



People Practices Survey Report:
March 2020 New Realities

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Energage has heard from HR and business leaders that they are eager to learn how their peers are adapting to the fast-changing environment as organizations face the COVID-19 crisis.

To help bridge the information gap as we all chart new territory, Energage launched a brief survey to capture feedback about HR and people practices in response to the pandemic.

This report includes the results and key takeaways from the online survey of 170 human resources leaders.

Key Takeaways

- **93%** of companies changed their day-to-day operations in many ways, with almost half (44%) changing in most ways.
- **85%** of companies have offered or plan to offer a paid time off option.
- **Employee and public health** is the primary reason for change. Secondary reasons include equally split business, employee motivation, and customer concerns.
- **83%** of companies felt the actions they have taken have had a **strongly positive or positive impact on employee motivation**.
- Two of the top methods of communication planned to be implemented are **text blasts** and **employee pulse surveys**.

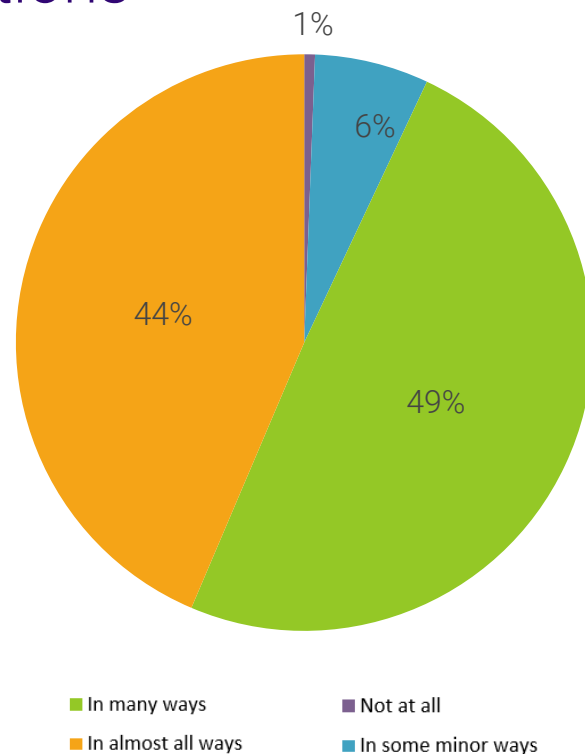
Day-to-Day Procedures/Functions

Survey question

To what extent has your company changed its day-to-day procedures/functions due to the coronavirus?

Key takeaway

93% of companies changed day-to-day operations in many ways, with almost half (44%) changing in most ways.



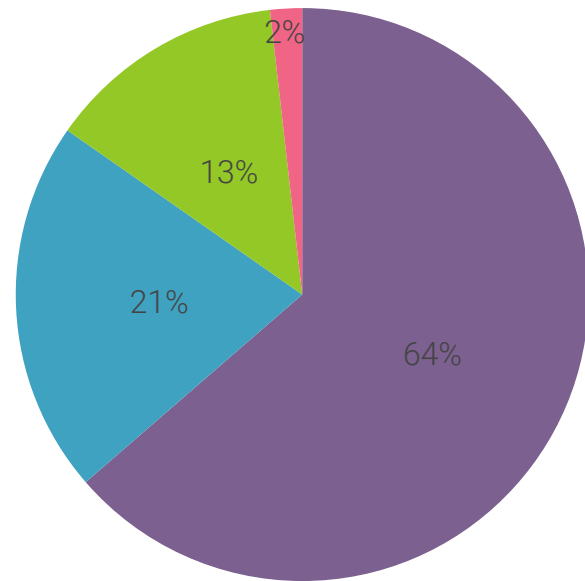
Paid Time Off Policy

Survey question

Our company's policy regarding paid time off:

Key takeaway

85% of organizations offer or plan to offer a paid time off policy.



■ Does not cover paid time off related to the current situation, but we are changing.

■ Does not cover paid time off related to the current situation, and we are not changing.

■ Covers paid time off related to the current situation.

■ We do not have a paid time off policy, and are not adding one at this time.

Reasons for Change: Company & Employee Perspective

Survey question

From the company and employee perspectives, please rate each of the following reasons the company has made changes due to the coronavirus situation:

	Company:	Employee:	Not a reason at all	To a small extent	To a medium extent	To a large extent	Not Applicable
Employee Health, Wellness & Safety			5%	4%	9%	81%	1%
			3%	9%	32%	56%	1%
Business, Operational &/or Financial			3%	12%	28%	55%	1%
			3%	15%	29%	52%	1%
Liability & Compliance			9%	25%	34%	28%	3%
			13%	22%	25%	36%	5%
Employee Motivation			7%	11%	36%	44%	1%
			9%	27%	31%	32%	1%
Company Reputation			11%	13%	29%	42%	5%
			9%	18%	29%	40%	3%
Customer Concerns			4%	13%	25%	57%	2%
			5%	15%	27%	51%	1%
Public Health			3%	3%	16%	74%	3%
			7%	9%	25%	55%	5%

Key takeaway:

From the company perspective, changes are due primarily to **employee and public health**. Employee perspective on the reason for changes is split between **employee health, public health, customers, and financial**.

