



ENGAGEDLY'S RESEARCH REPORT

Employee Engagement and Productivity in the Covid-19 Era



www.engagedly.com

ENGAGEDLY'S RESEARCH REPORT

Employee Engagement and Productivity in the Covid-19 Era

Survey results show that organizations have rapidly adjusted to a remote work environment but employees feel a high level of anxiety on the impact to their organizations and their job. Surprisingly, a majority of the employees also feel more engaged than before in this environment.

PURPOSE – WHY DID WE DO THE SURVEY?

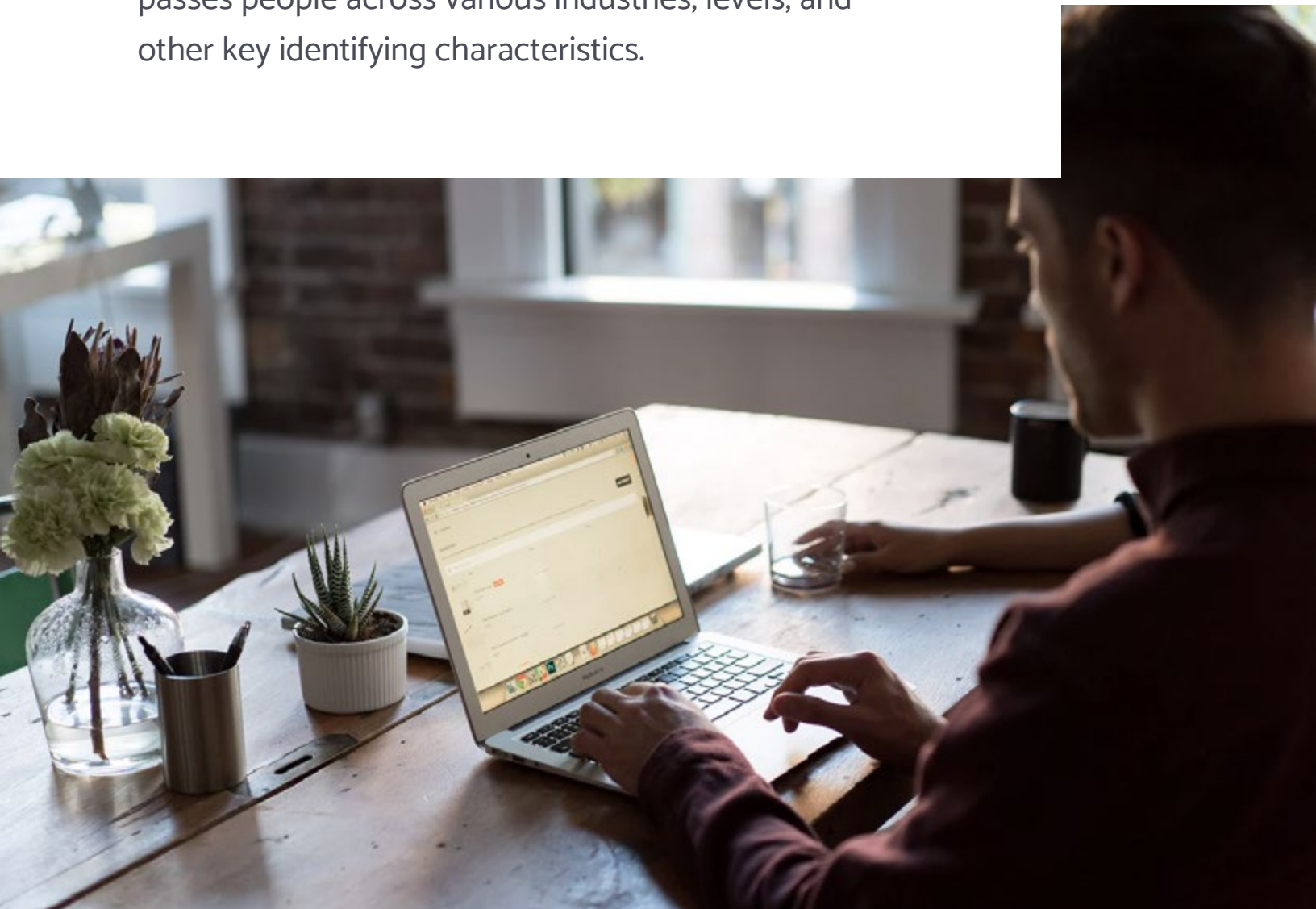
Given the changes that we're all experiencing today Engagedly believes that it is important to gain insight into what people are experiencing. We believe gathering information helps us to develop understanding which can then be applied to better support our people. Our goal is to partner with organizations and provide solutions to help them better engage with their people while improving overall organizational performance. With that being said, we conducted a survey on a random sample of 260 people, some that are working remotely, and some that are not.

The focus of our research was to gain some insight into how the transition and changes are impacting people's work and their levels of engagement. And provide guidance on how organizations and leaders can drive better outcomes in this era.

Another area of interest was to look at this from the perspective of both individual contributors and team leaders.

DEMOGRAPHICS – WHO WERE THE PEOPLE THAT SHARED THEIR FEEDBACK?

Across the 260 respondents we gathered demographic information on the following areas: education level, gender, job title, number of employees in company, and industry. The demographic breakdown and respective percentages can be found in the appendix. In general, the breakdown is well distributed and encompasses people across various industries, levels, and other key identifying characteristics.



