

Employer Response to COVID-19 Update Survey

October 2020



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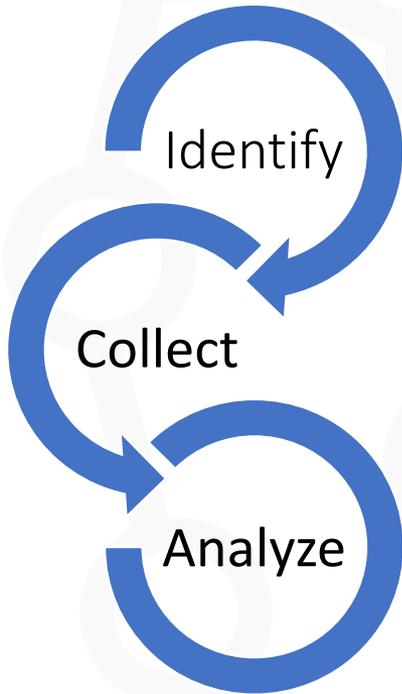
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Methodology



WorldatWork, in partnership with Salary.com, invited its broader membership and customer base to participate in an electronic survey. Email invitations were sent directly to participants on 9/02/2020 and results were collected over a 22-day period.

A total of 510 responses were received, representing organizations of different sizes and across multiple industries. Results have not been weighted, but respondent profiles have been included to assist with interpretation of results. Results are skewed to be more representative of mid-large employers, but statistical differences have been highlighted when present.

The survey has a 3% overall margin of error at a confidence level of 95%. The error rate was based on how representative the results are for medium-large organizations.

Sample sizes vary by question. Please note that statistical reliability will fluctuate based on sample sizes.



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Key Findings

- Since the beginning of the pandemic, there has been a directional shift in the prioritization of revenue over employees, although the majority of companies continue to balance both needs
- The percentage of organizations offering hazard pay has slightly increased since April, but trends suggest this effort may have peaked unless another significant wave of COVID-19 surges
- Companies are somewhat split around their concern about their ability to maintain a competitive compensation position
- Sharing company financial information has significantly increased
- Promoting EAP resources and sharing tips for emotional/physical wellness are common approaches for organizations supporting worker well-being
 - In April, only 40% of companies indicated they are offering new benefits to help employees during the pandemic, but now 70% of organizations indicate they are providing new benefits, and of those new benefits, 67% of organizations have introduced flexible work scheduling to support caregivers
- Extreme increase in remote work since the pandemic has occurred, while about half of responding organizations have reported decreases in hiring
 - Nearly 9 in 10 remote workers indicate they are doing so full-time
- 96% of companies using open office design indicated they are making changes due to the pandemic, with the most popular being reducing the amount of employees in office (cited by 79%)



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Benefits/Pay

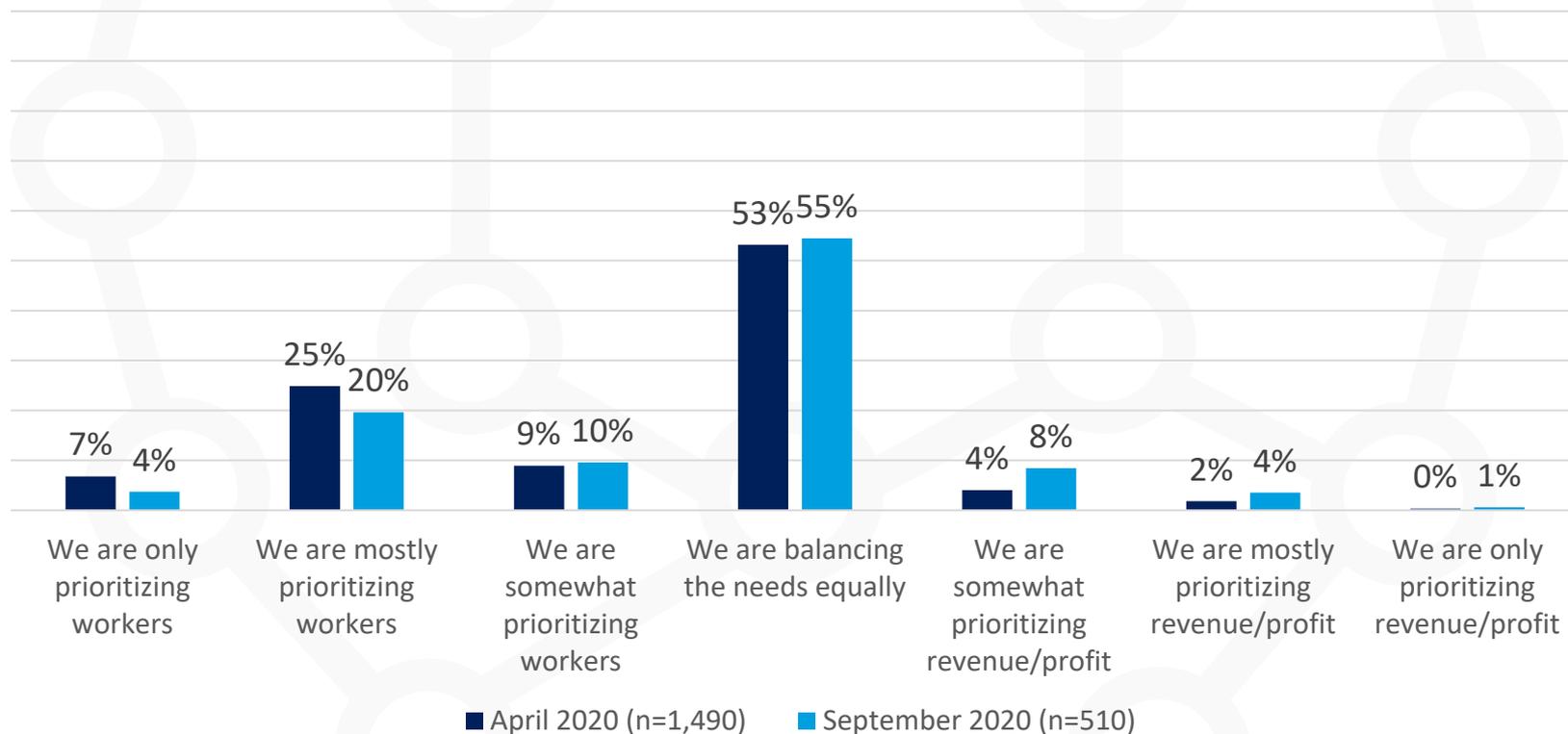


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While most organizations balance employee and revenue needs equally, one third prioritize workers

How do you feel your organization is balancing the needs of employees versus the need to generate revenue/profit?

