

The New Normal – What Your Employees Want



Lockdown Experience & Post-Lockdown Opinions of WFH

The vast majority of respondents, more than 80%, liked WFH and nearly 1 in 3 "Loved It".

Of the minority that disliked the experience, some reasons were family related:
"Challenging managing children at the same time"
"I found it exhausting to work while looking after my daughter."

But most were to do with work issues; some found that WFH meant working more hours. However, the main issue was the one everyone feared - lack of contact with others, with many respondents **missing social interaction**, and even just the "lack of ad hoc conversations and keeping abreast of what was going on".

This led some to feel isolated, especially the new employees:
"I started during the pandemic so still haven't met my colleagues"
"I was a newbie & it was hard to work by myself."

But of the others - why did they Love It?

By far the most common reason was **they no longer had to commute**, which saved time, money and stress.

"I don't need to spend time for travelling which is 2 hours and half a day."
"It's what I always wanted. Plus avoid crazy traffic and I save money on travel and car insurance and more."

Instead they were **able to create a better work-life balance** and spend the commute time doing more relaxing and family focused activities (and housework!):

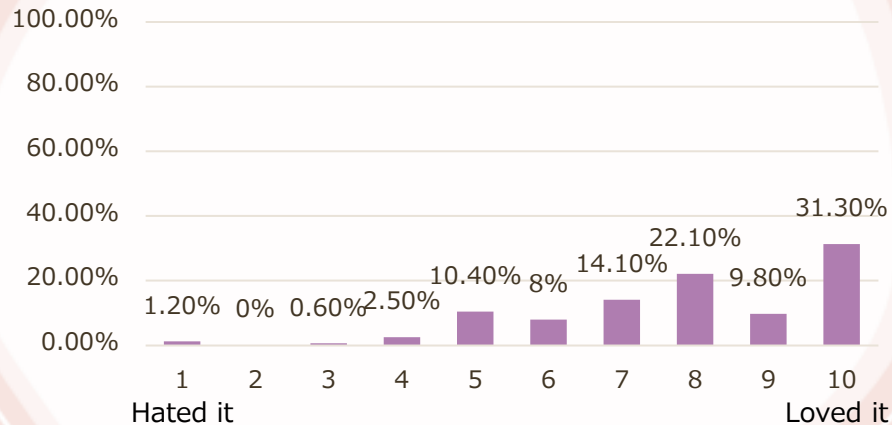
"Loved being able to spend more time in the garden"
"Able to use commuting time for housework"
"More healthy diet, able to do housework when the work is quiet"
"I have more time with my family."

But many also felt WFH allowed them to work better, to be **more in control of their work, to do and achieve more:**

"able to focus on work better than in office."
"Working from home increases productivity."
"I was able to sell more products and move quickly with projects because I was not micromanaged."
"Felt like my time management was better as I wasn't being rushed to my next task or location."

And one was able to fulfil an ambition of not having to dress smartly for work!
"Got to teach a bunch of lessons while wearing pyjama bottoms. #LivingTheDream."

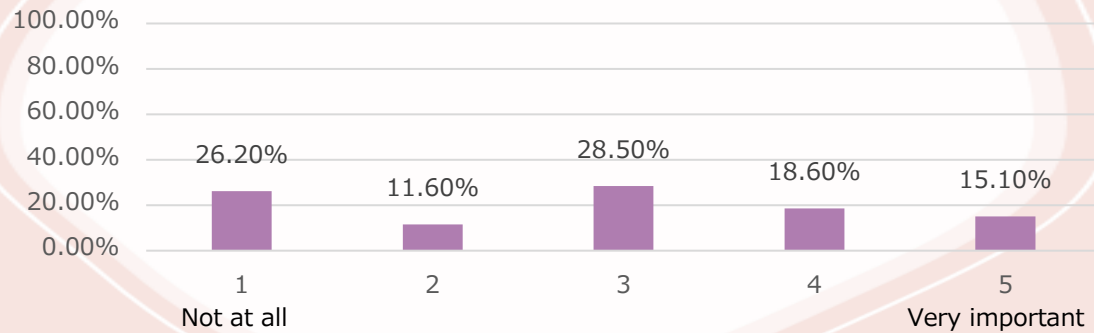
How did you find it?



How attitudes have changed – the change in importance of WFH as a company benefit

Pre-lockdown, most people were not too interested in WFH.