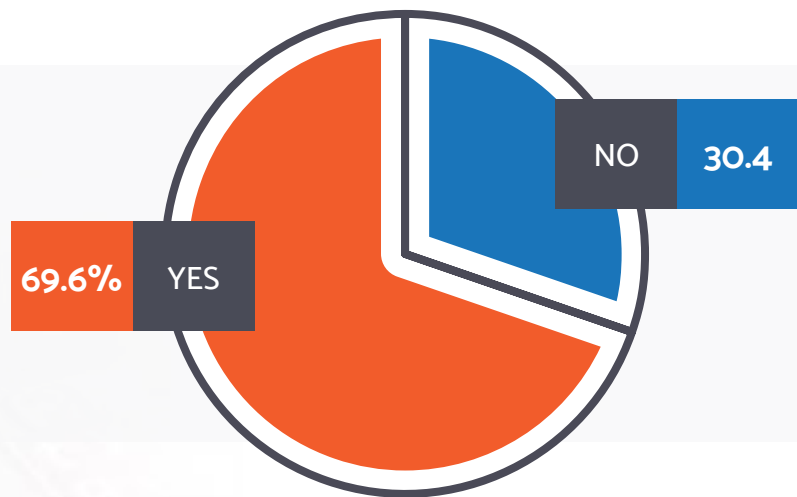
Developing Our Understanding

WORKING FROM HOME OR NOT?

Roughly 70% of our respondents reported that they are currently working from home.

Are You Currently Working From Home?

- Yes
- No



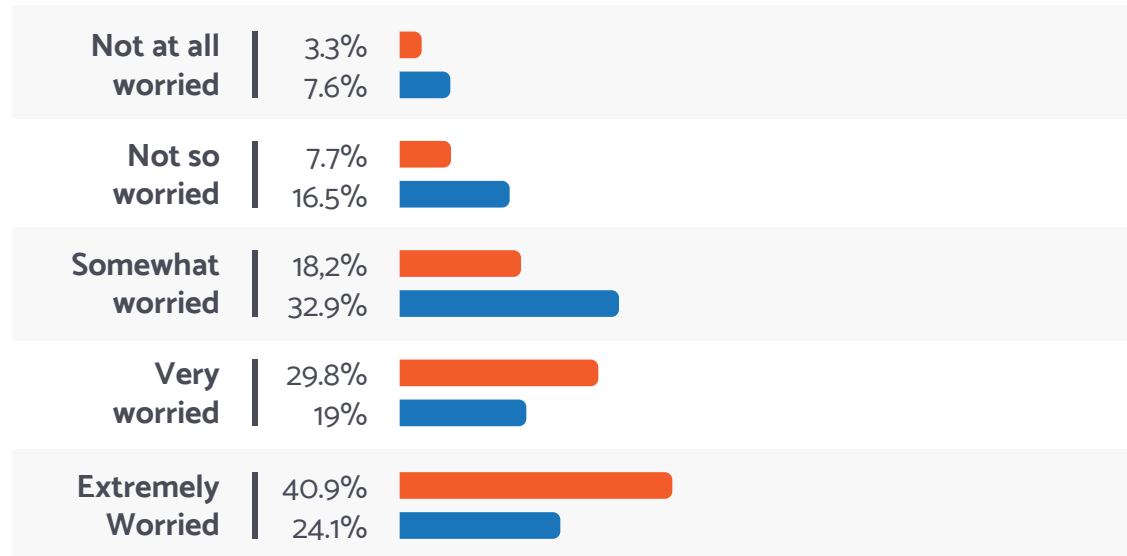
When asked, “*how worried are you about the impact of Coronavirus on your Company?*” **over 40%** of people working from home responded that they were “extremely worried” that **was 16% higher** than people that were not working from home.

How worried are you about the impact of coronavirus on your company?

Are you currently working from home?

● Yes

● No



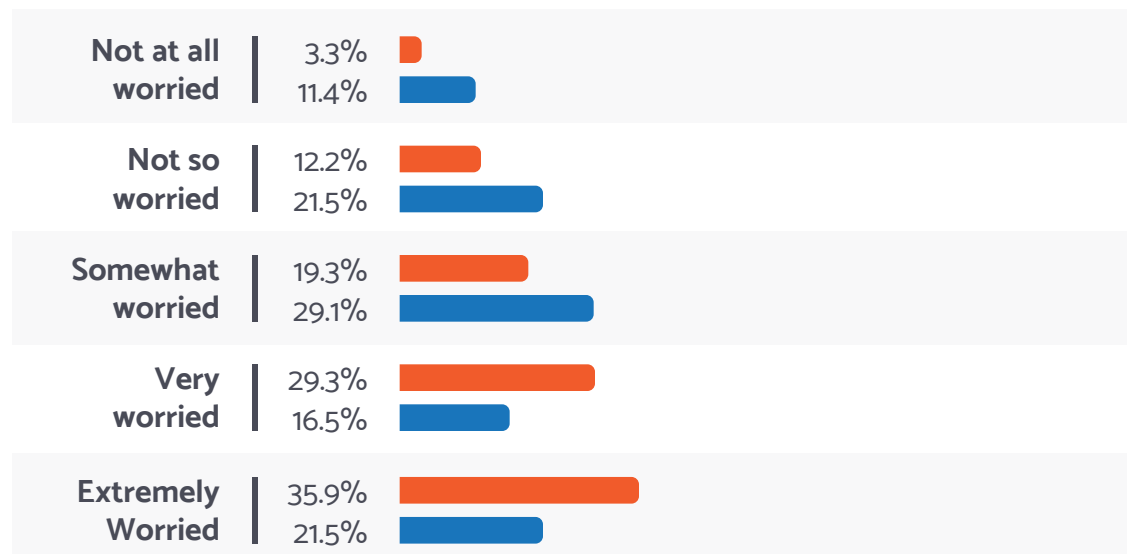
When the question was focused on the job, “*how worried are you about the impact of coronavirus on your job?*”

How Worried are you about the impact of coronavirus on your job?

Are you currently working from home?

