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Beyond the Survey: AI-Powered Passive Data for Real-Time Workplace Well-Being

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TTS Top Talent Solutions

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AI-Powered Passive Data for Real-Time Workplace Well-Being

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Introduction

Increased Attention on this Psychological Construct



“A happy employee is a productive employee”

Links between Well-being and Productivity

Empirical Support

- + Empirical research shows support for the hypothesis that happy employees are more productive.



12-13%



Increase in productivity



20%



More productive than unhappy disengaged employees



37%



Increase in sales

Links between well-being, employee experience and other performance indicators

Empirical Support



Employees who are engaged, work well

Outcomes of Highly Engaged Business Units and Teams

Difference between top- and bottom-quartile teams/business units within a typical organization

GALLUP®

Fewer Negative Outcomes

- ▼ **78%** in absenteeism
- ▼ **21%** in turnover for high-turnover organizations*
- ▼ **51%** in turnover for low-turnover organizations*
- ▼ **28%** in shrinkage (theft)
- ▼ **63%** in safety incidents (accidents)
- ▼ **58%** in patient safety incidents (mortality and falls)
- ▼ **32%** in quality (defects)

More Positive Outcomes

- ▲ **10%** in customer loyalty/engagement
- ▲ **18%** in productivity (sales)
- ▲ **14%** in productivity (production records and evaluations)

Greater Organizational Success

- ▲ **23%** in profitability
- ▲ **70%** in wellbeing (thriving employees)
- ▲ **22%** in organizational citizenship (participation)

Developing highly engaged teams results in **fewer negative outcomes, more positive outcomes** and **greater success for your organization.**

Note: Top-quartile teams on engagement achieved higher performance in positive outcomes and realized fewer negative outcomes. Bottom-quartile teams realized more negative outcomes and achieved lower performance on positive outcomes. For more information, see Appendix 2: Methodology.

*High-turnover organizations are those with more than 40% annualized turnover. Low-turnover organizations are those with 40% or lower annualized turnover.

▶ [Learn more about the 2024 meta-analysis](#)





02 | The History of Well-being at Work

Workplace Wellness Timeline

1920-1940

Early focus on physical health

1960-1970

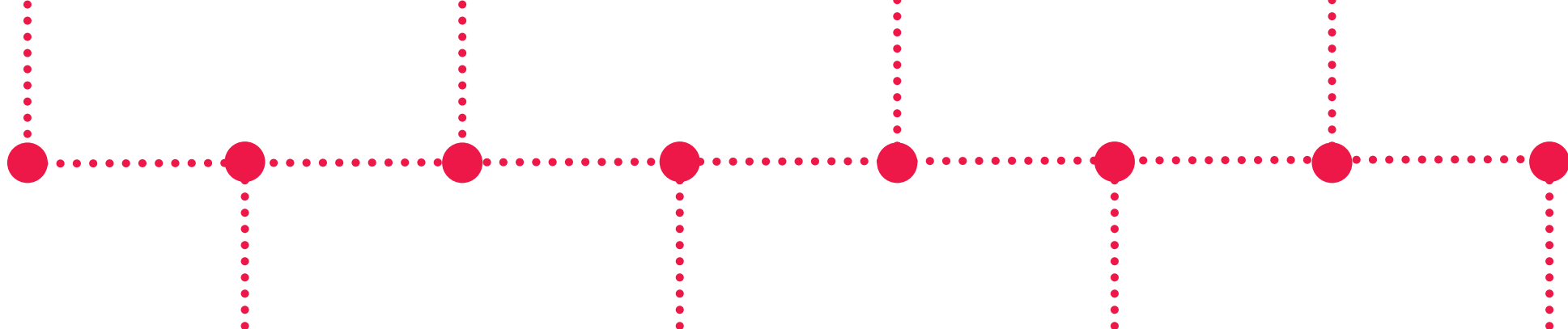
Wellness expands beyond physical health

1990

Holistic approach to wellness emerges

2010

Rise of digital wellness tools and employee engagement



1950

Introduction of wellness concept

1980

Work wellness programmes begins

2000

Integration of mental health into workplace wellness

2020 – 2024

Holistic, inclusive, and long-term wellness focus



03 | The Current State of Workplace Well-being

Global & Local Trends



*...the world's employees continue to **struggle** at work and in life, with direct consequences for organizational productivity*