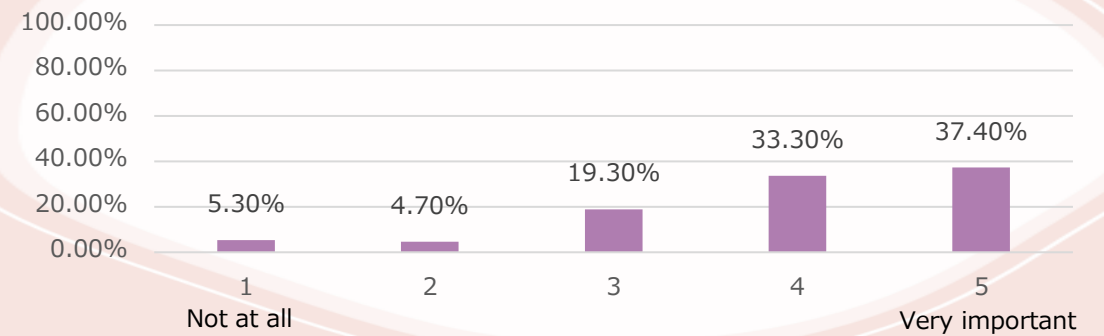
When looking for a job in the past, pre-lockdown, were flexible hours / being able to work from home important to you?



But in the future?

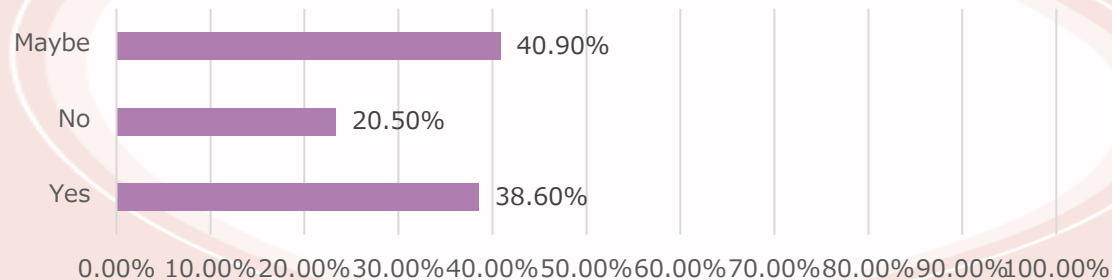
Only 10% say WFH will not matter to them when they look for their next job. Nearly 40% said the **ability to work flexibly and/or from home will be Very Important to them when they consider their next career move.**

Post-Lockdown How important will the ability to work flexible hours / work from home be when looking for your next job?



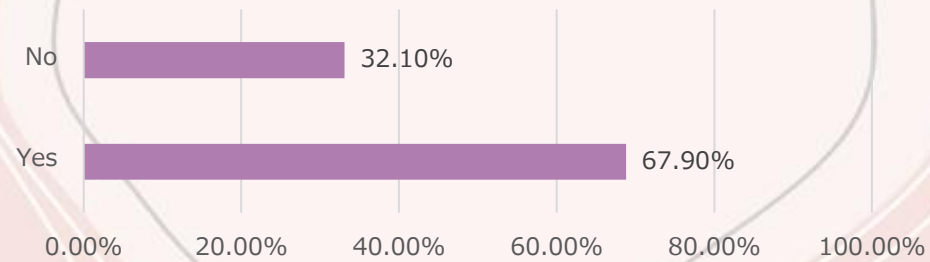
And many said it would be **a deciding factor** when choosing between future employers.

In the new normal will working from home be a deciding factor when you choose between employers?



Back to the Office

Do you feel confident that your employer has put sufficient safety provisions in place for the office?



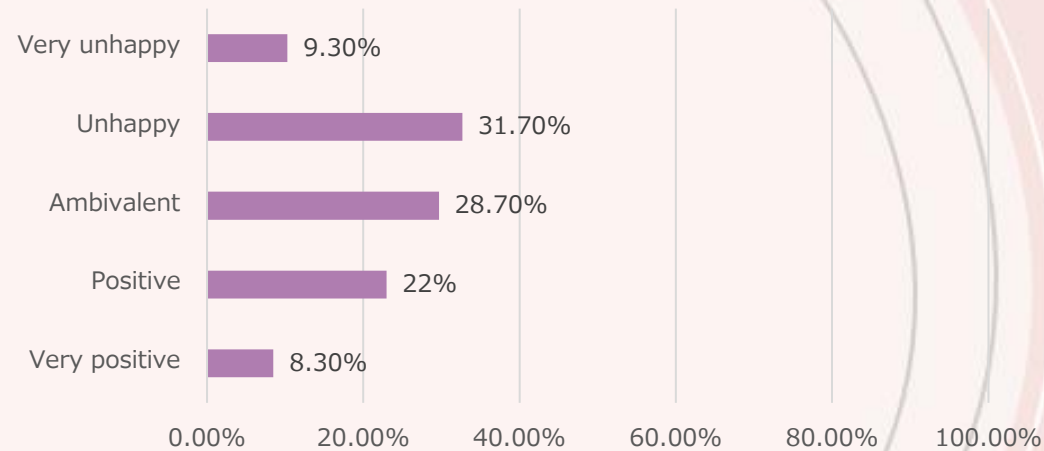
Most accept that return is inevitable and fortunately **most are confident their employer has put sufficient safety measures in place.**

Once back in the office they are **looking forward to life simply getting back to normal** and to seeing and working with their colleagues again.