● Yes

● No



65% of people that were working from home reported that they were either extremely or very worried about how it would impact their jobs. Whereas only 38% of people not working from home reported being either “extremely or very worried” about the impact Coronavirus would have on their job.

When asked about working effectively those that were working from home were very similar to those that were not working from. Both groups reported similar responses percentages as to whether it was “easy or difficult to work effectively these days”.

Confidence in the leadership team to make the right decisions to manage through the crisis was an area where the groups differed.

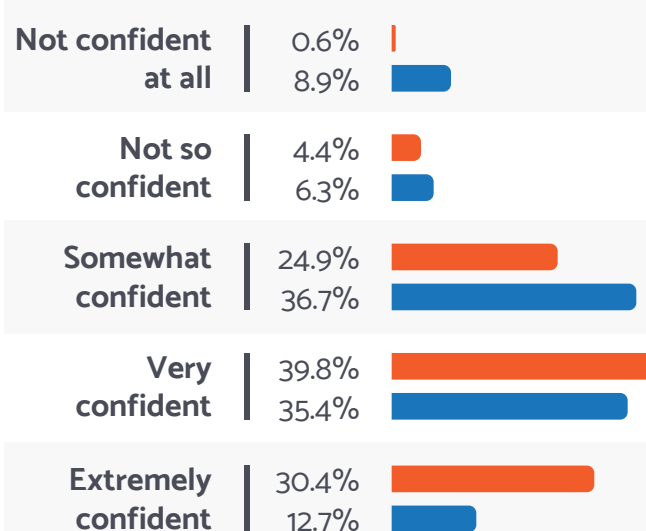


Ironically, **Over 70%** of the people that work from were either extremely confident or very confident in their leadership team that was 22% higher than the people who reported not working from home. Furthermore, **60% of people** working at home that were extremely confident in leadership to make the right decisions to manage through the crisis reported it was “very easy” or “easy” to work effectively.

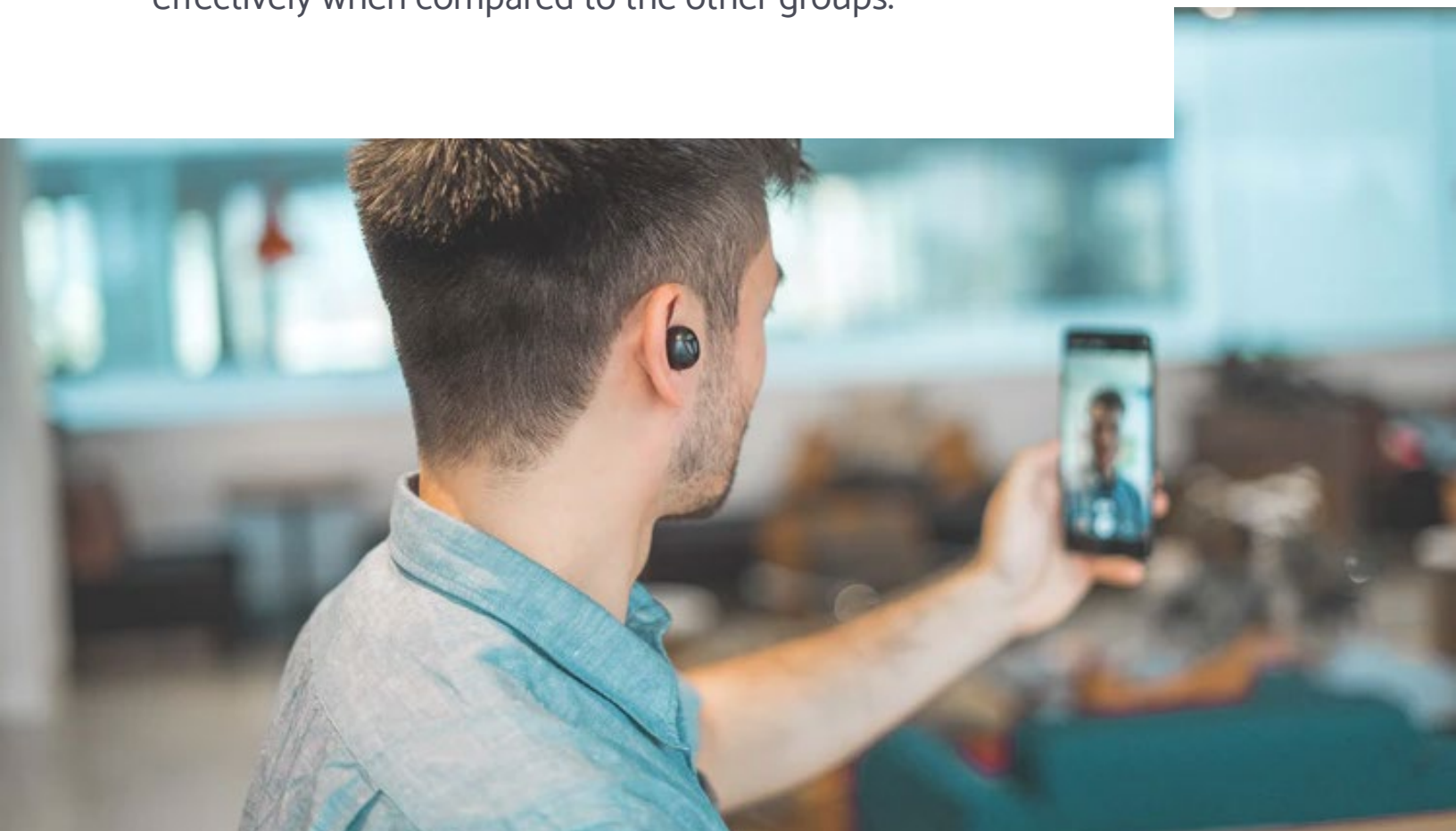
How confident are you in the company’s leadership team to make the right decisions to manage through this crisis?