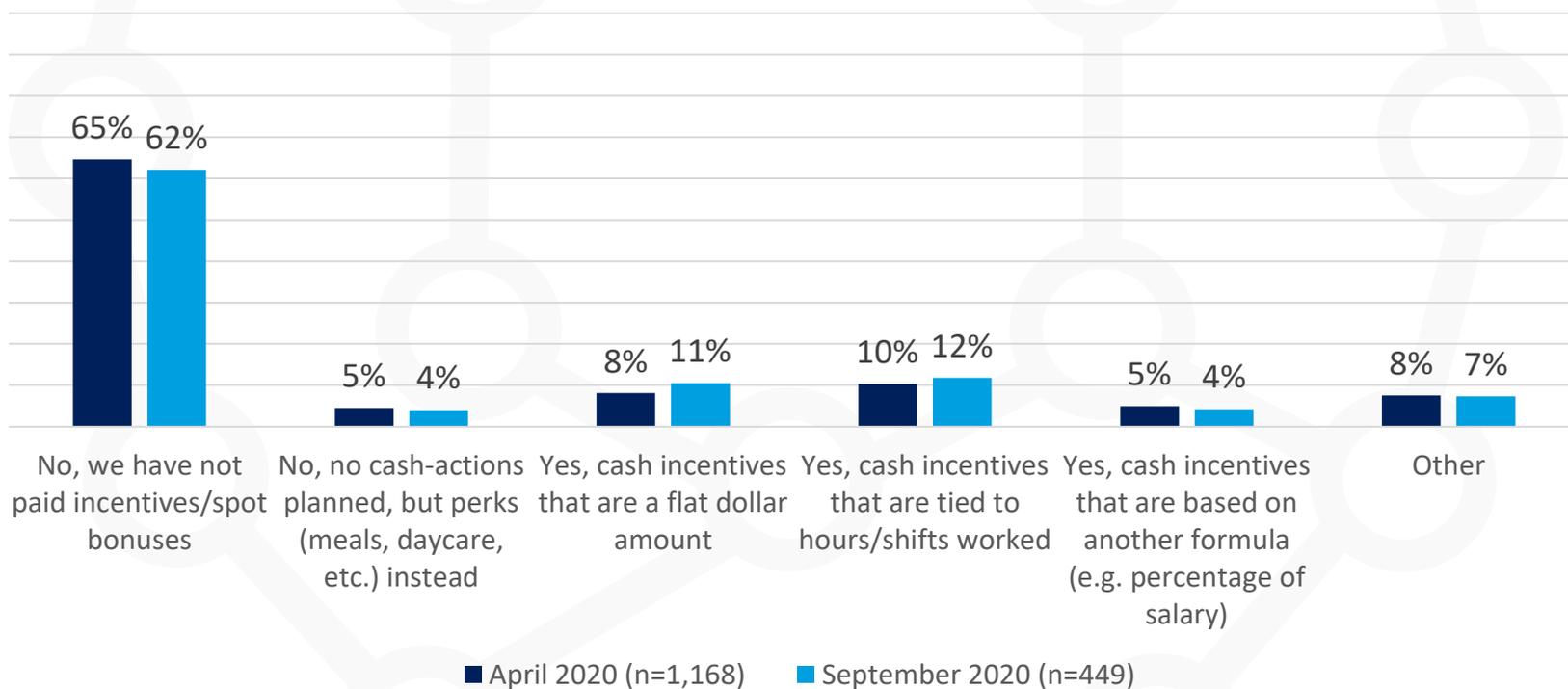


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More than a third of employers utilize incentives to reward on-site workers

Has your organization paid incentives/spot bonuses (battle pay/hazard pay) for employees that are required to work on-site during the pandemic?

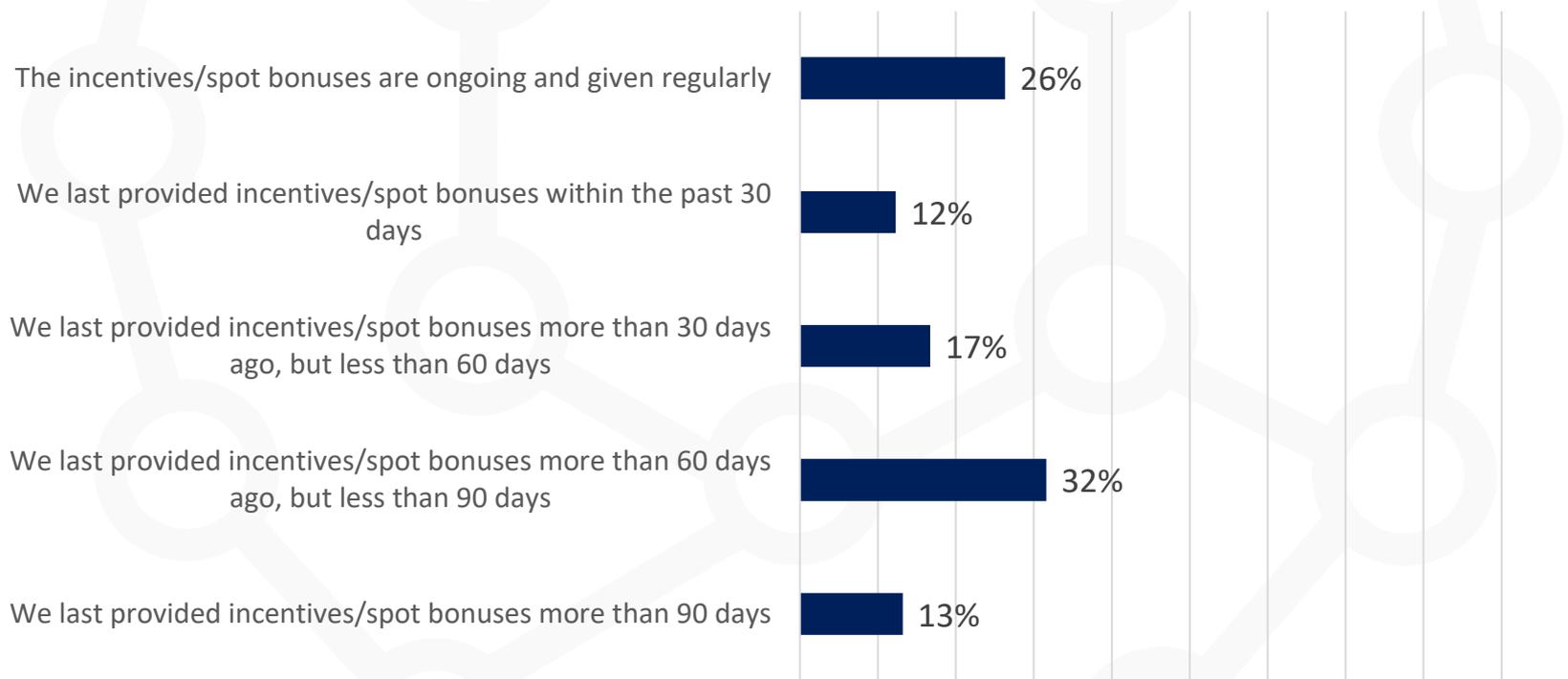


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38% of organizations recently paid bonuses or are providing on an ongoing basis

When did your organization last provide incentives/spot bonuses to employees that are required to work on-site during the pandemic?



