When organizations expect their US-based revenue level to return to pre-COVID-19 levels:

- 43% after 12 months (after April 2021)
- 56% within the next 12 months (by April 2021)

Note: only organizations whose revenue has been negatively affected by COVID-19 were included. n=99

Most organizations predict an increase in remote work following the pandemic:

- 77% of respondents expect an increase in full-time employees working remotely at least 3 days a week 12 months after COVID-19.

n=142

Changes in productivity of US employees since the COVID-19 outbreak by worker segment (self-reported):

- Decreased productivity
  - Mostly industry and manual services: 27%
  - Mostly professional and office: 21%

- No change in productivity
  - Mostly industry and manual services: 44%
  - Mostly professional and office: 47%

- Increased productivity
  - Mostly industry and manual services: 29%
  - Mostly professional and office: 32%

n=157

The response to COVID-19 and expected recovery varies by workforce makeup:

- Remote work
  - Professional and office workers: 91%
  - Industry and manual services workers: 81%

- Workforce cost reductions
  - Professional and office workers: 85%
  - Industry and manual services workers: 68%

n=126

Changes in productivity of US employees since the COVID-19 outbreak by percentage of remote workers (self-reported):

- Decreased productivity
  - Less than 10% of employees: 18%
  - 10% or more employees: 23%

- No change in productivity
  - Less than 10% of employees: 41%
  - 10% or more employees: 41%

- Increased productivity
  - Less than 10% of employees: 37%
  - 10% or more employees: 20%

n=126

As part of their transition plan, organizations will focus on:

- Ensuring office preparation for return to work (e.g., sanitation and safety): 89%
- Creating the sequence and timing of which business units/ workers re-enter the workplace: 86%
- Addressing health and safety concerns for those returning to the office: 86%

n=152

The top 10 most significant changes organizations expect in the recovery phase:

1. Remote work
2. Disaster recovery and scenario planning
3. Office design
4. HR policies for flexibility and paid time off
5. Focus on employee engagement and experience
6. Technology infrastructure
7. Expectations for leaders
8. Support for working parents and caregivers; Crisis communication processes
9. Relationships with customers
10. Benefits

n=152

Percentage of US full-time employees working remotely at least 3 days a week:

- Before COVID-19: 76%
- After COVID-19: 31%

n=152

How organizations are currently responding to COVID-19 and how they are planning to respond within the next 3 months (all respondents):

- Actions already taken through April 2020
  - Restrict hiring to critical roles: 94%
  - Freeze all hiring: 68%
  - Reduce hours worked: 51%

- Actions planned through April 2020
  - Restrict hiring to critical roles: 94%
  - Freeze all hiring: 68%
  - Reduce hours worked: 51%

n=152

How organizations responded to COVID-19 through April 2020 (by worker segment):

- Mostly industry and manual services
  - Restrict hiring to critical roles: 91%
  - Freeze all hiring: 86%
  - Reduce hours worked: 86%

- Mostly professional and office
  - Restrict hiring to critical roles: 91%
  - Freeze all hiring: 86%
  - Reduce hours worked: 86%

n=152

How organizations are planning to respond to COVID-19 within the next 3 months, May - July 2020 (by worker segment):

- Mostly industry and manual services
  - Implement furloughs with benefits: 29%
  - Conduct permanent layoffs: 12%
  - Require employees to use paid time off: 29%

- Mostly professional and office
  - Implement furloughs with benefits: 17%
  - Cut bonuses: 17%
  - Require employees to use paid time off: 16%

n=152

For more information:

From Immediate Responses to Planning for the Reimagined Workplace: Human Capital Responses to COVID-19

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