

# EMPLOYEE EXPERIENCE PULSE

## DURING COVID-19



Lead Researcher  
Jonathan Siow

We asked our network how they feel about the COVID-19 crisis in aspects of work from home, and how their business leaders were responding through this time. We received a **9%** response rate.

### So, what were our findings?

Everything in life has changed dramatically since the pandemic.



THE WAY WE WORK



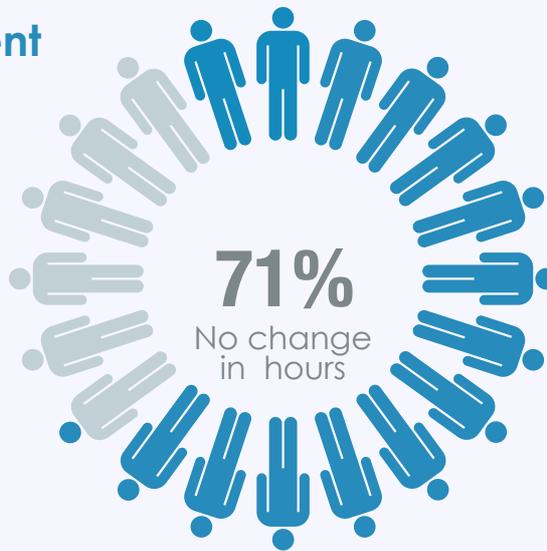
WHERE WE WORK



EVEN IF WE WORK

### The State of Employment

A more significant percentage of participants indicated that work hours during the Covid-19 crisis remained unchanged. While the majority had no change in employment status, some were less favourable.



**14.3%**  
Not currently employed



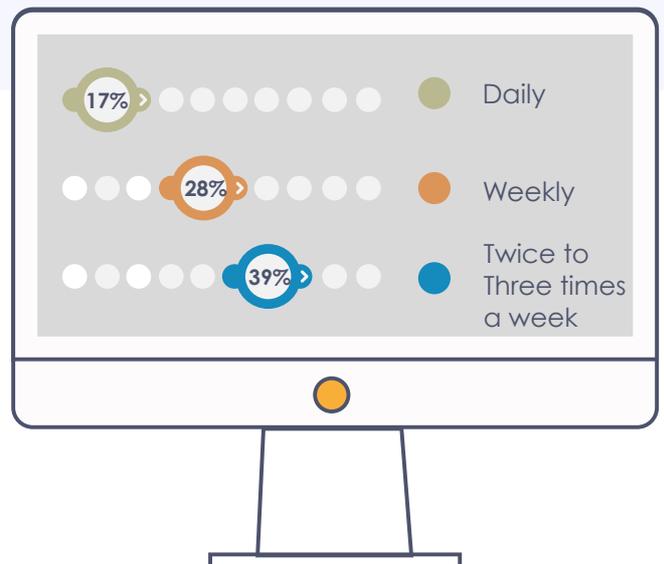
**9.5%**  
Still employed with reduced hours



**4.8%**  
Stood down due to project hibernation

### The State of Communication with their Company

Covid-19 has significantly impacted employees' lives, and jobs with disruptions to their working experience. When a crisis happens, it was positively encouraging to know through respondents that companies were putting their people first with the majority of leaders checking-in twice to three times a week.



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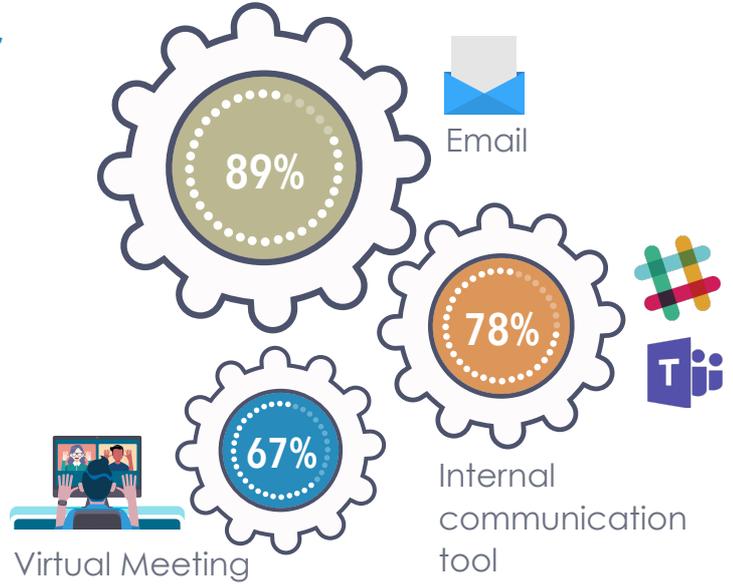
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## The State of Communication with their Company

The responses from our network indicated the quality of communication and relevancy of information as high. Most companies are investing time and effort in creating a positive employee experience during this trying time.

The most popular means of communication from their employer was through email, virtual department meeting and internal communication tool like Slack, Teams, etc.



## Clear Crisis Communication Strategy

A high number of respondents strongly agreed that their employer had communicated a clear plan of action. Half of the respondents are very satisfied with their company's diagnosis.