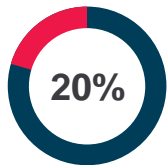
Gallup State of the Global Workplace: 2024 report, p3



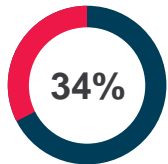
Overview of latest research

Summary of Key Results – Globally & Sub-Saharan Africa

Global

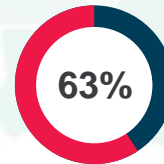


20% of employees feel lonely and excluded.

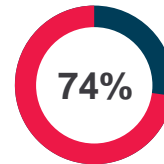


Wellness overall and happiness among young employees dropped from 35% - 34%.

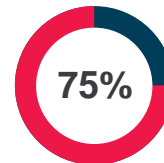
Sub-Saharan Africa



63% of employees are not engaged with 17% actively disengaged.



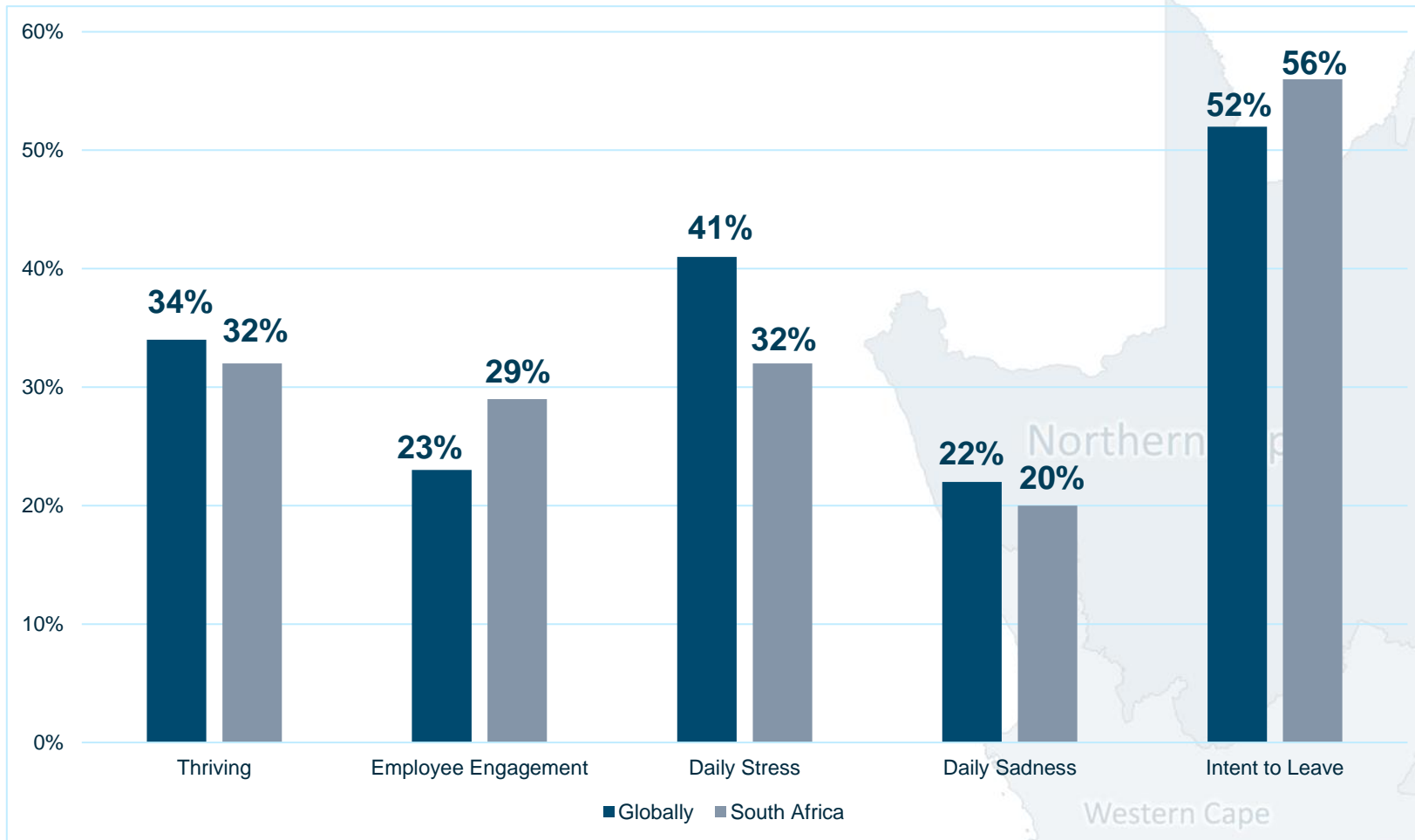
74% of employees are struggling. This is a 5% increase from 2022.