Are you currently working from home?

- Yes
- No



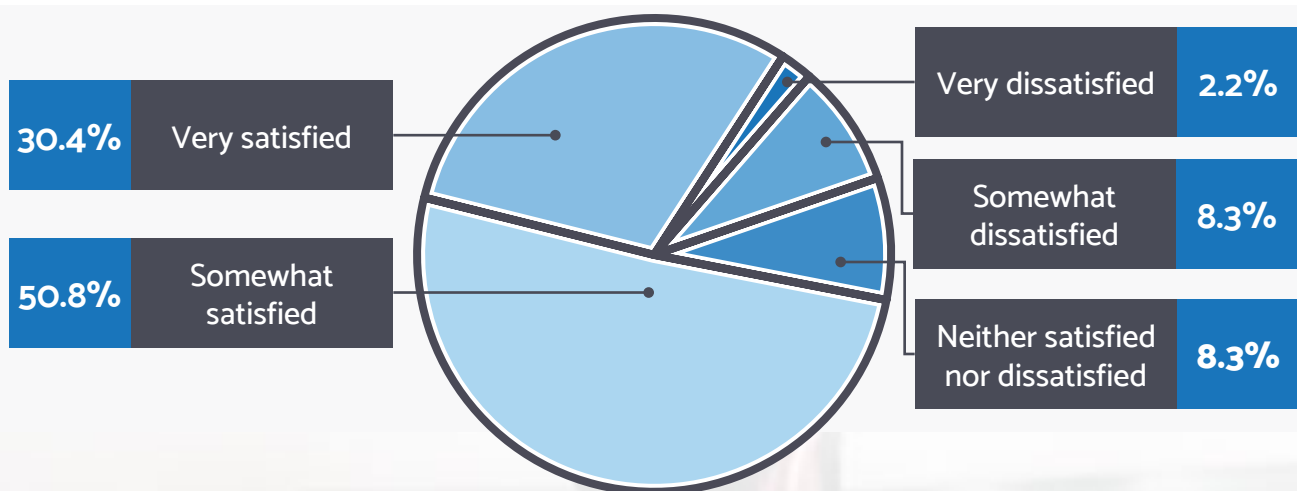
Based on the responses from the survey people are concerned, but it varies based on where you are working. People at home reported being more worried about the impact that Coronavirus will have on their job and the company. However, they felt more confident in their leadership's ability to navigate them through the crisis. And both groups felt that they could still work effectively during the crisis, relatively speaking. However, those that reported the highest levels of confidence in leadership's ability to manage through the crisis found it easier for them to work effectively when compared to the other groups.



ORGANIZATIONS ARE ADAPTING TO THE REMOTE WORK ENVIRONMENT RAPIDLY

The good news is that over 80% of the people who reported working from home were either somewhat satisfied or very satisfied with their current work from home arrangement.

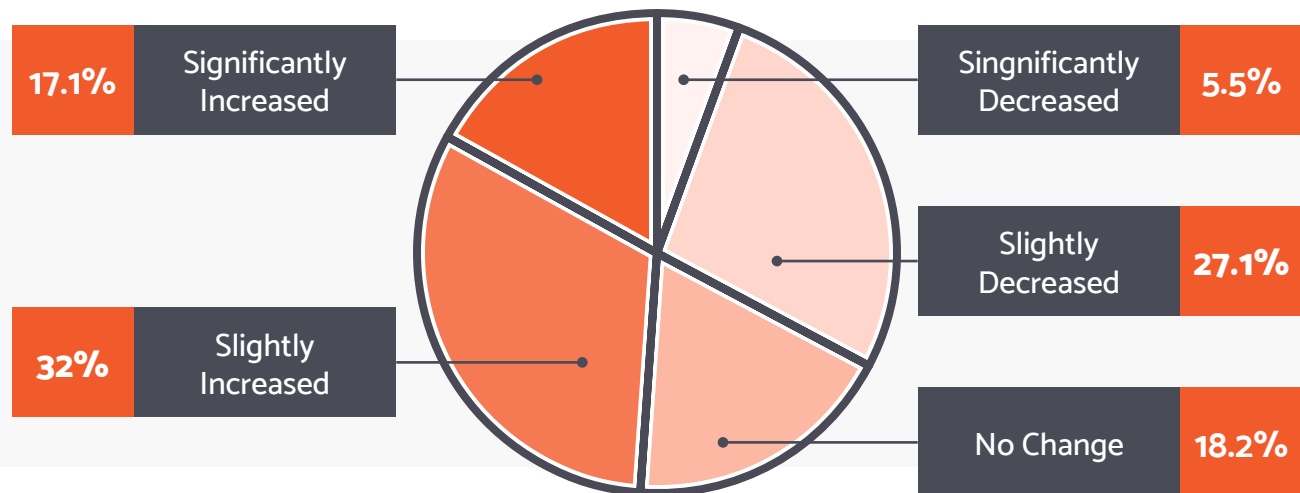
How satisfied are you with your current work from home arrangement?



Are you currently working from home? **Yes**

Additionally, 49% of people working reported that their level of engagement either slightly increased or significantly increased.

Since transitioning working from home where would you rate your level of engagement?



Are you currently working from home? **Yes**



Working from home has its challenges. According to our respondents there were some notable challenges to working from home. The most key challenges that stood out were:



Too many distractions at home,



Keeping a regular schedule, and



General anxiety about the impact of coronavirus on life.

People report in general being satisfied in the working from home environment and they even feel their level of engagement has increased.

However, they may benefit from some additional support to help them limit distractions, maintain a schedule, and need a safe place to talk through their concerns and anxieties they're trying to manage.

MANAGING A REMOTE TEAM, INCREASED COMMUNICATION AND ZOOM FATIGUE?

