

Program Title: Personnel Cabinet Mobile Application
State: Commonwealth of Kentucky
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Summary

The Commonwealth of Kentucky successfully implemented the Personnel Cabinet's Mobile Application (App) in August 2018. The concept originated in late 2017 when the Personnel Cabinet's leadership team determined there was a need for employees to have easy access to their personal information anytime/anywhere. The inability to access this information resulted in disgruntled employees and lower productivity. The Personnel Cabinet also needed a way to quickly alert employees in the events of building closures, inclement weather and threats of safety. While some companies have HR functionalities and information accessible through a web portal, the Personnel Cabinet determined that was not sufficient, and decided that the best way to position Personnel for efficiency and effectiveness was with a workforce mobile app. Mobile apps are faster and more responsive. Mobile apps also make it easier for human resources to improve internal communication, with its employees, especially for those who are considered a "deskless" workforce due to the nature of their jobs and do not have a designated workspace. Statistics show that 80% of workers globally are considered "deskless". Employees, "deskless" or not, need to be kept up to date and have access to critical information in real-time. We saw this as a true need and an opportunity to listen and respond.

The Personnel Cabinet App was developed, tested and approved by both Apple and Google for availability to download in their respective App Stores. Over time, it was determined that the Personnel Cabinet App could be utilized to provide much more information and accessibility. This coupled with the fact that today, the vast majority (97%) of individuals in the U.S. own a cellphone and 80% of those individuals check their cellphone within 15 minutes of waking each morning supported the direction that the mobile app was and still is the best mechanism to accomplish this. Statistics also show that more than 90% of workers are using their cellphones use it every day for work. Since employees are already using IOS and Android devices daily, it only makes sense to provide valuable HR resources to employees via mobile as well. This also proved to be very valuable over the course of the pandemic to communication, provide information and to provide access to thousands of Commonwealth employees who found themselves working remote. By providing employees access to work-related information in a mobile app, you have the ability to increase productivity and to provide real-time information/updates particularly with push notification capabilities.

1. Please provide a brief description of this program.

The Personnel Cabinet Mobile App was a design concept identified in late 2017. It was initially intended to provide alert notifications to employees, specifically beneficial for Commonwealth "deskless" employees without ky.gov state email accounts. Additionally, the Mobile App provides employees quick access to their pay statements and their leave

balances anytime/anywhere via a mobile device. Since the Commonwealth's HR system encounters periodic outages for payroll processing and for system maintenance, this would enable continued access to data normally accessed via the Kentucky Human Resource Information System (KHRIS) Employee/Manager Self-Service (ESS/MSS) to meet the needs of employees.

The objectives of the Personnel Cabinet App were to provide convenience, productivity, engagement, accuracy, accessibility and transparency. While initial reception to the mobile app was well received, it didn't take long for Personnel to begin to see how this program could be greatly expanded. Offerings were added to the App to provide access to MyPURPOSE, the Commonwealth's Talent Management Solution, Jobs – job postings, the Personnel Cabinet Newsletter, Events (i.e. KYLEAD – The Governor's Conference on Leadership Equality Accessibility and Diversity, COVID-19 Information, COVID-19 Testing and more), access to the Cabinet's Social Media sites, and Benefits, including but not limited to, Deferred Comp, The KY Employees' Health Plan, Workers Comp, Leave, Retirement, Employee Assistance, the Employee Suggestion System, Adoption, Employee Discounts and Life Insurance. Other additions included: Employee News, the Employee Handbook, the Employee Events Calendar, The Tip Line and more. Additionally, the capability to share event photos was also provided, as well as the option to establish Alerts for those push notifications one would like their device to receive. These Alert options include: All, Training Opportunities, Events, Benefits and Weather Alerts. News and Jobs, as well as updates from Deferred Comp, Health Insurance and/or Wellness. As capabilities of the mobile app expanded, so did user downloads which have grown significantly since the program's inception.

This program has significantly increased employee engagement and has been instrumental in enhancing internal communications and performance management with our employees.

2. *How long has this program been operational (month and year)?*

The solution went live on the Google App Store in August of 2018, followed by its release by the Apple Store in January 2019.

3. *Why was this program created? (What problem[s] or issues does it address?)*

The Personnel Cabinet Mobile App was a design concept identified in late 2017. It was initially intended to provide employees access to their pay statements and their leave balances anytime/anywhere via a mobile device. Since the Commonwealth's HR system encounters periodic outages for payroll processing and for maintenance, this would enable continued access to data normally accessed via the Kentucky Human Resource Information System (KHRIS) Employee/Manager Self-Service (ESS/MSS) to meet the needs of employees.

4. *Why is this program a new and creative method?*

Many organizations provide HR portals for access to their employees; however, it has been determined that is not always sufficient, and it often does not provide a positive, intuitive user experience. As a result, employees may not take advantage of it. This

program was intended to provide easy access to HR information from a mobile device while ensuring a positive user experience that would bring the user back for more. This has been confirmed by the increase in active users along with the increase in views that have been seen, especially as functionality has expanded.