n = 114

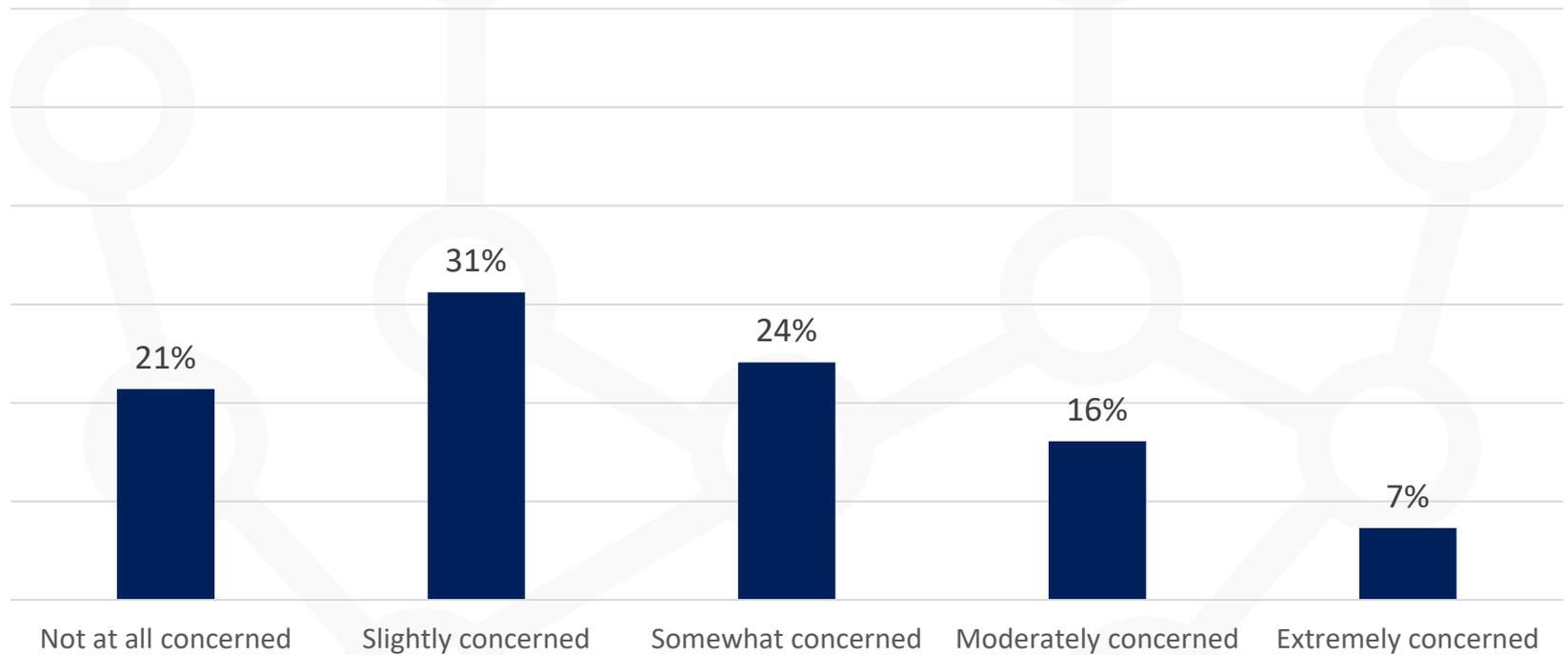


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Organizations are not too concerned in their ability to maintain a competitive position to retain and attract talent

How concerned is your organization in their ability to maintain a compensation position that is sufficiently competitive to retain and attract talent?



n = 510

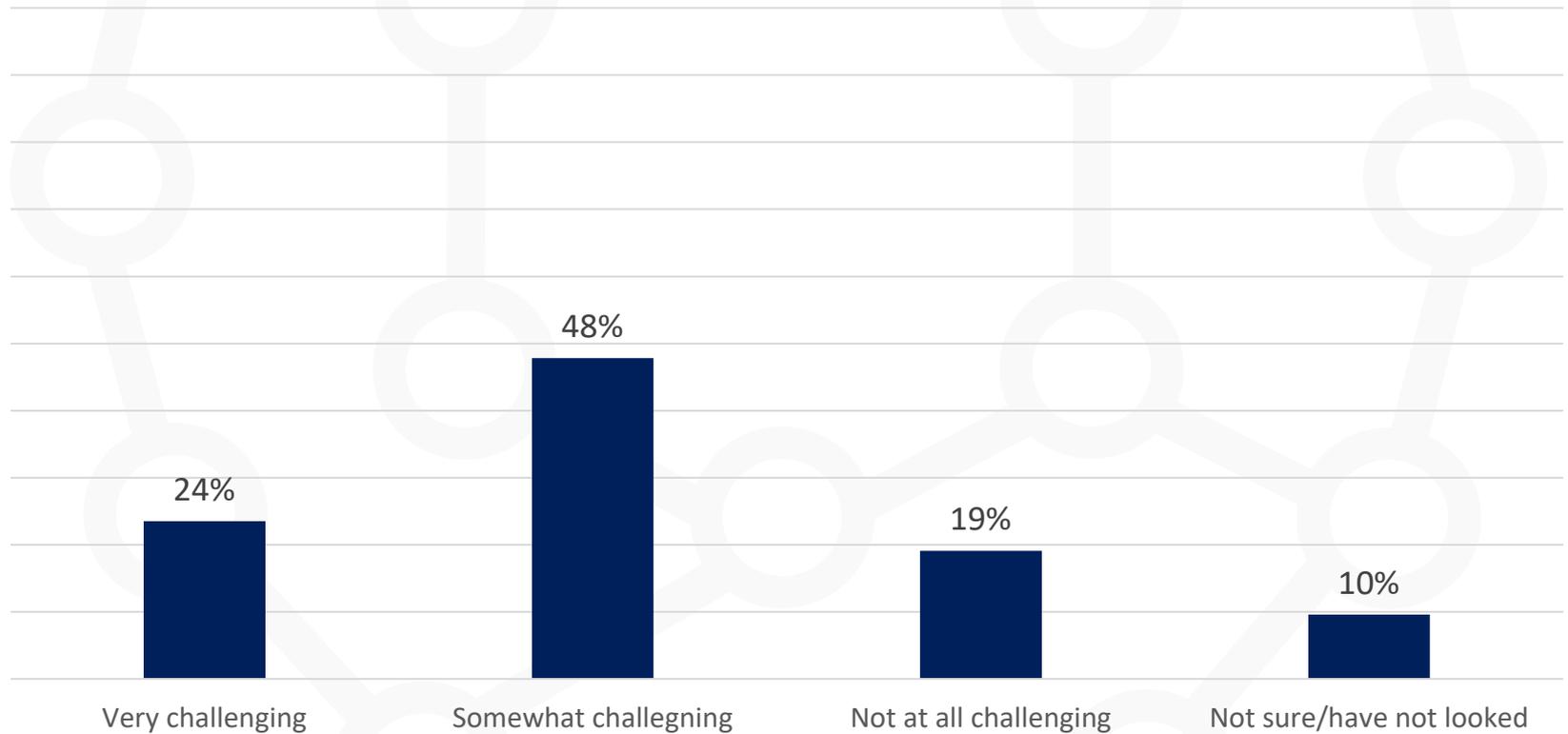


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Organizations are having a harder time finding compensation trend data

How challenging is it to find current data sources to reflect trends in compensation?



n = 439



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Promoting EAP resources remain commonplace for organizations supporting worker well-being

Is your organization doing any of the following to support worker well-being in a COVID-19 world? Please select all that apply.

	April 2020 (n=1,146)	September 2020 (n=439)
Promoting EAP resources	70%	76%
Sharing tips for emotional well-being*	n/a	74%
Sharing tips for physical well-being*	n/a	71%
Encouraging physical activity	47%	54%
Encouraging social connection	55%	54%
Making tools available for virtual workouts, etc. from home	31%	42%
Focusing on social connection through work forums	39%	32%
Leadership has increased accountability for staff well-being	38%	30%
We are not taking additional steps	11%	10%
Other	1%	3%



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Answer options added in September 2020 noted with asterisk

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In April, only 40% of companies indicated they were offering new caregiving benefits, but now 70% are doing so

Has your organization introduced new benefits to support those in caregiving roles because of COVID-19? Please select all that apply.