75% of employees are watching for or actively seeking a new job, showing a level of unhappiness at work

Overview of latest research

Summary of Key Results – Global vs South Africa



1. Employee engagement is higher in South Africa
2. Daily stress and daily sadness is lower
3. South Africans levels of Thriving is lower and we have higher intention to quit



04 | Construct Clarification



What is Well-being?

Defining some terminology

Interrelated, Influencing and Important



1

Employee Well-being refers to an employees subjective experience of how they are feeling (feeling good) as well as their ability to realise their full potential and their level of personal resources serving as protection for negative impacts of stress and change.

2

Employee Engagement refers to an employees level of identification with their work (people see their job as an extension of the self and express themselves physically and cognitively). It is said to consist of vigor, dedication and absorption that motivates exceptional work performance.

3

Employee Experience refers to how people experience their work and life which is the result of the interaction between a persons characteristics and their environment. It refers to aspects from the moment the employee initially interacts with the organisation until they leave (tenure).

Reciprocal



Additive



05 | A New Approach to Measuring Employee Well-being



A holistic Approach – The Welliba Way

Welliba's Holistic Model of Employee Experience (EX)

Employee experience is how people experience their work and life which is the result of the interaction between a person's characteristics and their environment.





Passive Data Collection using AI

Why Passive Data using AI?

- + While standardised internal surveys are crucial for capturing insights into employees' sentiment and experiences, external data sources provide an additional perspective on relevant topics.
- + These sources can bridge gaps caused by rollout and integration challenges and complement insights that may be missing due to survey fatigue or lack of participation.
- + Leveraging and analysing passive data allows organisations to maintain a continuous stream of insights, enhancing strategic decision-making with a comprehensive view of the employee landscape.

