HOW WILL THE CRISIS CHANGE OUR WORLD OF WORK?

Swiss expert views on the effects of the corona crisis

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GOAL

How is the crisis changing our world of work?
Experts comment on the effects of the corona crisis on current and future developments.

EXECUTION

- **Method**
- **Online Interviews**
- **Field**
- April 21st – May 8th 2020

PARTICIPATING EXPERTS

- n=189 HR- and communication experts in Switzerland
COPING WITH THE CORONA CRISIS

Generally a positive mood...

86% of participants...
..are confident that its company can overcome the Coronavirus crisis.

85% of participants...
... agree that employees are showing great resilience in the current coronavirus crisis.

80% of participants...
... believe that the employees’ loyalty to its employer will not diminish after the coronavirus crisis.

Things seems to be going well...
REMOTE WORKING

Remote working shows a positive balance for the majority...

73% of participants

Remote Working > 50% of employees

- It's working out better than I thought it would
- It's about what I was expecting
- It's worse than I expected

Overall Situation

- more than usual
- about the same
- less than usual

Workload

- more efficiently
- as efficient
- less efficient

Efficiency

In 2019, 34% worked from home - almost 5 percent always, 14 percent regularly and almost 15 percent occasionally.


76% of participants

Expect to work more frequently in the home office

Then remote working stays after the corona crisis?

4 – © Ipsos | Presentation “How will the Corona crisis change our world of work?” held at the Online Perikom Event at May 14th, 2020
### CHALLENGES IN THE CORONAVIRUS CRISIS*

* Open-ended question

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication / Organization</td>
<td>45%</td>
</tr>
<tr>
<td>Lack of personal contact</td>
<td>35%</td>
</tr>
<tr>
<td>Remote working (multitasking)</td>
<td>33%</td>
</tr>
<tr>
<td>Economic aspect</td>
<td>29%</td>
</tr>
<tr>
<td>Employee commitment / Recognizing needs</td>
<td>27%</td>
</tr>
<tr>
<td>Coordination / distribution of work</td>
<td>26%</td>
</tr>
<tr>
<td>Uncertainty</td>
<td>25%</td>
</tr>
<tr>
<td>Technical part / IT</td>
<td>21%</td>
</tr>
<tr>
<td>Protective measures for employees working in the company</td>
<td>17%</td>
</tr>
<tr>
<td>Health of the employees</td>
<td>10%</td>
</tr>
<tr>
<td>HR-related (especially recruitment)</td>
<td>10%</td>
</tr>
<tr>
<td>Back to “normal” after the crisis</td>
<td>10%</td>
</tr>
</tbody>
</table>
OPPORTUNITIES ARISING FROM THE CORONA CRISIS

Maybe the crisis will move us faster forward...

The biggest challenges are communication top-down and communication within teams and units. Keeping employees motivated and identifying their needs are also relevant challenges.

71% of participants
See the current coronavirus crisis as an opportunity to accelerate the transformation of the company.

65% of participants
Think that the current coronavirus crisis will fundamentally change the way we work together.
MANAGERS IN THE CORONAVIRUS CRISIS

A majority of managers are considered well-equipped to take the lead in this coronavirus crisis.

68% of participants
Say yes, our managers are well equipped

32% of participants
Say no, our managers are not well equipped or only partly equipped

In comparison:
- 9% less frequently: crisis is well managed by the company
- 12% more frequently: business activities are impaired
- 7% more often: difficult to develop plans
- 14% less frequent: employees are resistant
- 12% more often: loyalty of employees will decrease
IMPACT OF THE CRISIS

Some other aspects...

There will be no increase in the digital surveillance of employees in the workplace after the Coronavirus crisis.

The normal business activities of my company are severely affected by the Coronavirus crisis.

After the Coronavirus crisis, employees will want to feel a greater sense of purpose in the work that they do.

It is difficult to formulate resilience plans when the situation is changing so rapidly.

18% of participants who believe in an increase in digital surveillance

- find their managers less often well equipped (-13% pts.)
- find their employees less often resilient (-14% pts.)
- more often believe that employees want more sense after the crisis (+20% pts.)
EXPECTED CHANGES

We take a step or two further, but it is not yet out of the box...

- Use of digital platforms and tools: 76%
- Increased remote working: 76%
- The ways in which an employee organises his/her work activities: 51%
- Management/leadership methods: 25%
- Communication and sharing of corporate direction with employees: 18%
- Simplification of the organisation (e.g. reduction of hierarchical levels...): 8%
- Prevention of psychosocial risks: 8%
- Training and skills development: 8%
- Increased focus on employee well-being: 6%
- Corporate social responsibility: 5%
- Focus on activities related to sustainability and environment: 4%
- Increased involvement of employees in business decisions: 3%
- Compensation: 2%
- Performance management: 1%
### HOW IS THE CRISIS CHANGING OUR WORLD OF WORK?

<table>
<thead>
<tr>
<th>BACK TO NORMAL?</th>
<th>BACK TO THE NEW NORMAL?</th>
<th>OFF TO NEW SHORES?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working in the office</td>
<td>Sometimes working remotely</td>
<td>Offices are converted into meeting places</td>
</tr>
<tr>
<td>Mainly back to the old processes</td>
<td>Here and there some optimization of the processes</td>
<td>The corona crisis as a catalyst for transformation</td>
</tr>
<tr>
<td>Manager in the old paradigm as &quot;boss on site&quot;</td>
<td>Manager trusts employees and allows flexibility</td>
<td>Stronger self-organisation</td>
</tr>
<tr>
<td>Top down decision making</td>
<td></td>
<td>Social communities, communication in other forms</td>
</tr>
</tbody>
</table>

**Is the crisis changing our world of work?**