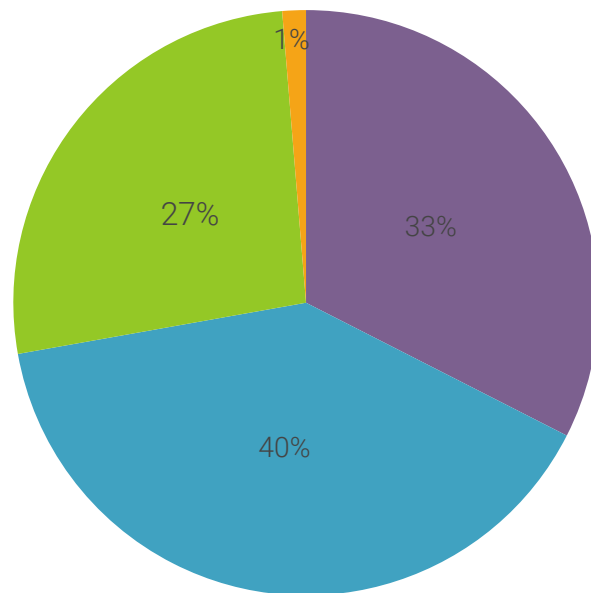
Business Continuity Plan

Survey question

Does your company have a business continuity plan?

Key takeaway

73% of companies have a business continuity plan. **Only one-third** of companies have a plan that includes pandemic scenarios.



■ Yes, and it includes pandemic scenarios.

■ No, but we are creating a plan now.

■ Yes, but it does not specifically include a pandemic scenario.

■ No, we do not have one and do not plan to create/implement one.

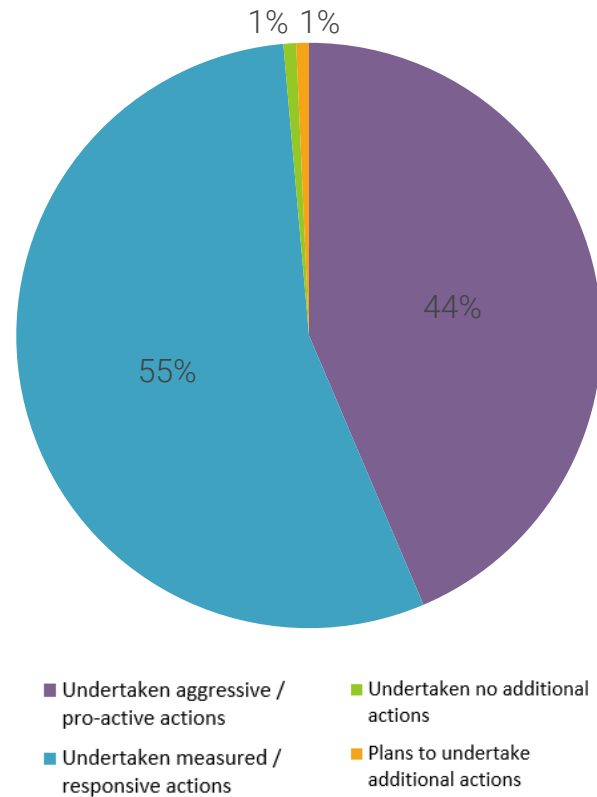
Actions Taken in Response to COVID-19

Survey question

With regard to the current coronavirus situation, our company has:

Key takeaway

The vast majority of organizations **mobilized in response** to the coronavirus pandemic.



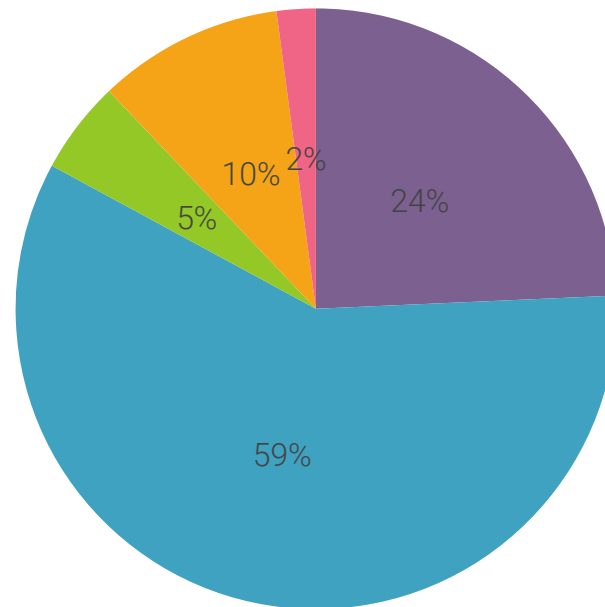
Impact on Employee Motivation

Survey question

We believe our response to the coronavirus situation has had the following impact on employee motivation:

Key takeaway

83% of companies felt the changes taken have had a **strongly positive or positive impact on employee motivation.**



■ A strongly positive impact

■ A small negative impact

■ A positive impact

■ A strong negative impact

■ No impact

Employee Communications Practices

Survey question

Please select the employee communications practices you have in place:

	Prior to March 11	Since March 11	Planning on implementing	No Plans to implement
Email	68%	31%	1%	0%
Web conference	55%	35%	3%	7%
Slack	18%	6%	1%	75%
Microsoft Teams	43%	15%	2%	41%
Pulse survey	19%	7%	9%	65%
Automated phone blast	18%	10%	5%	67%
Automated text blast	29%	12%	12%	47%

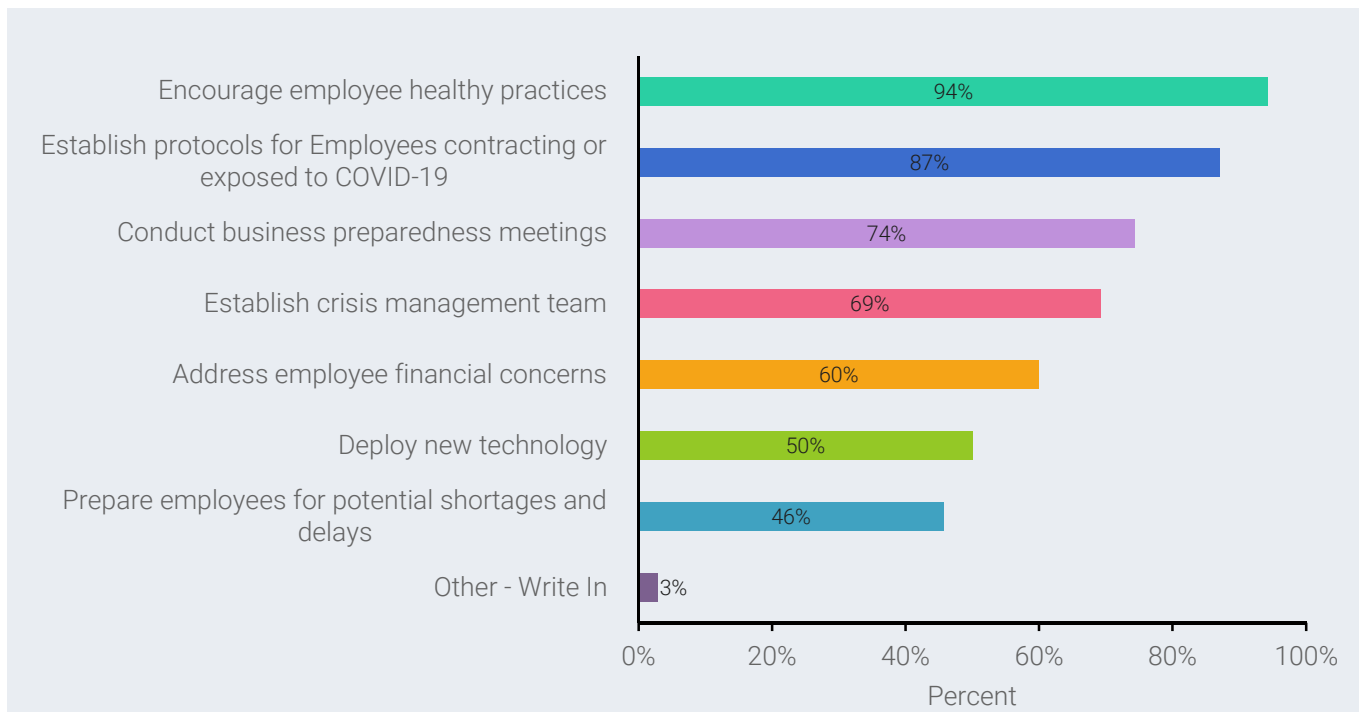
Key takeaway

The top two methods of communication planned for implementation are **text blast** and **employee pulse surveys**.

