



RESEARCH HIGHLIGHTS

2025 Priorities for Professional Services Leaders

Our survey is designed to help professional services firms identify strategic priorities they may want to focus on to drive productivity, build a healthy people strategy, and gear up for growth.

Top Challenges Facing Leaders

(Responses for extremely/very/somewhat challenging)

BUSINESS

1. Staying ahead of the competition (83%)
2. Economic uncertainty (82%)
3. Technological change/digital transformation (74%)

HUMAN RESOURCES

1. Attracting/recruiting talent (52%)
2. Managing employees of different generations (51%)
3. Employee wellbeing and mental health (48%)

TECHNOLOGY

1. Data security/employee data privacy (59%)
2. Managing analytics/reporting (54%)
3. Supporting remote onboarding (50%)

PEOPLE MANAGEMENT

1. Workforce productivity (100%)
2. Career pathing and planning (99%)
3. Employee engagement/retention (97%)

COMPLIANCE

1. Data privacy/protection (58%)
2. Federal and state-mandated training (53%)
3. Record-keeping and documentation (48%)

Impact of Employee Turnover

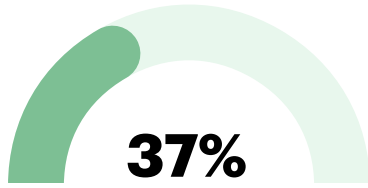
Costs **\$8,490 per employee**, on average

Business outcomes:

1. Productivity loss (38%)
2. Severance/separation costs (37%)
3. Training and onboarding costs (36%)

The #1 employee retention strategy is improving benefits.

Time & Cost of HR Administration



of leaders spend **more than 10 hours** a week on HR administration tasks

AVERAGE COST OF TIME SPENT ON HR TASKS

\$150,199 annually **OR** **\$2,888** per week

MOST TIME-CONSUMING HR TASKS

	Average annual cost
People management	\$22,728
Payroll processing	\$19,134
Measuring and managing employee performance	\$17,174
Other HR administrative tasks	\$13,020
Tracking employee hours worked	\$12,923

HR Outsourcing Gets Prioritized

63% of professional services leaders plan to outsource HR administration in the year ahead.

(Responses for extremely/very/somewhat likely)

TOP TASK TO OUTSOURCE

1. Payroll processing (47%)
2. Managing employee performance (12%)
3. Recruiting and onboarding (11%)

EXPECTED RESULTS

1. Fewer mistakes (52%)
2. Increased productivity (42%)
3. Better analytics and reporting (39%)

Get Help with Your Business Challenges

Paychex makes HR brilliantly simple. Contact us to access dedicated HR experience and help solve your biggest HR issues.