	April 2020 (n=1,104)	September 2020 (n=438)
Flexible work scheduling*	n/a	67%
We are not offering additional support	60%	30%
Designing resources for those struggling to work remote	23%	19%
Providing additional PTO specifically for childcare*	n/a	12%
Access to or subsidy for daycare needs	11%	7%
Education support for remote learning*	n/a	6%
Providing partial or full expense reimbursement	4%	2%
Creating an on-site daycare*	n/a	1%
Providing or reimbursing school related transportation expenses*	n/a	1%
Other	13%	7%



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Business travel will continue to be limited

73% of respondents say:

“travel is limited today, and we expect this to continue for at least the next six months.”

n = 436



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Workforce Planning

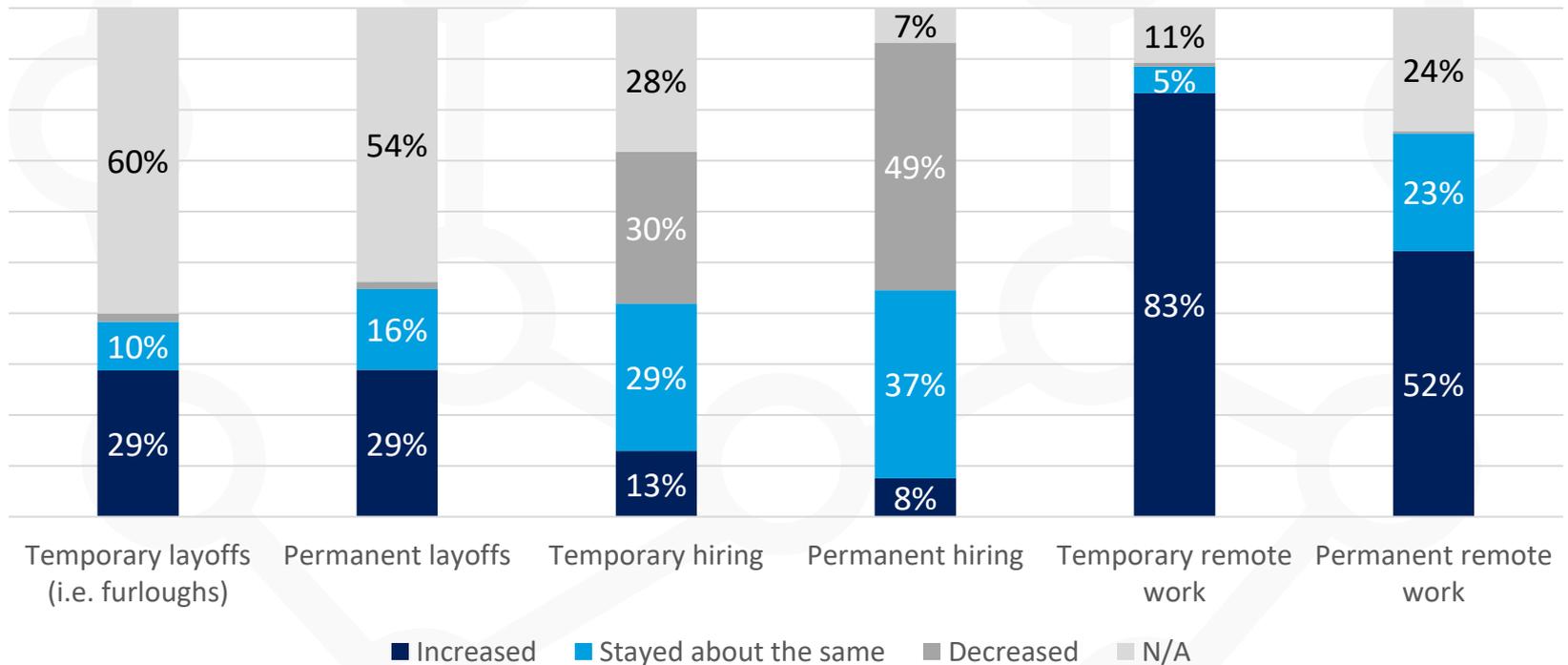


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Extreme increase in remote work since the pandemic, while hiring has decreased by nearly half

How has COVID-19 affected staffing at your organization?



n = 510

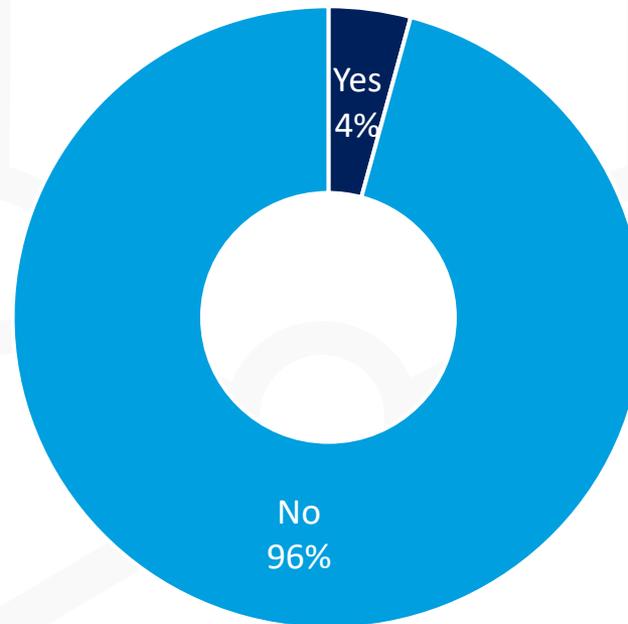


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Most companies shifting employees to permanent remote work due to the pandemic are not reducing pay

For employees that have shifted to permanent remote work due to COVID-19, have there been associated pay reductions?



n = 428

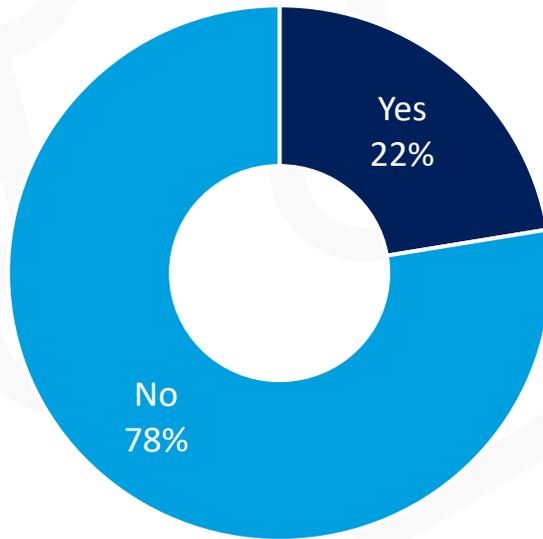


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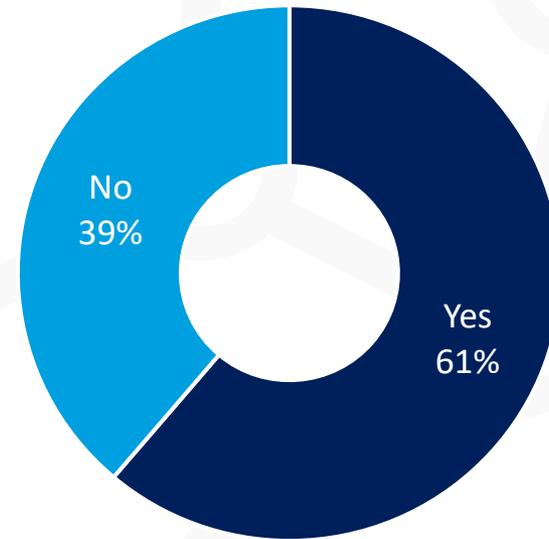
Organizations have started restoring pay for those employees taking a temporary cut

Were employees at your organization asked to take a temporary or permanent salary cut because of COVID-19?



n = 450

Of those employees asked to take a temporary salary cut, has your organization begun restoring pay?



n = 98



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Office Planning



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The increase in remote work due to the pandemic is beginning to level off

Prior to the COVID-19 pandemic, approximately what percent of employees worked remotely?