5. ***What was the program's startup costs? (Provide detailed information about specific purchases for this program, staffing needs and other expenditures, as well as existing materials, technology and staff already in place.)***

Program development both conceptual and the initial App design concepts along with user authentication/credentialing were addressed internally by staff from the Personnel Cabinet. The App development itself was done via a third-party at the initial cost of \$6,000 and an annual cost of \$ 1,300 for support and maintenance.

6. ***What are the program's operational costs?***

The annual cost of this program currently is \$1,300.

7. ***How is this program funded?***

The Personnel Cabinet funds this program via its operational budget.

8. ***Did this program originate in your state?***

This program originated in the Commonwealth of Kentucky because it is a custom mobile app designed and developed by the Personnel Cabinet with the assistance of a third-party, BiznessApps.

9. ***Are you aware of similar programs in other states? If yes, how does this program differ?***

We are not aware of other states that have developed custom mobile apps for employee access to Human Resource information, systems/solutions, alerts, notifications and reminders.

10. ***How do you measure the success of this program?***

The success of this program is best demonstrated through statistical analysis of category views, new App downloads and increases in active users.

11. ***How has the program grown and/or changed since its inception?***

As of May 31, 2021, the Personnel Cabinet's Mobile App has the following utilization:

Personnel Cabinet Mobile App

10,453 Total Users

151 New downloads in May 2021

Top 5 Mobile App features accessed during the month of MAY 2021 included:

1. **KHRIS Quick Access - 6,786 views**
2. MyPURPOSE – 1,756 views
3. Alerts – 1,676 views
4. Jobs – 1,284 views

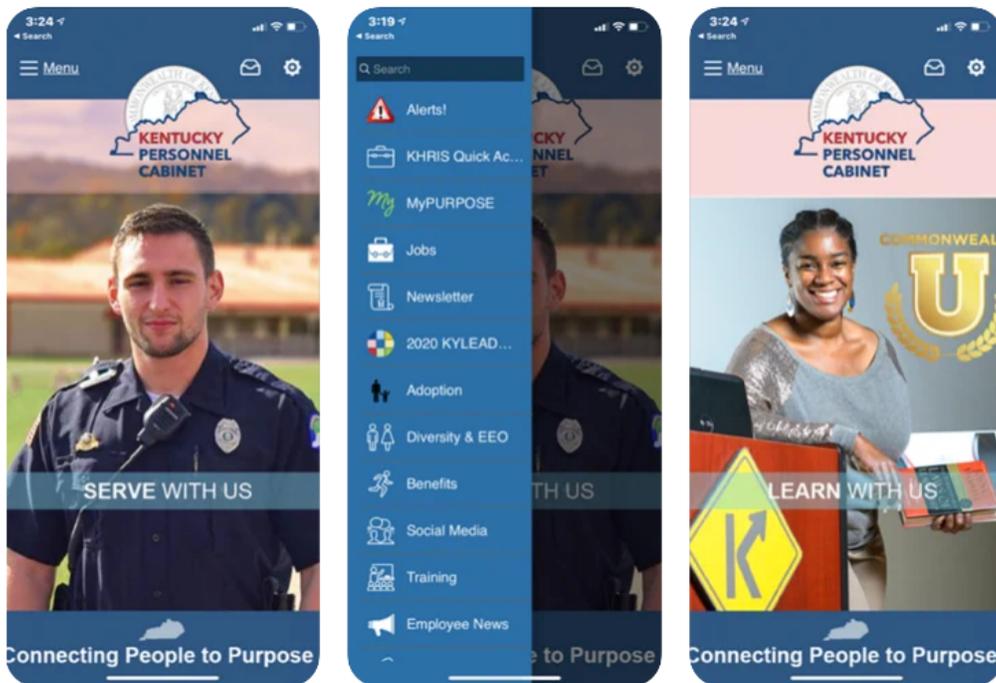
5. Benefits – 884 views

In the last 2 years, since May of 2019, the active user population has grown from 4,926 to more than 10,500 users. Regarding the top 5 mobile app features have also seen significant growth in usage. *KHRIS Quick Access* has seen views increase by 361%, *MyPURPOSE* views by 421%, Alerts by 40%, access to job postings, 284% and benefit inquiries has increased 220%.

Key Takeaways:

- Once employees are aware of the Personnel Cabinet App and took the time and interest to download it, they have used it and seen value in the App based on what they are doing with it
- The *KHRIS Quick Access* feature is a huge hit and valuable to our users
- Many users are also using the link to *MyPURPOSE* in the App to log in the Commonwealth's Talent Management Solution – this solution provides access to job postings, learning management, where more than 2,484 learning courses available to our employees, communities for collaboration and social interaction and employee performance management.

iPhone Screenshots



With the Kentucky Personnel Cabinet App, you will find all the tools you need to stay connected. Get quick access to your benefits, job opportunities, leave balances, pay statements and more. You can be notified in emergency situations and connect with us to find the latest employee updates.