



BUILDING TRUST BY ELEVATING THE EMPLOYEE EXPERIENCE



At its core, payroll is about the people it serves. But for much of its history, payroll has operated in the background. Many payroll leaders will reiterate that you'll know payroll is working well when no one ever mentions it. But as payroll assumes more technical and strategic roles, it's also becoming more visible in the ways it prioritises the employee experience.

The **potential of payroll in 2026 global payroll survey** shows that payroll leaders are responding to this shift. They now identify improving the employee experience as a key business driver for payroll transformation, reflecting an evolution in how payroll sees its role within the organisation.

Top improvement priorities for the next two to three years include:

38% payroll employee helpdesk

36% payroll staff augmentation

36% pay on demand/earned wage access

35% employee self-service

32% electronic payslips

31% payslips for visually impaired employees

26% chatbot



Expanding the focus on accessibility

Accuracy remains a key driver of positive employee experiences. But leaders are also looking at ways in which they can make payroll more accessible for employees. Their plan to improve payroll helpdesks, invest in employee self-service and provide payslips for the visually impaired. These upgrades are designed to give employees faster answers, clearer information, and more control over how and when they access their pay.

Almost a third of organisations plan to integrate payslips for visually impaired employees, signalling that inclusive design is becoming part of how payroll leaders think about their services. Chatbots and other forms of employee assistance options are also increasingly becoming priorities for organisations, proving that automation and technological innovation go hand-in-hand with a human-centric mindset.



Expanding what payroll offers employees

Thirty-eight percent of leaders also want their teams to spend more time handling employee queries, and over a quarter are focused on improving pay timeliness in local markets. Leaders recognise that elevating the employee experience is about being responsive and reliable.

These investments reflect a more human-centred understanding of what employees need. Pay-on-demand acknowledges that financial timing matters. Self-service tools respect employees' desire for autonomous access to their own information. Helpdesks recognise that payroll works best when employees feel supported and assisted with any queries they may have.



Payroll as a retention tool

When payroll is accurate, transparent, accessible, and responsive, it reinforces the employment relationship. Payroll leaders know that employees are happier and more invested in their workplace when payroll meets their needs. And at the end of the day, a business thrives when its employees thrive too..



27%

are looking for local countries to improve on timeliness of employee pay over the next two to three years.



38%

would like their payroll team to spend more time handling employee queries.

DISCOVER MORE

Learn how payroll is evolving to deliver better employee experiences in the full report: [The potential of payroll in 2026:Global payroll survey](#)

ADP, the ADP logo and Always Designing for People are trademarks of ADP, Inc. All other marks are the property of their respective owners. Copyright © 2026 ADP, Inc. All rights reserved.

WF3583902

ADP
Always Designing
for People®