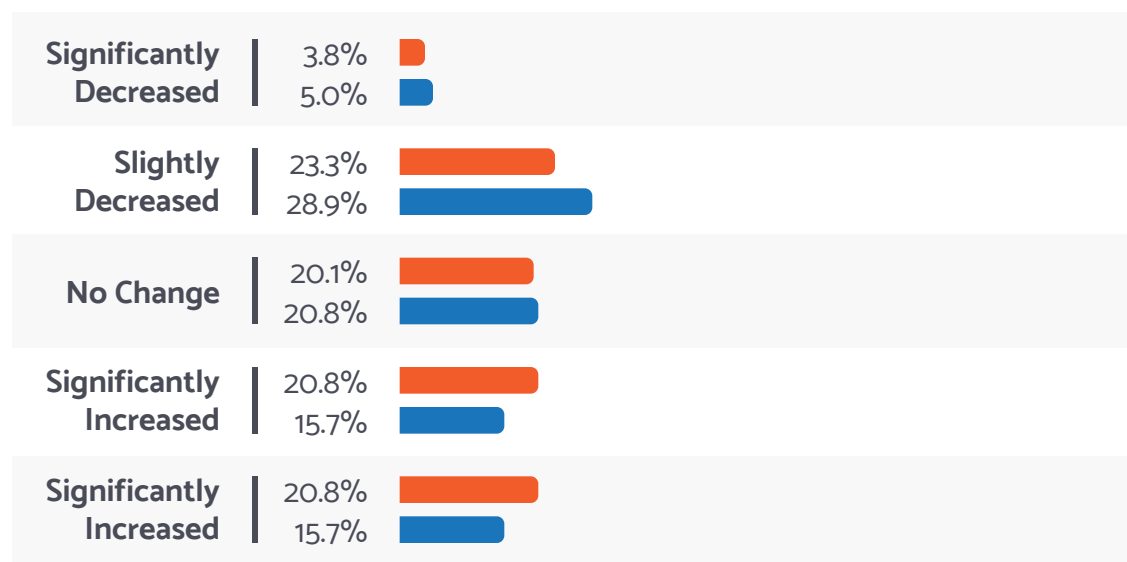
Over 50% of the people with a team reported an increase in their own personal level of engagement since transitioning to working from home.

Furthermore, roughly 50% responded that their team's engagement increased as well, either slightly or significantly.

Since Transitioning to working from home, where would you rate the level of engagement

Are you currently working from home?

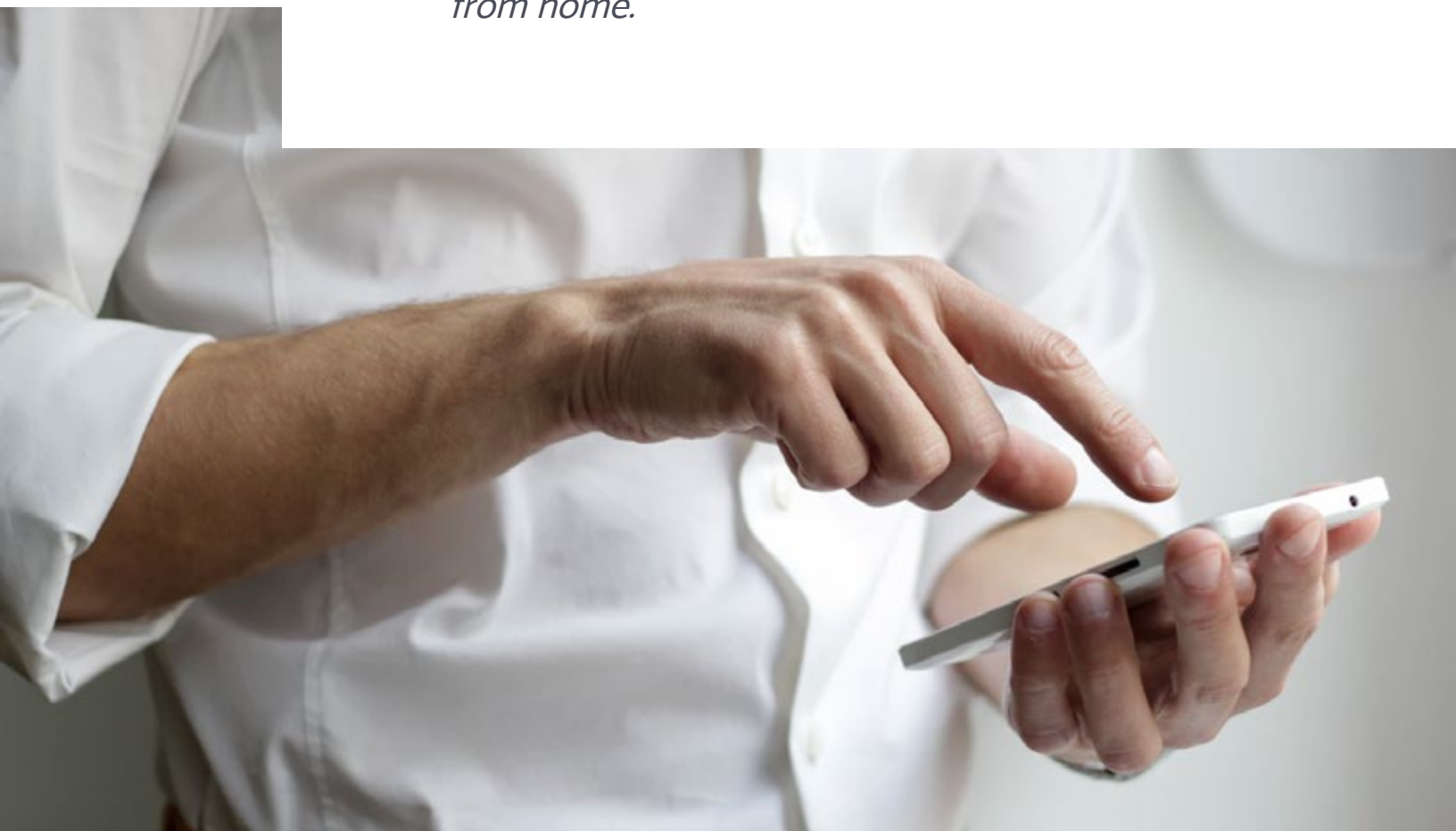
- Your Own
- Your Team



The biggest challenges people faced when trying to keep their team's engaged was the frequency of communication, navigating technical issues, managing work-life balance, and to some extent a lack of resources, respectively.