Key Shortcomings of Traditional Approaches



Static, one-time engagement surveys



Reliance on employees' participation



Active approach to employees' experiences



Internal data focus only



No or limited external benchmarking



Limited predictive capabilities



Lack of actionable insights



Over-reliance on HR for EX management

Traditional Employee Experience (EX) Approaches

Key Shortcomings of Traditional Approaches

How Welliba Excellerate Addresses These Traditional Shortcomings



Data-driven, AI-powered insights



No employee surveys



A proactive approach to employees' experiences



Integrate external data



External benchmarking



Predictive capabilities



Actionable insights



Resource optimization

The Glass Box Approach – Quality Assurance

>100

Data points per source

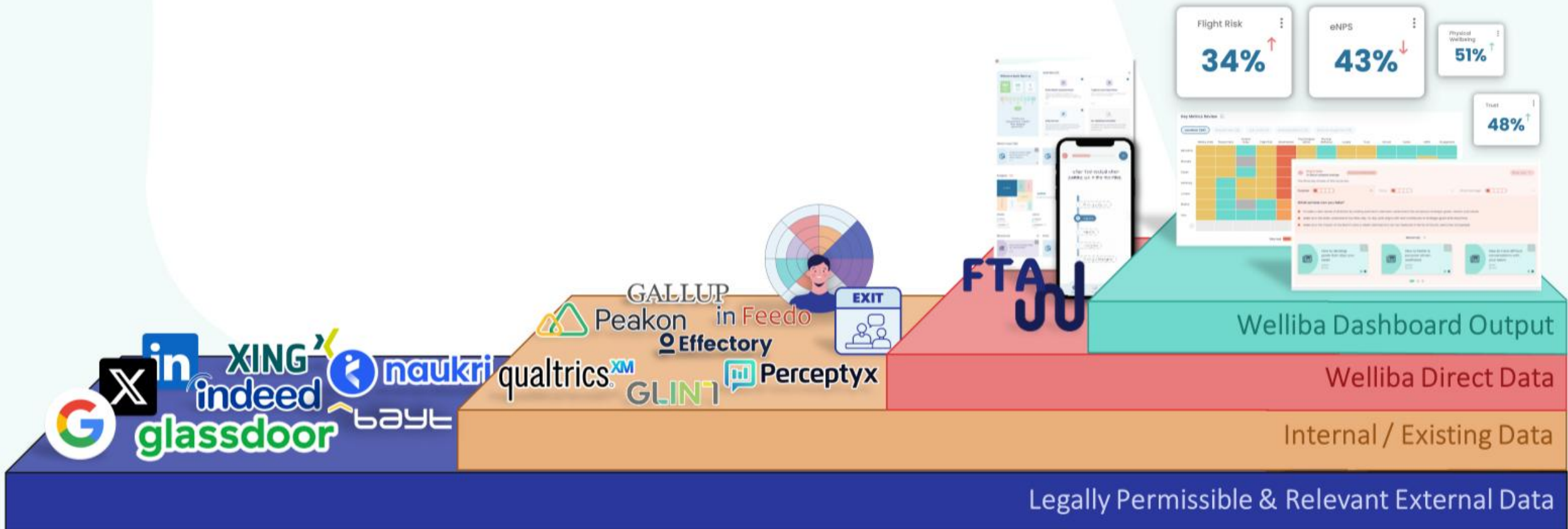
>55,000

Total amount of embeddings across all sources



Welliba EX

The first AI-powered employee measurement platform without reliance on surveys



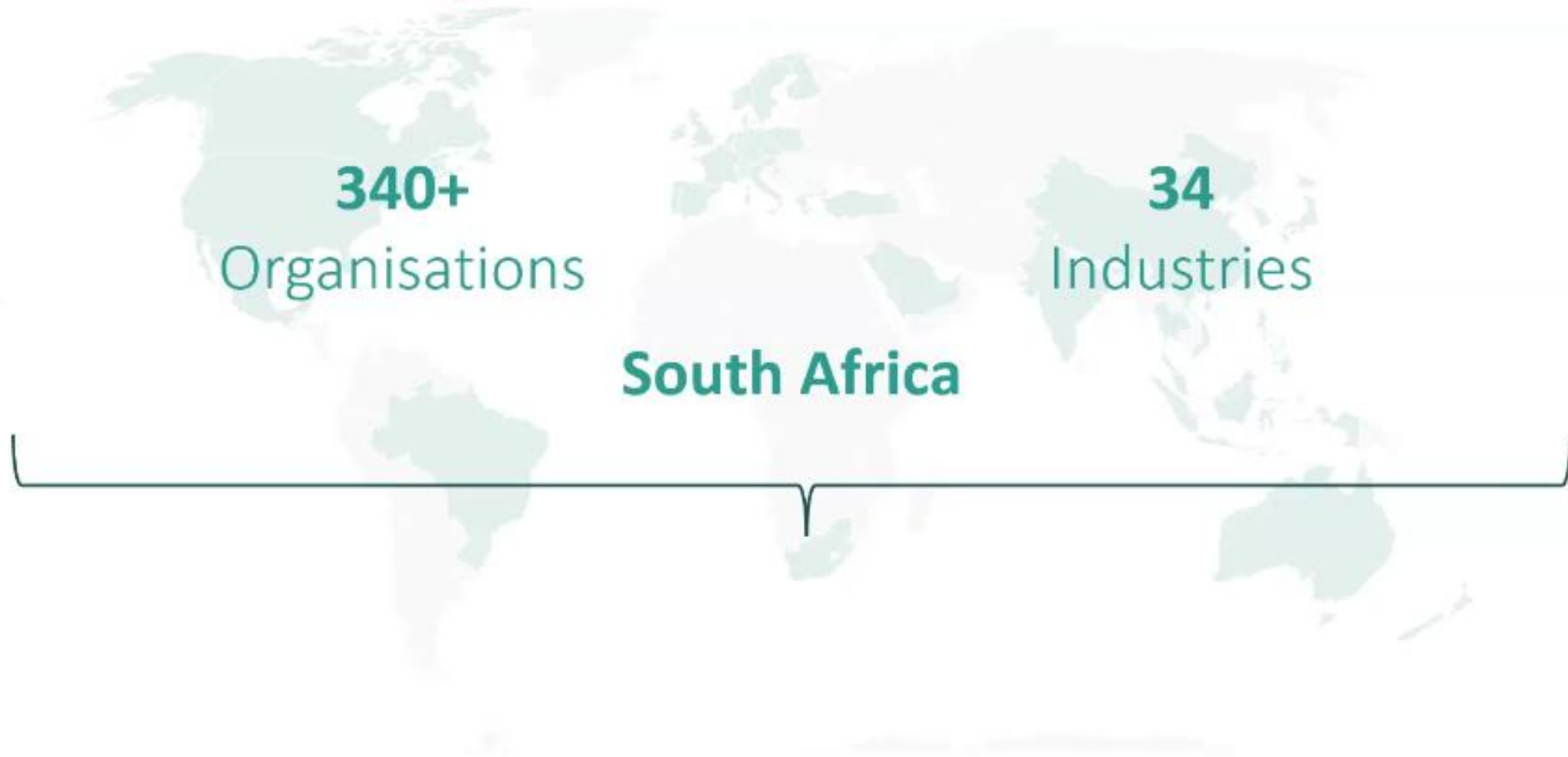


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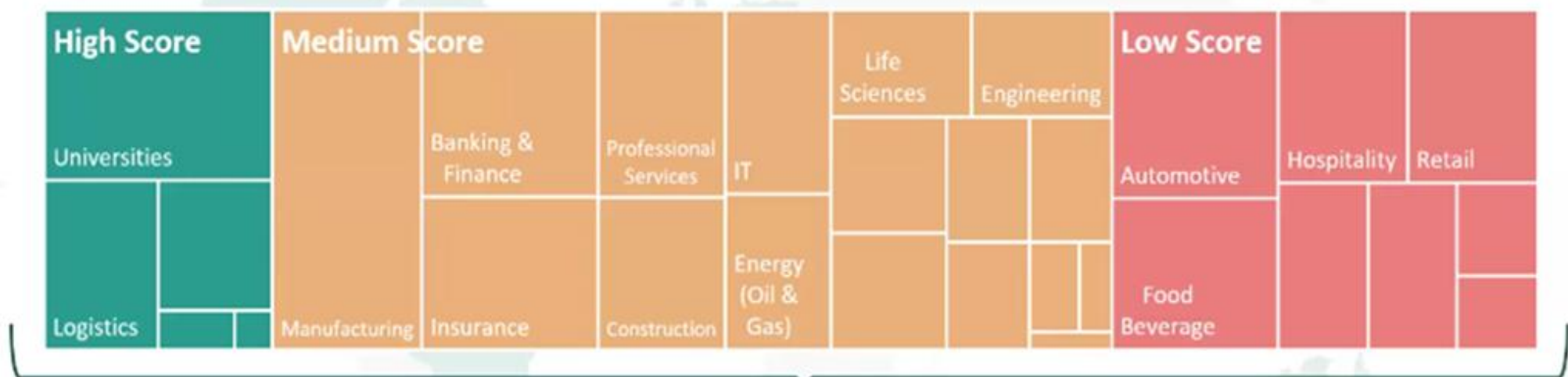
A South African Case Study

