It enables employees to do their jobs better by meeting them where they are already working, versus requiring them to adopt new technology. By integrating content and delivering information to employees when and where it is needed,

#### ■ **Single source of the truth.**

OpenText Core acts like a hub for major productivity applications including **Salesforce**, **SAP® S/4 HANA**, **SAP® SuccessFactors®**, **Google Workspace**, **Microsoft® 365**, and **Microsoft® Teams**. With OpenText Core serving as an organization-wide central repository, a salesperson using Salesforce can access the same data as a procurement manager who is working in S/4 HANA.

Rather than log into multiple applications to gain access to different data sets, a worker can access all the data sets from a single application via a hub – a significant savings of time and effort. And integration with Microsoft Teams streamlines collaboration.

■ **No-code workflows.**

Workflow automation is critical for efficient business processes. Yet automating a workflow can require complex coding tasks. OpenText Core enables business users to set up workflows on a self-service basis through an intuitive interface.



■ **Remote and mobile collaboration.**

By supporting Apple iOS and Android smartphones and tablets, mobile users can access the data they need to do their jobs – whenever, and wherever they choose to get work done.

■ **Content capture.** Information can come from any source, including paper. OpenText Core automates content ingestion and accelerates information

routing to the right users and systems in the organization to automate project initiations across departments.

■ **360-degree customer view.**

OpenText Core provides a single repository for customer information that can be accessed by workers with different responsibilities. For example, maintenance can view service-call history while customer support accesses the same information during a help-line call. Or a salesperson can view a customer’s history of product purchases to schedule an upgrade call, while a member of the marketing staff can use the same information to better plan an email campaign.

■ **Up-to-date document versions.**

OpenText Core includes version control that allows users to make live edits to documents; this ensures that the latest version of a document is a single version of the truth for all users. The result: increased efficiency and a reduction in duplicated tasks.



## Engineering a turnaround

The worrisome trend of quiet quitting is real, but it does not have to continue unabated. Quiet quitting can be countered with technology that enhances productivity and collaboration.

With an easy-to-use SaaS solution, organizations can alleviate digital friction, reversing the decline in productivity and morale that can lead to quiet quitting.

Making intelligent content management practices accessible to employees leads to less duplicative work, better-informed decision-making, and more successful outcomes. The result is a workforce that is empowered to master modern work.

**Empower your teams with  
smarter information.**

<sup>1</sup>"Is Quiet Quitting Real?" by Jim Harter, Gallup, updated May 17, 2023.

<sup>2</sup>"Hybrid Will Be the New Work Style..." by Jack Kelly, Forbes, March 16, 2022.

<sup>3</sup>Gartner®, [3 Steps to Deliver Peak Digital Employee Experience](#), by Tori Paulman, Aug. 18, 2022.

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<sup>4</sup>Gartner® Press Release, [Gartner Survey Reveals 47% of Digital Workers Struggle to Find the Information Needed to Effectively Perform Their Jobs](#), May 10, 2023.

<sup>5</sup><https://hbr.org/2023/05/reducing-information-overload-in-your-organization>