13%
n = 1,328

What percent of employees at your organization are working remotely in April 2020?

67%
n = 1,325

What percent of employees at your organization are working remotely in September 2020?

62%
n = 491

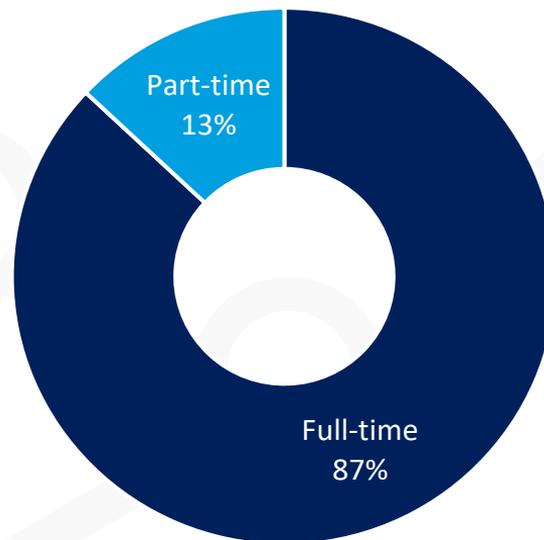


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Nearly 9 in 10 remote workers are doing so full-time

Of those workers currently participating in remote work, what percentage are doing so full-time vs. part-time?



n = 413

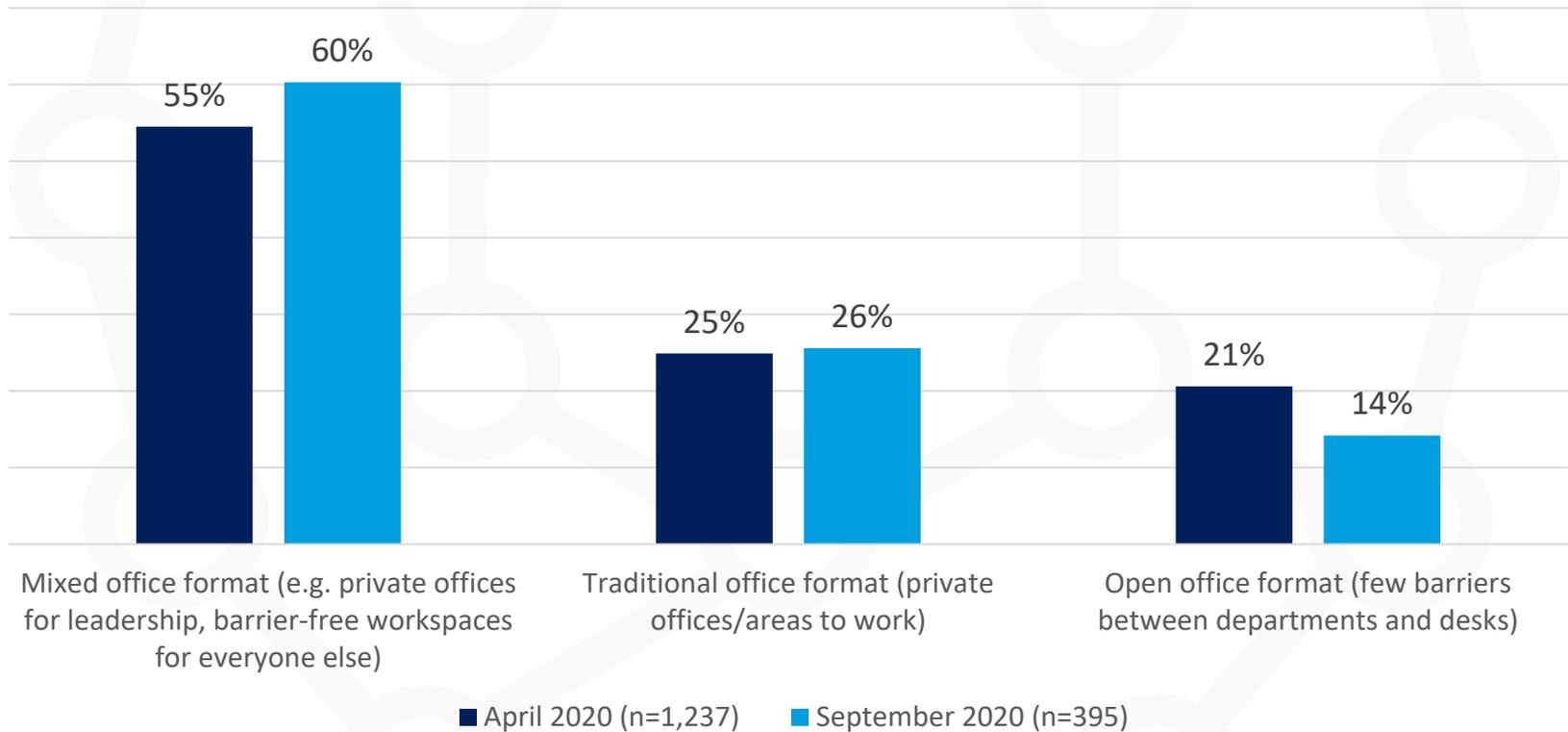


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Fewer companies are providing open office spaces

Do you have an open office space or traditional cubicle style office space?

