

# HOW WILL THE CRISIS CHANGE OUR WORLD OF WORK?

Swiss expert views on the effects of the  
corona crisis

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PERIKOM

GAME CHANGERS



# STUDY OVERVIEW



## 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.



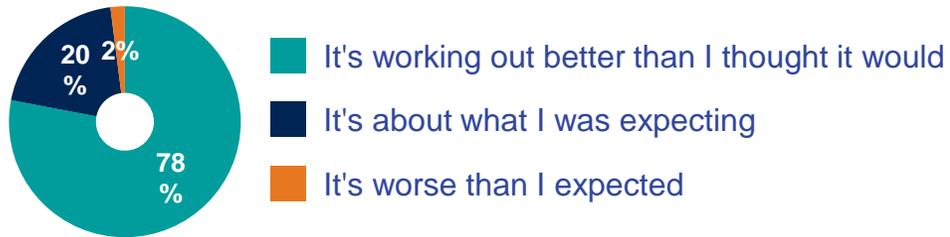
# REMOTE WORKING



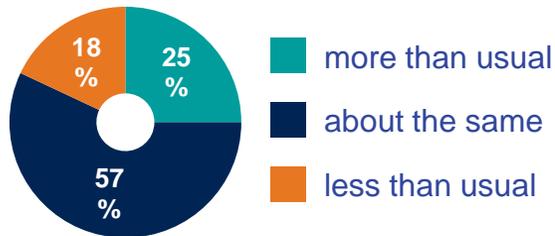
Remote working shows a positive balance for the majority...

## 73% of participants

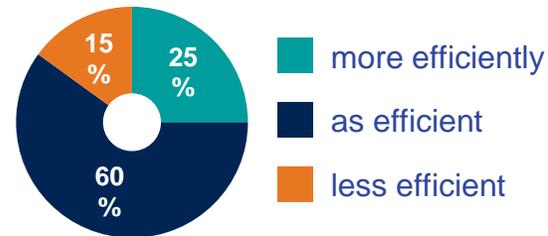
**Remote Working > 50% of employees**



### Overall Situation



### Workload



### Efficiency



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

Working Time Survey 2019 of the Federal Statistical Office (BFS)

## 76% of participants

**Expect to work more frequently in the home office**

**Then remote working stays after the corona crisis?**

# CHALLENGES IN THE CORONAVIRUS CRISIS\*



Digital communication and organization are mentioned most often...



# 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.

Are managers well prepared?

# 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 participant

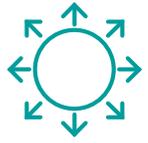
**Say no, our managers are not well equipped or only partly equipped**



## 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.



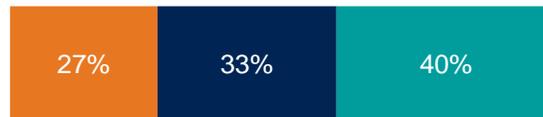
**18%** of participants who believe in an increase in digital surveillance

- 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.)

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.



# EXPECTED CHANGES



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



# HOW IS THE CRISIS CHANGING OUR WORLD OF WORK?



Is the crisis changing our world of work?

## BACK TO NORMAL?

- Working in the office
- Mainly back to the old processes
- Manager in the old paradigm as "boss on site"
- Top down decision making

## BACK TO THE NEW NORMAL?

- Sometimes working remotely
- Here and there some optimization of the processes
- Manager trusts employees and allows flexibility

## OFF TO NEW SHORES?

- Offices are converted into meeting places
- The corona crisis as a catalyst for transformation
- Stronger self-organisation
- Social communities, communication in other forms
- Adjustments in performance management, wages, training, skills development...