For others it's getting fit again on the cycle to work or in the office gym.

And for one person, the best thing about going back is "Smoothies from the office café" (Let's hope they're still on the menu!)

The government is encouraging people to return to the office, if you are currently employed, how do you feel about going back?



Additional comments show that to make more people happy about the return **employers need to do two things:**

Now - "make every effort to put any countermeasures against the pandemic/ second wave, e.g. sanitization, hand gel, more strict rules over social distancing. It's best to try a phased return to work rather than being done on the full scale at first.", "be open honest and listen to all opinions and worries from staff and address them openly"

In the future- allow flexible working hours and more WFH.

Only 1 in 3 feel Positive about the return.

Mostly because of safety issues as well as the return of the cost of commute and of childcare.

For many though their responses echoed those to previous questions:

"If I am able to work from home with no difference in performance, I don't see why I should go back to the office"

"Micro-management leads to low productivity."

Some good news for employers

The response to the pandemic has caused **more employees to have an improved opinion (34%) of their company** than a worse one (19%).

The reasons?

Those that are unhappy put it down to a lack of communication *with* staff and lack of concern *for* staff;

Those that are happy **felt they are cared for and listened to:**
“They have been very communicative and responsive to employees’ needs while not putting our jobs at risk”

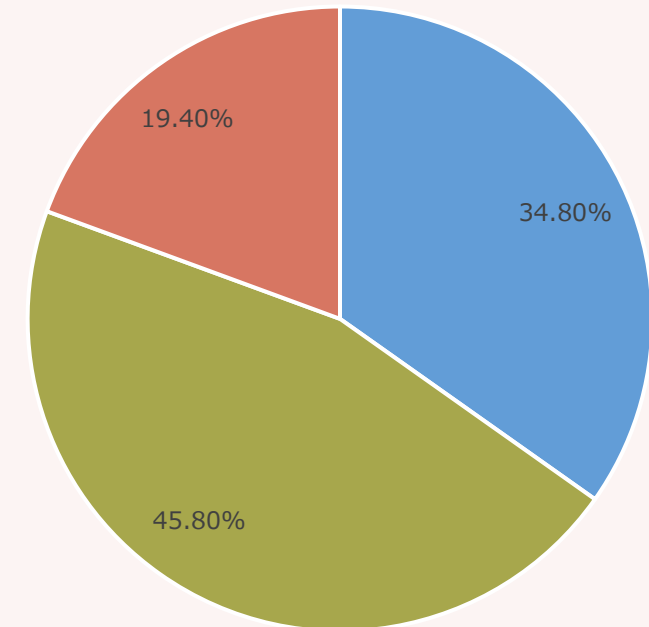
“They provide the employees with mental health advice and managers are trained to support the team. Also frequent updates on what's happening in the company are on the intranet.”

“Informative / Caring / transparency/ Integrity / Supportive”

“They put safety first and looked after their staff.”

Has your employer’s response to the pandemic changed your opinion of the company?

Do you feel:

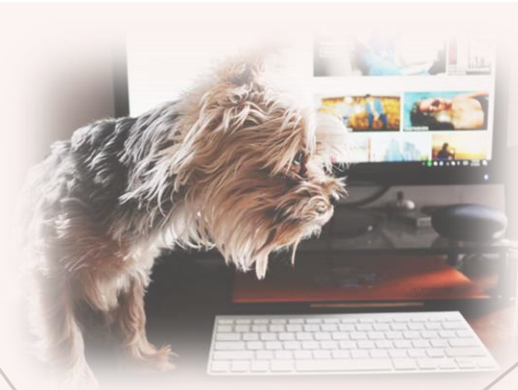


■ More positive about them ■ The same ■ Less positive about them

Your Takeaways:



1. Pre-Lockdown not many had experience of or cared about WFH. Since Lockdown, because most people enjoyed WFH it is important to them to be able to do it in the future.
2. For most, WFH reduced stress, improved the work-life balance and allowed them to work better. Win-Win.
3. The option to WFH *will* be a deciding factor in people's future job choice.
4. Listen to, care for, trust in & give flexibility to your staff and they will reward you with their loyalty.



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