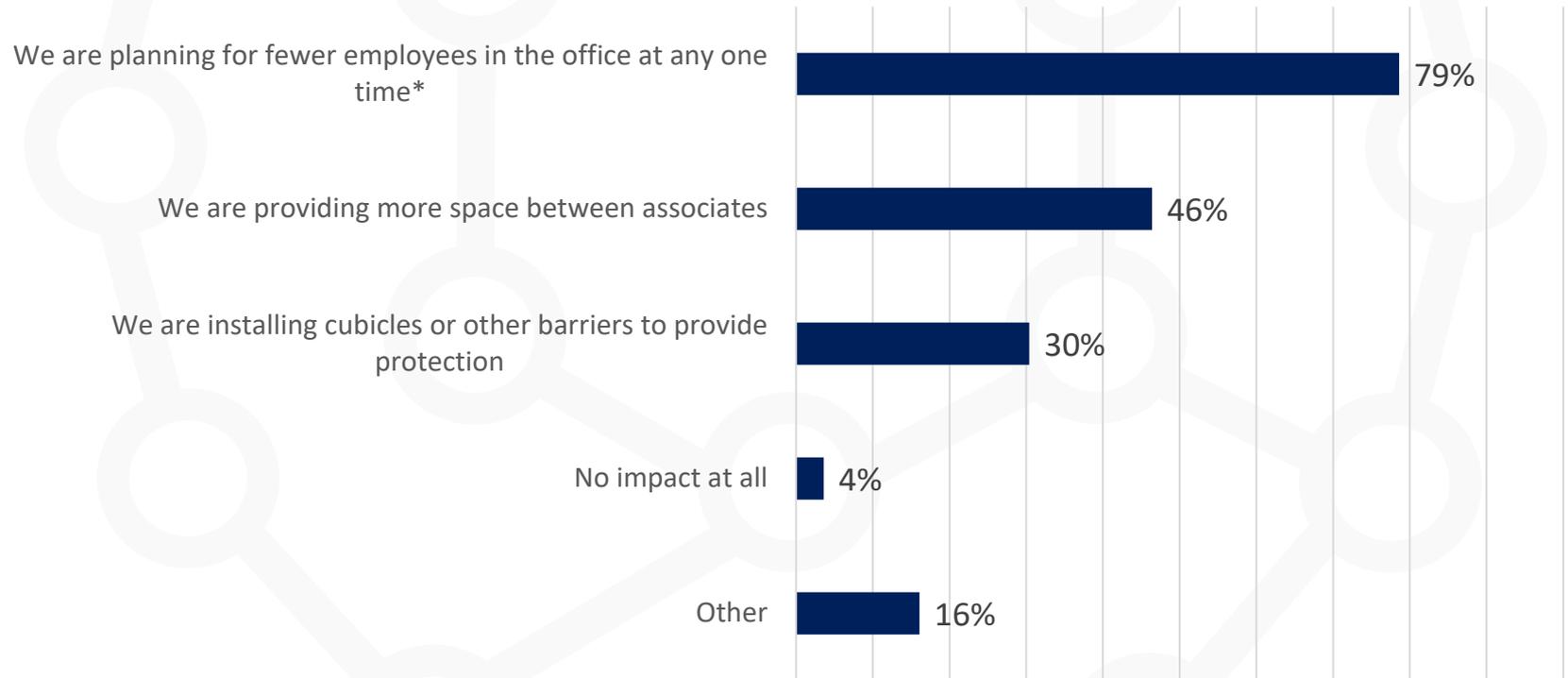


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Of those using open office format, the vast majority are making adjustments for safety

How, if at all, has COVID-19 impacted your open office design? Please select all that apply.



n = 56

Answer options added in September 2020 noted with asterisk

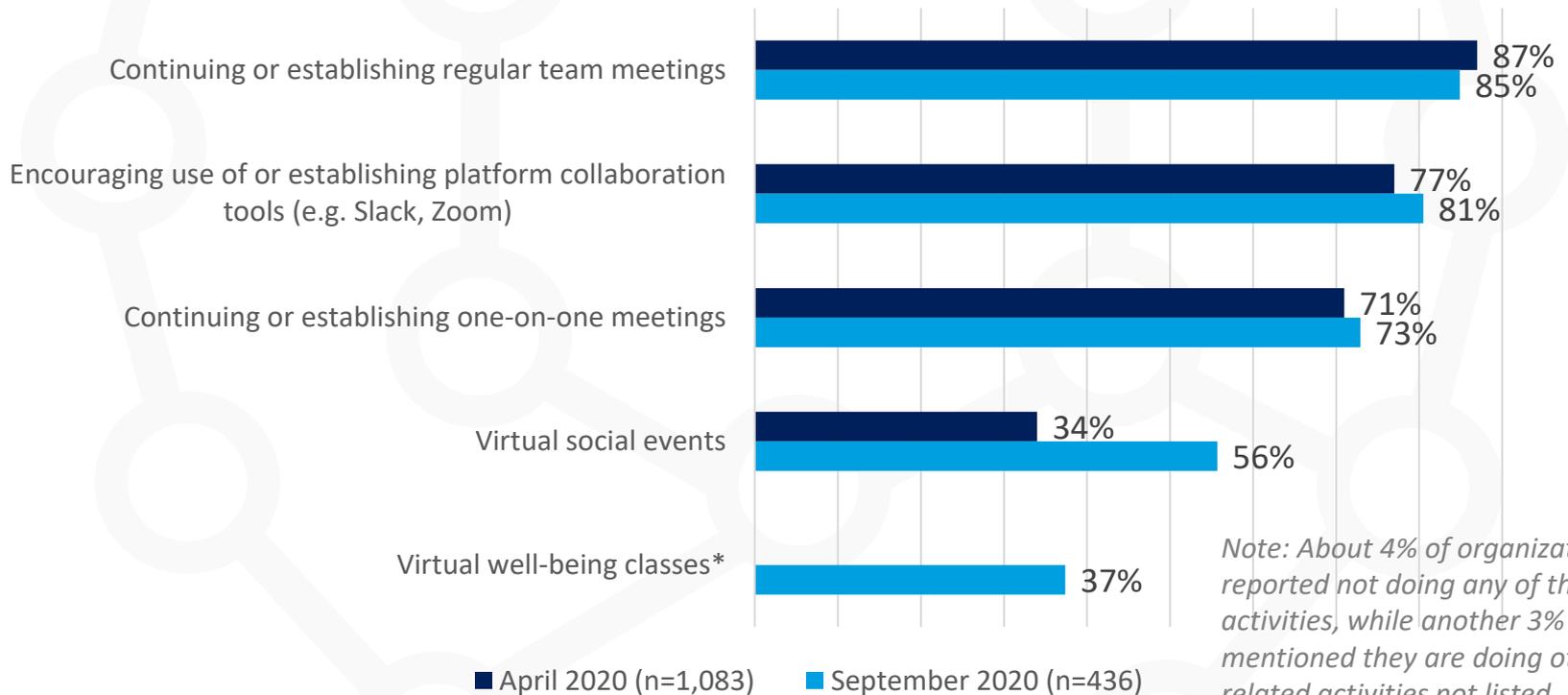


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Virtual social events are on the rise

Is your organization currently doing any of the following? Please select all that apply.



Note: About 4% of organizations reported not doing any of these activities, while another 3% mentioned they are doing other related activities not listed



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Answer options added in September 2020 noted with asterisk

