



COVID-19 Pulse Survey: Wave III Results

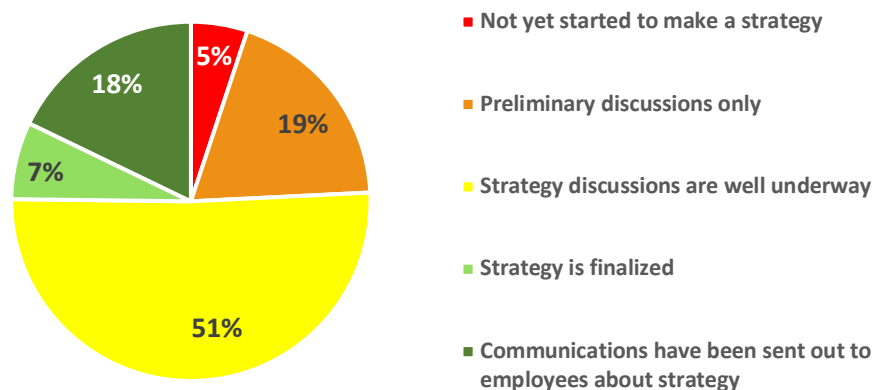
To better understand how companies are managing their workforce in the wake of the worldwide pandemic, *HRO Today* is conducting a series of pulse surveys. The *HRO Today* Coronavirus Knowledge Portal addresses how businesses and HR leaders are handling the outbreak. While we all know the office environment will continue to be severely impacted going forward, this brief report looks at areas away from the immediate response to managing the workforce. During the period of *May 7- May 19, 2020*, a survey link was emailed to a sample of the *HRO Today* network, and links were posted on the *HRO Today* website. Further, social networking was used via a link sent on Twitter. A total of 77 surveys were completed. Because of the small sample size, these results should be considered as directional.

Return to Office-Based Operation Strategy Status

What is your status regarding plans for employees that details a return to office strategy?

By Memorial Day weekend, every U.S. state will have begun lifting measures enacted weeks ago to curb the spread of coronavirus.¹ Businesses are faced with formulating their own plans to return employees to the office. For over one-half (51 percent) of employers participating in the study, strategy discussions about returning to work are well underway, although about one-quarter have either not started to make a strategy yet or are in preliminary discussion only. The remaining quarter (25 percent) have either finalized plans or have finalized and sent communications out to employees about the company's return to work strategy.

Return to Office Strategy Status



Recruiting Channel Greatly Impacted

How will your mix of different recruiting channels change post-COVID-19 for the volume of recruiting you will do?

Study respondents were asked how their mix of 11 different recruiting channels will change post COVID-19. Use of four of them is expected to increase. The method with the greatest anticipated increase is phone, as 37 percent respondents plan to go “old school” and use the phone more often. Social media outside of LinkedIn will increase for 34 percent, while another “old school” method, company website usage, will increase for 29 percent. LinkedIn will also be used by more than one-quarter (27 percent) of employers.

Decreased usage of some channels is even more pronounced than the increases in other areas. Not surprisingly, these channels all involve face-to-face interaction. Use of in-person interviews will decrease as a proportion of all interviews for over three-quarters (76 percent) of employer respondents, while in-person job fairs usage will decline by nearly as much, 73 percent. Students approaching graduation or looking for an internship will find it more difficult to get exposure to recruiters, as 61 percent of employees anticipate on-campus recruiting will be less frequently used.

Usage in the recruiting channel mix for four other areas—employee referrals, Indeed, job boards and outsourced recruiting—is anticipated to largely remain unchanged.

Changes in Recruiting Channel Mix: Increased Usage

	Increased Usage
Phone	37%
Social media other than LinkedIn	34%
Company web page	29%
LinkedIn	27%

Changes in Recruiting Channel Mix: Decreased Usage

	Decreased Usage
In-person interviews	76%
In-person job fairs	73%
On-campus recruiting	61%

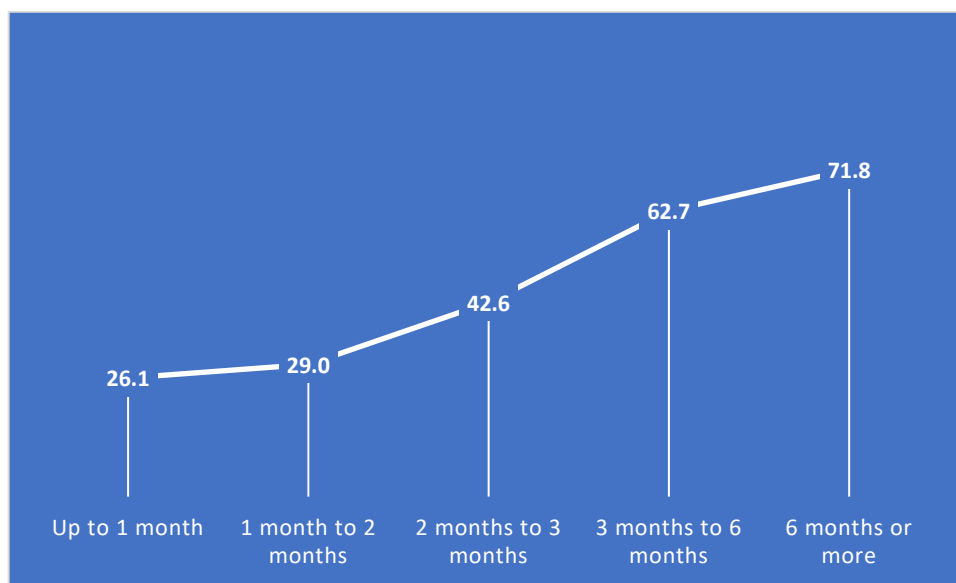
Return to Work Time Frame

What percentage of your workforce will return to the office in the following time frames listed below? For example, 25 percent of your workforce may be back in the office in up to 1 month, 50 percent by 2 months to 3 months, with 100 percent in more than 6 months.

Respondents were asked to estimate the percentage of their workforce that will return to the office over the foreseeable future. On average, just over one-quarter (26 percent) of the workforce will be back in the office within the next month. The period of 1 to 2 months will see a modest increase of 3 percent to 29 percent of employees back in the workplace. The real increase comes in the 2 to 3-month time period, where 43 percent will be back in the office, followed by an increase 20 percent more in the 3 months to 6 months segment, with nearly two-thirds (63 percent) back in the office.

Only 72 percent will be back in 6 months or more. The remaining percentage is likely due to employers not knowing when all employees will return, or exactly what percent will remain working at home. According to findings from the prior wave of *HRO Today* Pulse Survey Research on the impact of COVID-19 on the workforce, 29 percent of the workforce will be remote, an increase of nearly three times the amount prior to the pandemic. ²

Return to Work Time Frame by Percentage of Workforce



Notes:

1. Maxouris, Christina and Hanna, Jason. "All States will be Partially Reopened" *CNN.com*, May 19, 2020 apple.news/A44nkbq_wR2eJ1keZZELz6w
2. Coronavirus Knowledge Portal, *HROToday.com*, May 6, 2020. hrotoday.com/workforce-management/coronavirus-knowledge-portal/#Research