Investigating South African Employee Experience Trends

With **local** insight...



With **local** insight...



Low EX industries in South Africa like **Retail**...



17% poorer experience of **bottom-up communication**

17% poorer experience of **flexible working arrangements**

15% poorer **clarity on processes & policies**

High EX industries in South Africa like **Logistics**...

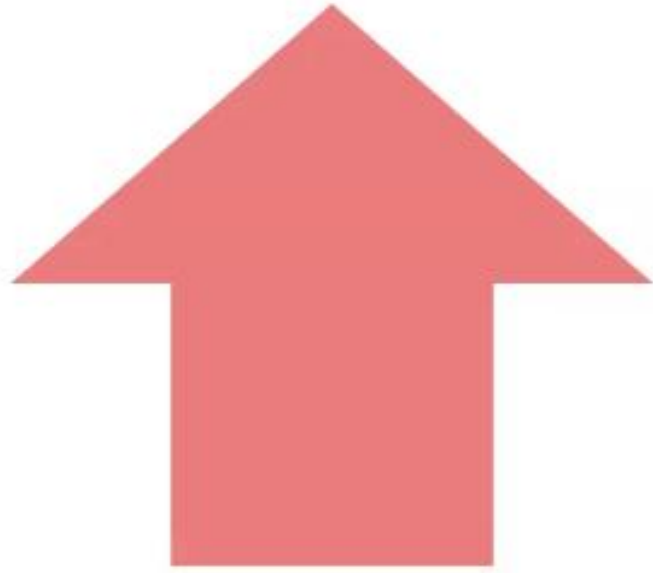


38% greater experience of **clients**



37% greater **clarity on processes & policies**

27% greater experience of **bottom-up communication**



Retail employees are **4x more likely** to be at risk of **Absenteeism** than the national benchmark



Logistics employees have a **2x sense of trust** in their employer than the national benchmark



What Now?

Some Practical Recommendations



Companies that prioritize employee well-being, flexible work options, and a strong company culture will have a significant advantage over their less employee-centric competitors.



Recommendations



We need to make well-being a priority without burdening employees further.

We need to provide organisations with actionable insights that focus on the present, not backward looking approaches.

We need to embrace AI and provide new data perspectives that allow organisations to act quickly to improve drivers and minimise blockers that predict well-being.



QUESTIONS?

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To try the Welliba platform and get a free indication of your Employee Experience score please following this link: [welliba](#)

The image shows a navigation path on the Welliba website. On the left, text says "Click on Excelerate Insights without Surveys" with a red arrow pointing to a red-bordered box around the "excelerate" product card. The card lists "Insights without Surveys" and "Use Cases" including Employee Experience, Employee Engagement, Manager Effectiveness, Psychosocial Risk Assessment, and External Data Insights. Below the card are "BOOK A DEMO" and "WATCH A VIDEO" buttons. A large red arrow points from this area to the "excelerate" landing page on the right. The landing page features the "excelerate" logo and the tagline "The first agentic platform to understand employees & organizational performance - no surveys" with a search bar.

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Employee Experience Management System

excelerate
Insights without Surveys

Use Cases

- Employee Experience
- Employee Engagement
- Manager Effectiveness
- Psychosocial Risk Assessment
- External Data Insights

BOOK A DEMO **WATCH A VIDEO**

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The first agentic platform to understand employees & organizational performance - no surveys

Search for your organization