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Communication

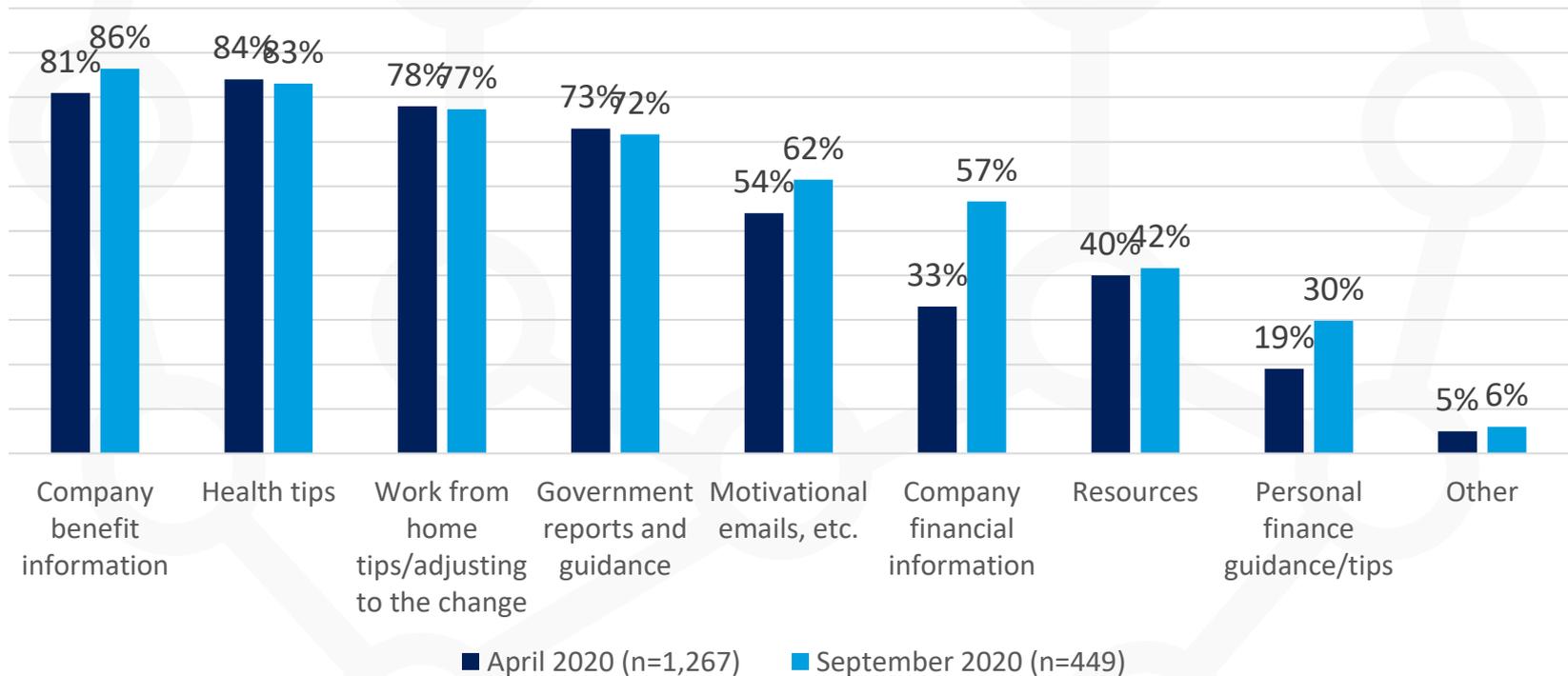


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Significant increase in the percentage of organizations sharing company financial information with employees

*What type(s) of information are you sharing with your employees regarding COVID-19?
Please select all that apply.*

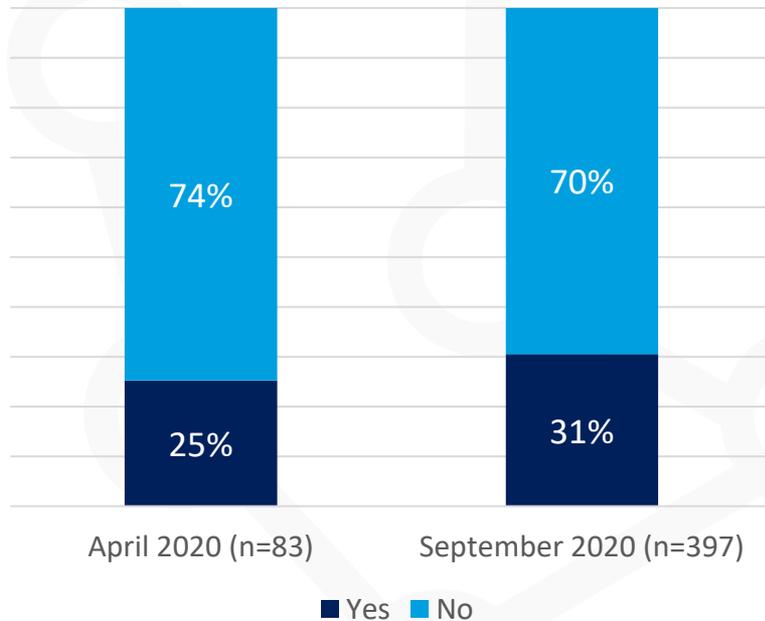


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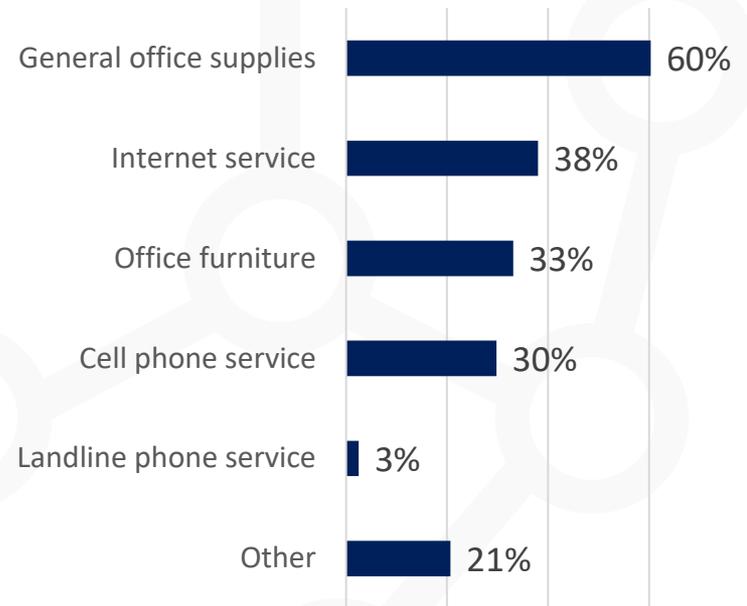
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Of the 31% of organizations reimbursing expenses for pandemic-related remote work, general office supplies are most often reimbursed

Is your organization reimbursing expenses related to working from home during the COVID-19 pandemic?



What expenses are you reimbursing? Please select all that apply.



n = 121

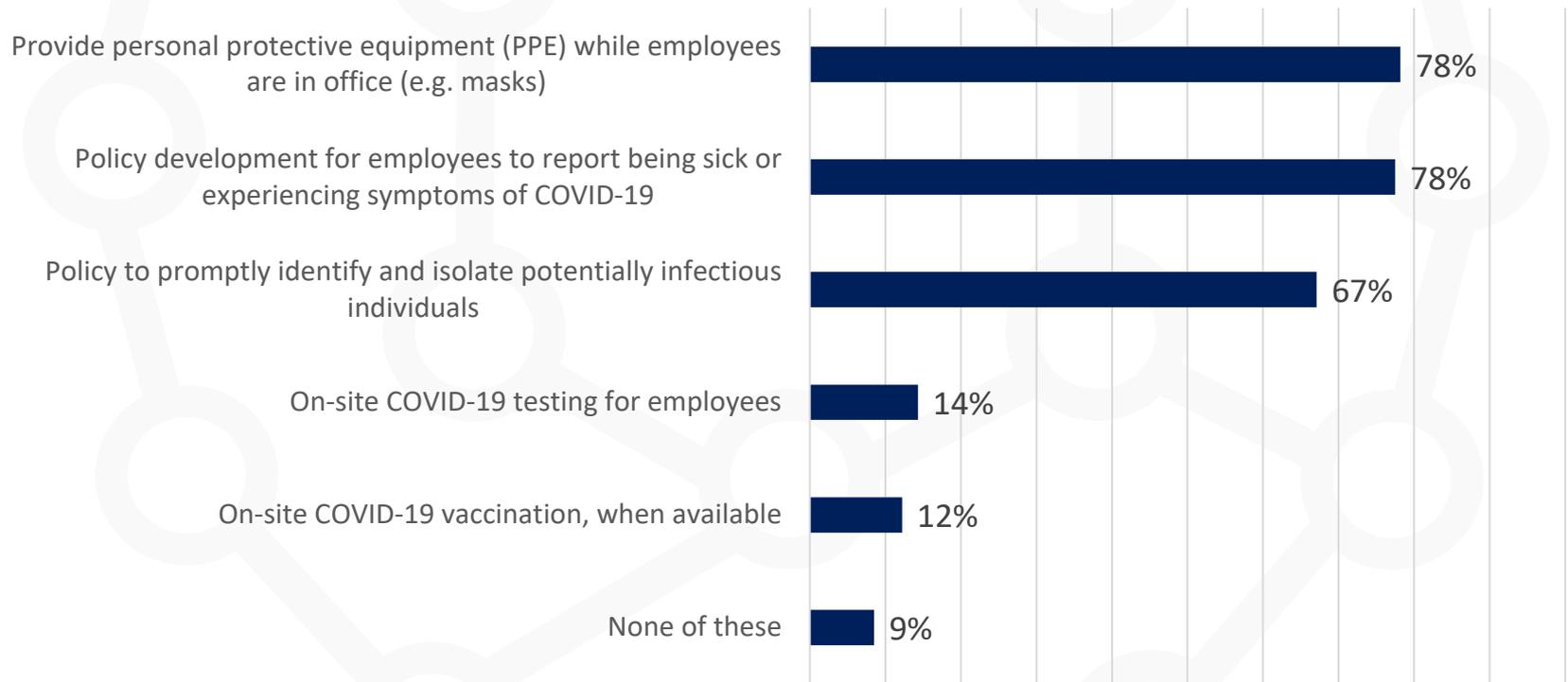


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Companies are planning to provide PPE and policies for potentially sick employees for office re-entry