Overall managers reported an increase in engagement since the transition. They felt that there was a slight increase in the level of engagement of their teams as well.

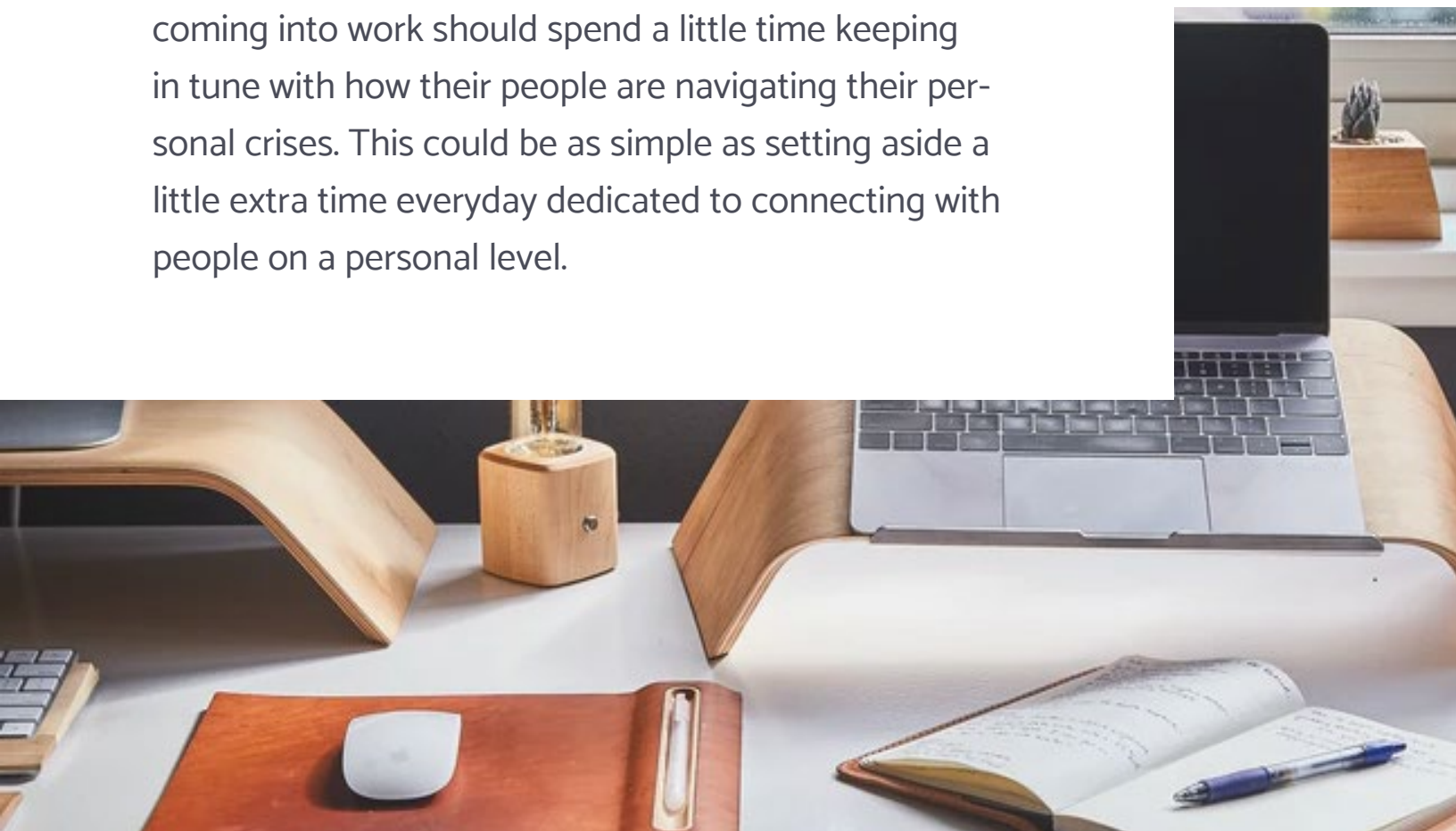
However, it may be a good idea to establish clear guidelines about the frequency of communication and how to manage work-life balance when working from home.



KEY FINDINGS AND RECOMMENDATIONS

According to our respondents working from home is the “New Normal” for now.

People working from home reported being more concerned with the impact that this crisis will have on both their company and their jobs. However, the people working from home were more confident in their leadership team to navigate them through the crisis when compared to those who are not working from home. Leaders with large numbers of people still coming into work should spend a little time keeping in tune with how their people are navigating their personal crises. This could be as simple as setting aside a little extra time everyday dedicated to connecting with people on a personal level.



Overall people that are transitioning to working from home are satisfied and reported an increase in their levels of engagement especially when compared to those still having to go into work. It will be interesting to see in due course if this is due to the novelty of being able to work from home or if satisfaction and engagement levels continue to stay elevated. Working from home will likely become the normal working environment for a lot of people, at least for the foreseeable future.