People Practices

Survey Question

Please select the People Practices you have put in place from the list below:

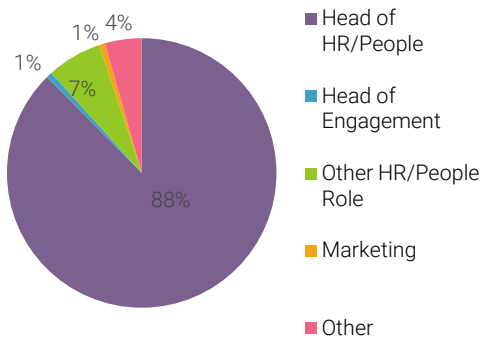




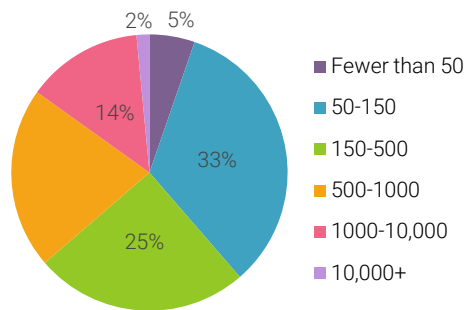
Responder Demographics



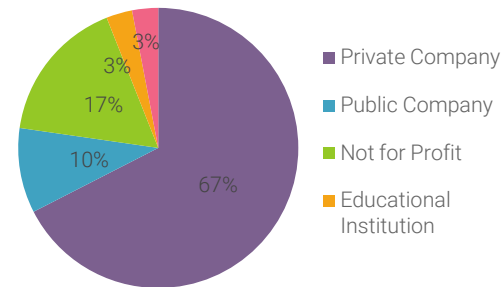
Responder Demographics



Organizational Role

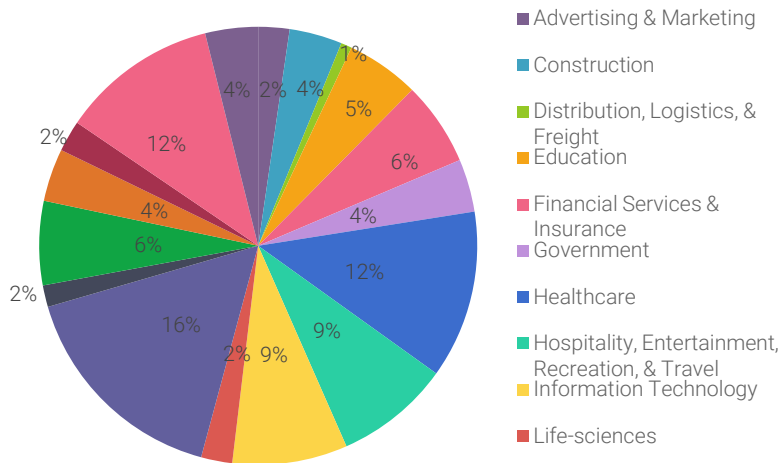


Number of US Employees

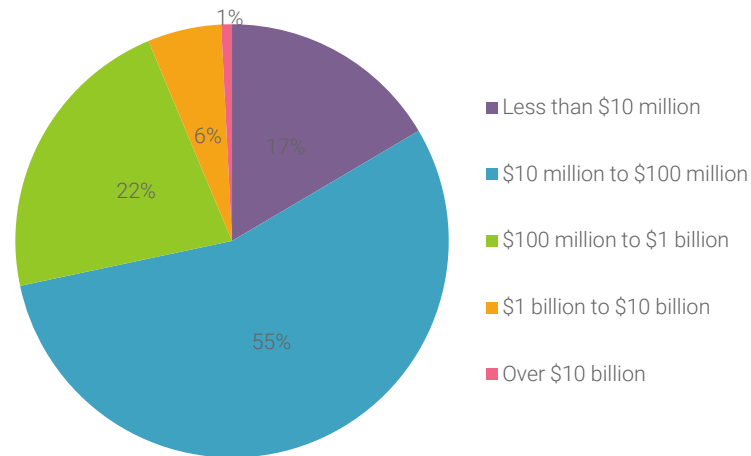


Organization Type

Responder Demographics



Industry Sector



Company Value

About Energage

Energage is a Certified B Corporation that helps organizations measure, shape, and showcase their culture to build a sustainable competitive advantage.

Through its fully unified SaaS platform, plus support and professional services, Energage customers are successfully recruiting and retaining the right talent for their organization by building, maintaining, and branding their unique culture.

Having launched the industry's first employee engagement survey 14 years ago, Energage draws on the employee feedback collected through the leading employer recognition program – Top Workplaces – to maintain the industry's most robust workplace culture benchmarks.