Which of the following, if any, is your organization planning? Please select all that apply.



n = 435



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Respondent Profile

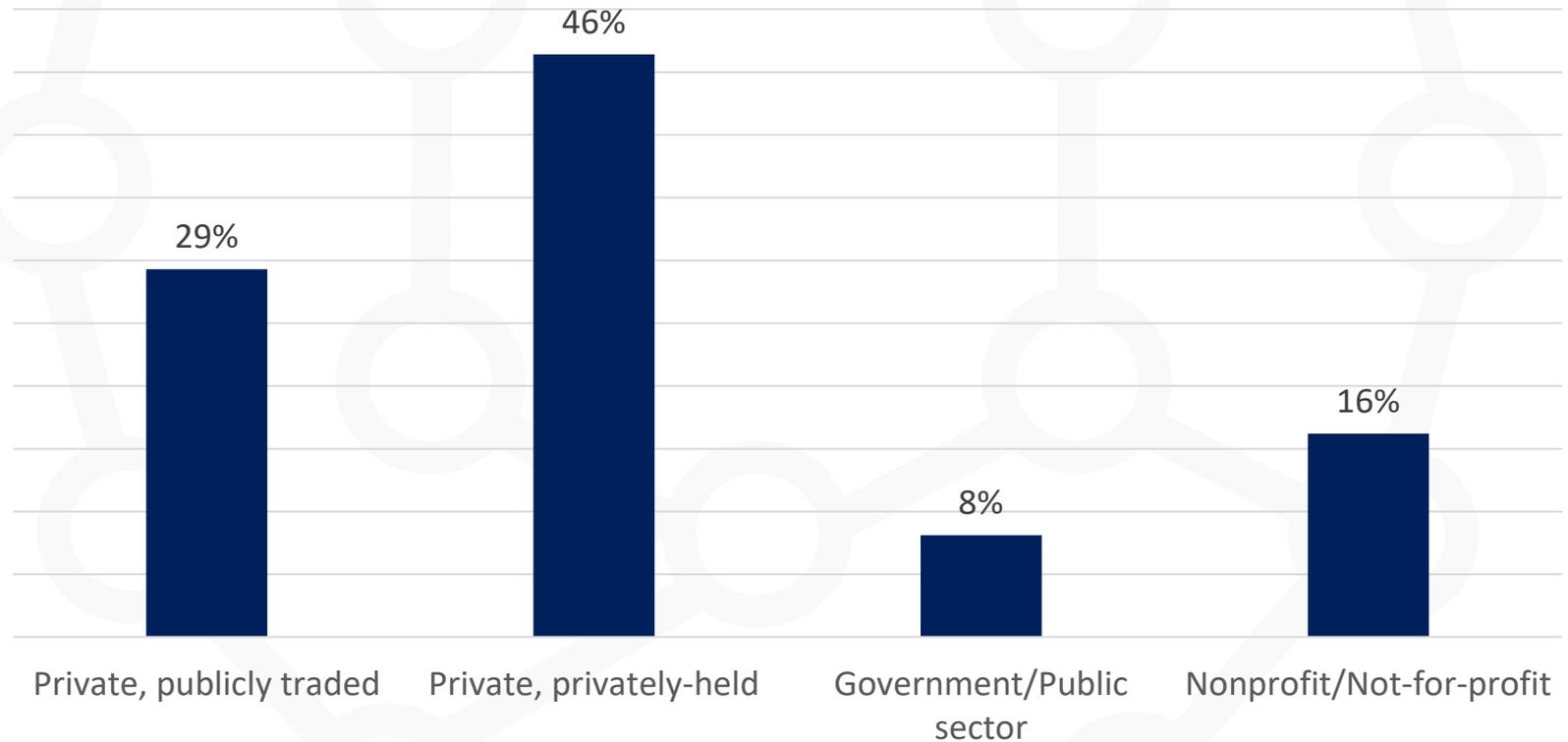


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Company Sector

Your organization is:



n = 433

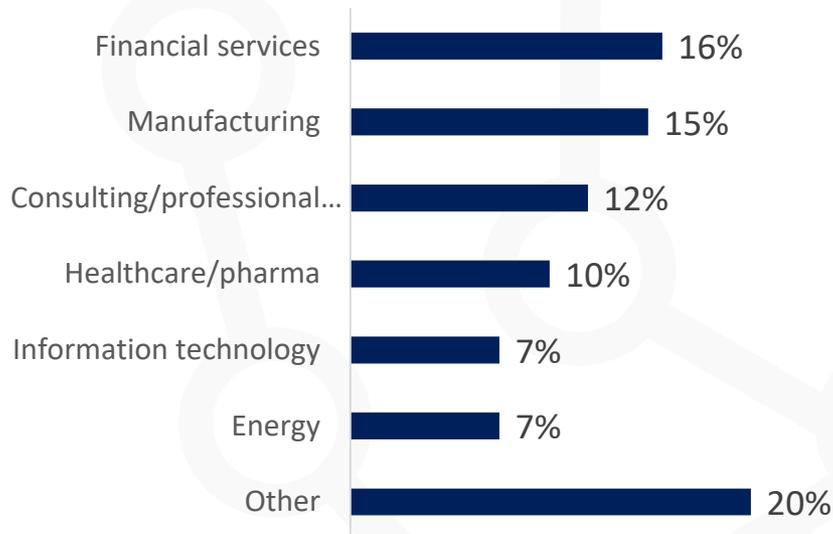


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Company Industry and Size

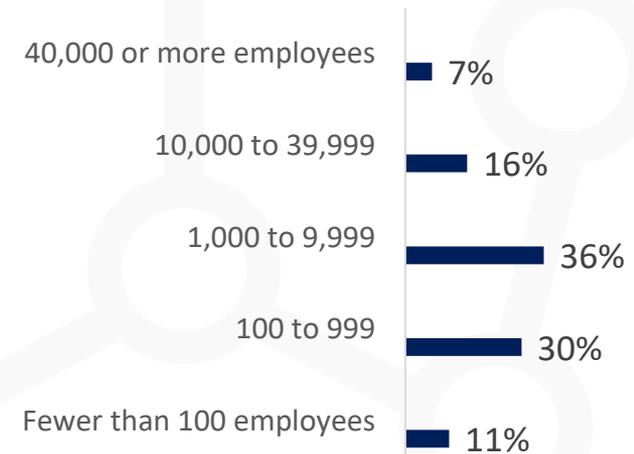
Under which industry does your organization fall?



Only industries with at least 5% of responding organizations are listed here.

n = 433

How many full-time equivalent (FTE) employees does your organization have?



n = 433



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Sincerely,

The WorldatWork Research Team



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