Key Recommendation #1:

More frequent pulse checks regarding engagement, trust, psychological safety, and sense of belonging with help from management will proactively address concerns that people have as this persists.



Managers echo a similar increase in their self-reported level of engagement, and a slight increase in the engagement of their team's engagement as well. However, based on the data from this survey people providing additional resources to help managers will help.

Key Recommendation #2:

Provide best practices and tools around communication

frequency and managing a work-life balance may further improve employee engagement.

On the individual level, people are still having challenges with some of the distractions that come with working from home and the general anxiety associated with dealing with the current crisis.



Key Recommendation #3:

Focusing on tools/tips to help minimize distractions and maintain a scheduled work day are some resources that may reduce some challenges.

Also having and knowing where people can go to connect with someone to have an honest conversation would likely step further to supporting your people.



THE HUMAN SIDE OF WORK

We took a closer look at individuals that reported a significant increase in engagement and were very satisfied with their current working arrangements. Listed below are some comments they shared when asked “what is helping you to engage with others in your company?”

- “We encourage each other and hold each other accountable via FaceTime and/or duo. We stay in contact through phone calls, emails, and Facebook. We even send jokes to one another to help, provide encouragement, and maintain a close relationship and comradery.”
- “Knowing that staff needs management more than ever during this pandemic.”
- “Building trust, motivating others, and focusing on team work.”
- “Comfort knowing we’re keeping others safe.”

We also looked at the responses of the same group of people (significant increase in engagement/very satisfied) when asked “what has been the best thing your company has done to support you during the coronavirus pandemic?” Here’s how they responded.

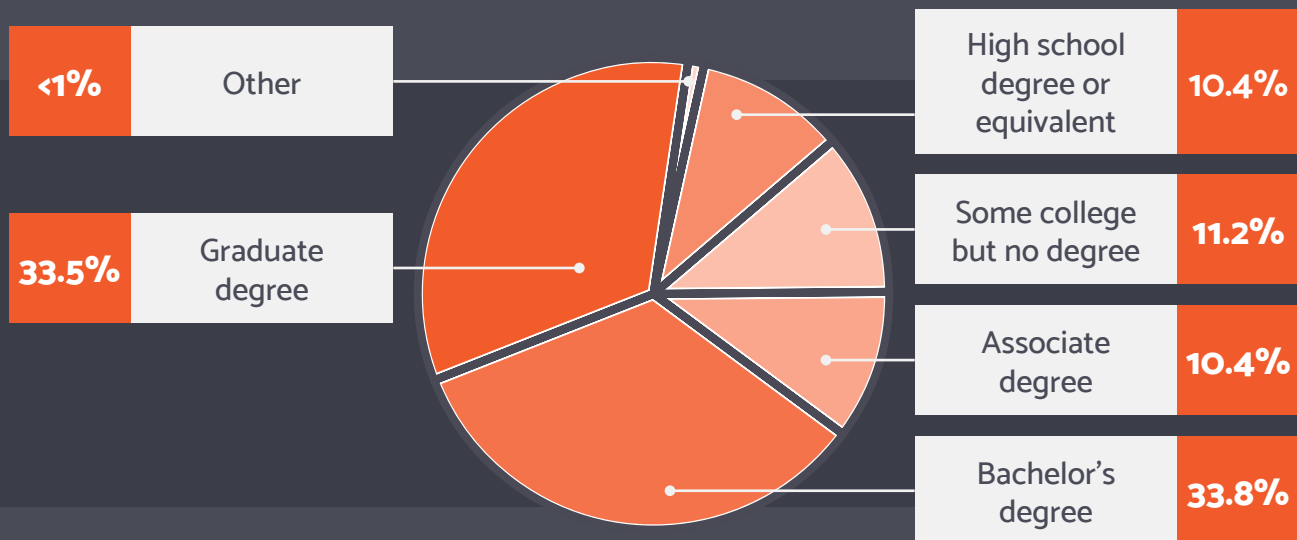
- “Allowed me to have flexible hours to adjust to circumstances with my daughter.”
- “Donating to the less privileged.”
- “Paid salary, hazard allowance and health benefits.”
- “Setting up a work from home program was the best thing they could have done.”
- “Providing stable internet connection and regular **check ups.**”
- “They have credited us with some amount to use to feed ourselves and family, encouraged us, and gave some gifts.”

So often we stay in problem solving mode, and we forget to refocus attention on what works, or is working, the positive core. The statements above remind us that the solutions are sometimes as easy as replicating what’s working for those that are experiencing increased engagement and are very satisfied.

What works for one may not work for another, but try a few, and find out what works for you.