Most shared that they felt prepared and equipped to do their job during these unexpected circumstances. Fifty-five per cent of employees were extremely confident with their company and believe they have the right approach and elements in place.

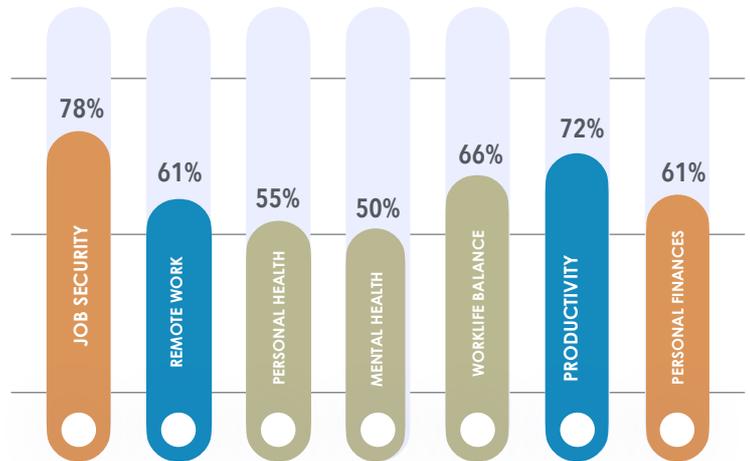
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### But some of the struggles are real

For many of us, there was new-found flexibility that comes with working from home. Unfortunately, it hasn't all been easy. Many people were still anxious about their job security. When asked, sixty-one per cent of the network that responded said their finances and working remotely were amongst their top concerns.



Another struggle while working from home is their productivity and work-life balance. Many people are finding that there are too many distractions at home to get work done effectively. It's been a challenge to maintain a schedule or stay focused on work during regular hours when schools are closed, their usual support systems diminished, and they are faced every day with difficult news.

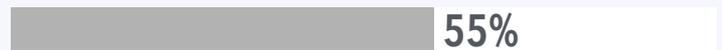
### Maintaining to a schedule



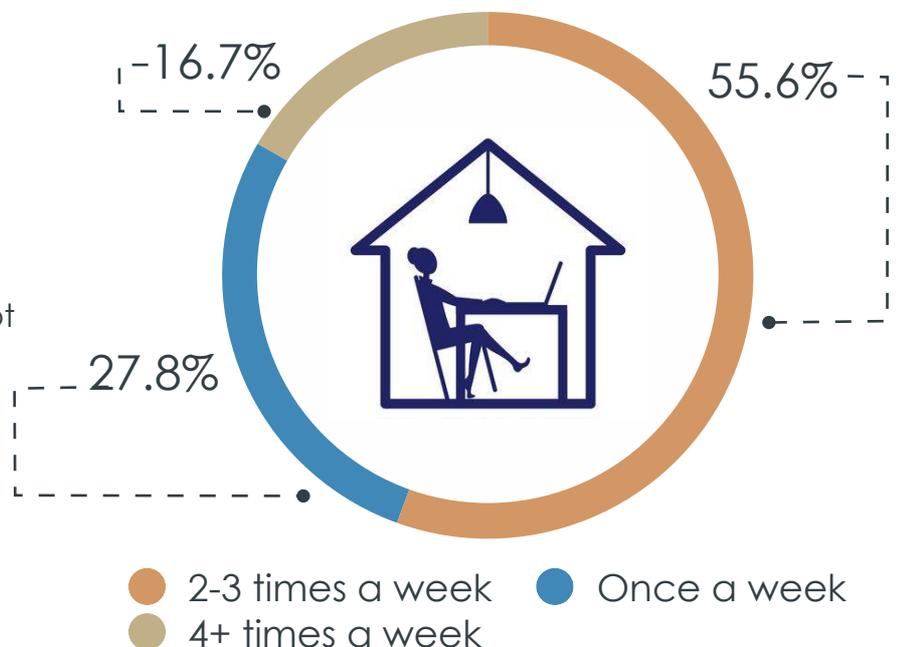
### Dealing with distractions at home



### General challenges with family



Despite it all, given the support and opportunity, over half of people who responded would enjoy working from home two to three times a week. It's probably one of the reasons almost half of them now would say that they are not ready to get back to socialising or get back to the workplace.



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## Our Observations

While most of society and community has adapted and readjusted well, the adjustment hasn't come without some struggles. Ultimately, having the right response, balance, focus and alignment, for employees during this challenging time will help them do their best to meet customer's expectation. Employee experience is a critical consideration for employers and business leaders during and after COVID-19.

The responses from our network were overwhelmingly in favour of leaders responding well during coronavirus. However, the majority of those still employed find it challenging due to the ongoing tough decisions that business leaders have to make, to let people go, to protect revenues and this impacts resources, workforce, and trust in the workplace.

With uncertain times ahead, employees will continue to seek to examine and request that their company's leaders communicate appropriately and act on the company's values.



### Lead Researcher

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We would love to have a conversation. Feel free to reach us at [hello@cxdlabs.com](mailto:hello@cxdlabs.com)



Come visit us at  
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