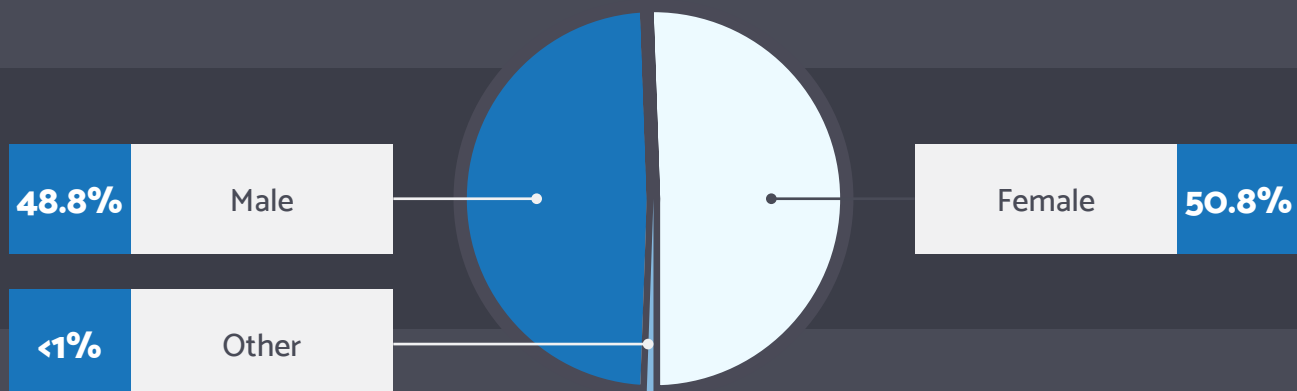
Demographic Breakdown – Our Respondents

EDUCATION LEVEL

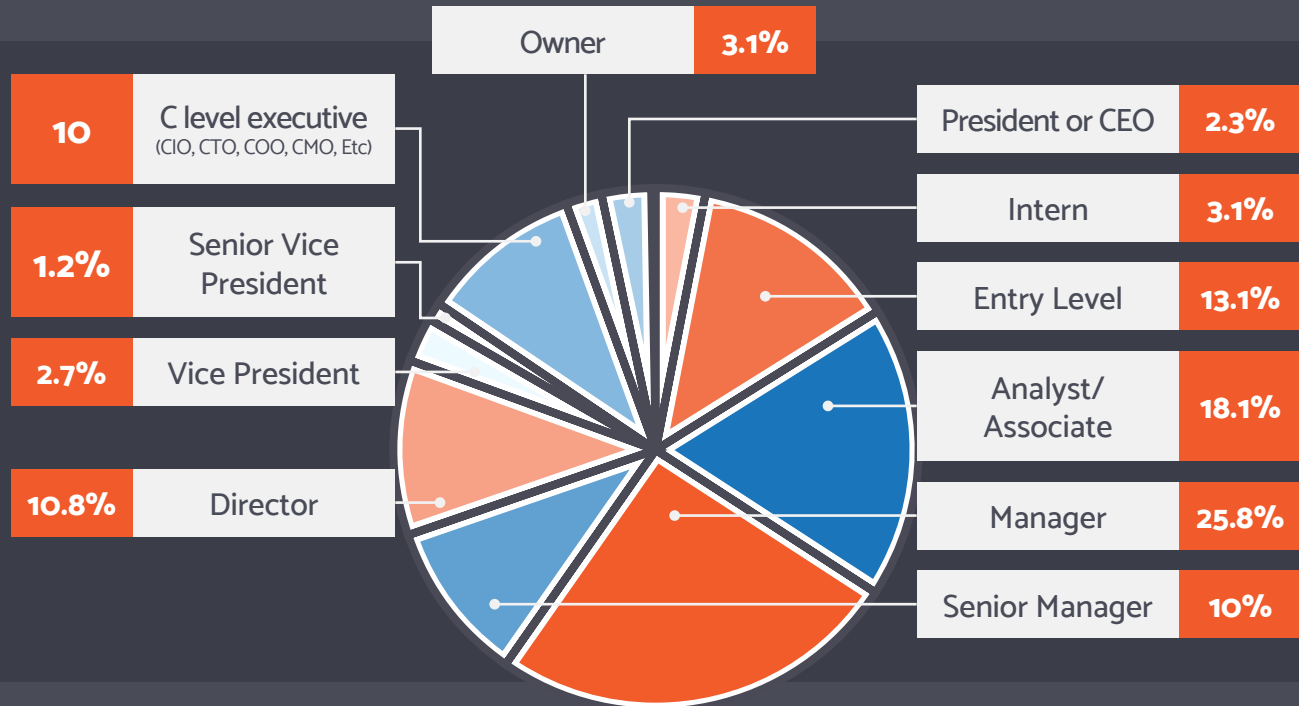


Are you currently working from home? **Yes**

GENDER



JOB TITLE





A People enablement platform for the digital generation.
Performance Management, Engagement and Development

Continuous Performance Management

- › Engaging Performance Reviews and Competency Assessments
- › Set and Track OKRs/Goals
- › Drive Frequent Conversations with Ongoing Check-Ins
- › Comprehensive 360/Multi-rater
- › Get and Request Real Time Feedback

Employee Development and Growth

- › Drive Development Learning Management System (LMS)
- › Increase Retention and Growth with Talent Mobility
- › Mentoring Program Management

Employee Engagement

- › Drive Employee Recognition with Badges
- › Social Praise to give shout outs!
- › Drive behaviors with Gamification and Rewards
- › Easy to use Employee Surveys

Analytics and Workforce Planning

- › Develop Advanced Talent Insights
- › Proactive Succession Planning and 9 Box



www.engagedly.com



sales@engagedly.com



(650) 485-1642





MENTORING COMPLETE

About Mentoring Complete:

For over two decades, Mentoring Complete has been designing and implementing world-class business mentoring programs and helping companies attract and retain high potential employees. Based outside of Boston, Mass., Mentoring Complete's corporate mentoring programs develop future leaders and create a more diverse workforce by removing the barriers to equal opportunity. Mentoring Complete has achieved a 90% success rate with pairs it matches using a thoughtful, proven process. For more information on how your firm can enjoy greater success through mentoring, contact us at +1-650-4870860 or visit us at www.mentoringcomplete.com.

The New York Times



FedEx Office
FedEx Kinko's is now FedEx Office

**New York Power
Authority**

UBS

**CITY OF
TALLAHASSEE**



**CITY OF
TALLAHASSEE**

Schering-Plough

T.J. maxx
value beyond compare™

citi Citi never sleeps®

BAE SYSTEMS



alManara
EGB Mentoring Programme



enterprise

COOPERTIRES

LISC
Helping neighbors build communities

**PRODIGY
HEALTH GROUP**

LISC Local Initiatives Support Corporation
Helping neighbors build communities

BOMBARDIER



www.mentoringcomplete.com



+1-650-4870860

911 Washington Avenue, #660, St. Louis,
MO-63101, USA