

How HR Has Been Affected by the 2020 Pandemic

Remote working, infection prevention, and anxious employees - the corona pandemic has led to several significant changes for those working in HR, and in such a short time. To find out how these changes have impacted the workplace, Benify conducted a survey, which resulted in the participation of more than 900 HR professionals. The results are presented in four sub-areas: working from home, recruitment & onboarding, digitization of HR processes, and employee health.

About the study

To find out how the work of HR professionals has been affected by the corona pandemic of 2020, Benify conducted a survey among HR personnel through Netigate. The survey ran from June until September. In total, there were 913 participants: 98% from the Nordics, Central Europe and the UK. 60% of participants work in organizations with less than 500 employees, and 29% in organizations with more than 1,000 employees. A wide range of industries were represented, but the three most common were construction & manufacturing, IT & telecommunications, and the public sector.

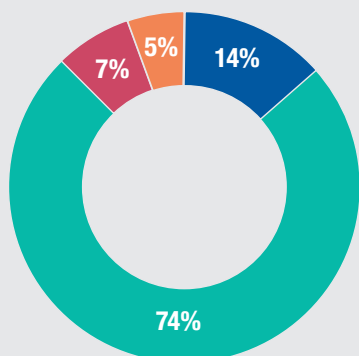


Working from Home

Before the pandemic

The majority (74%) of respondents say employees in their organization had the opportunity to work from home before the pandemic, but only when necessary and only after receiving their manager's approval. Just under 14% of respondents say they offered employees the unlimited opportunity to work from home, while almost as many (12%) say their employees did not have the opportunity to work from home, either due to company policies (7%) or because it is not possible in their business (5%).

Did your employees have the opportunity to work from home before the pandemic?

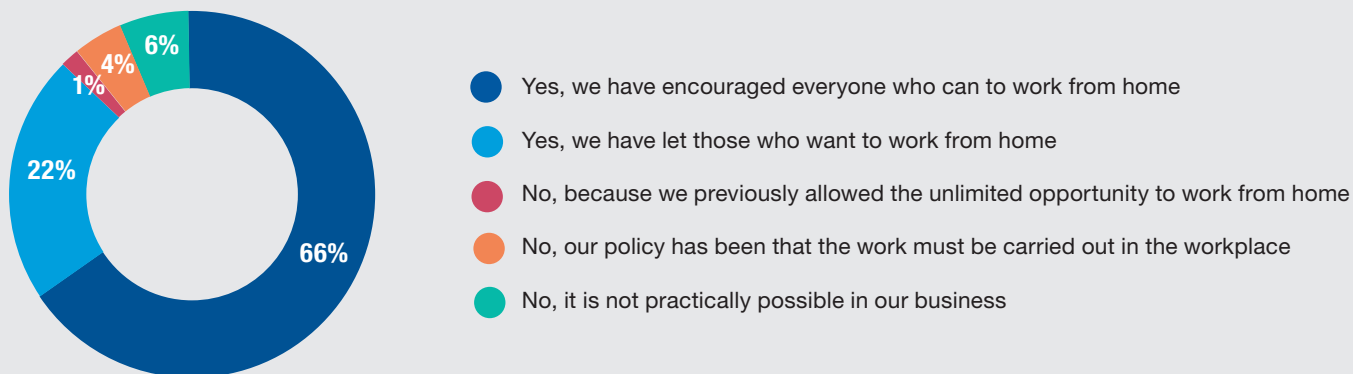


- Yes, they had the unlimited opportunity to work from home
- Yes, but only if necessary and after approval from their manager
- No, our policy has been that work must be carried out in the workplace
- No, it is not practically possible in our business

Increased remote working during the pandemic

The vast majority (89%) of participants have allowed employees to work from home during the pandemic, while just under 11% have not allowed employees to work from home due to company policies or practical restrictions.

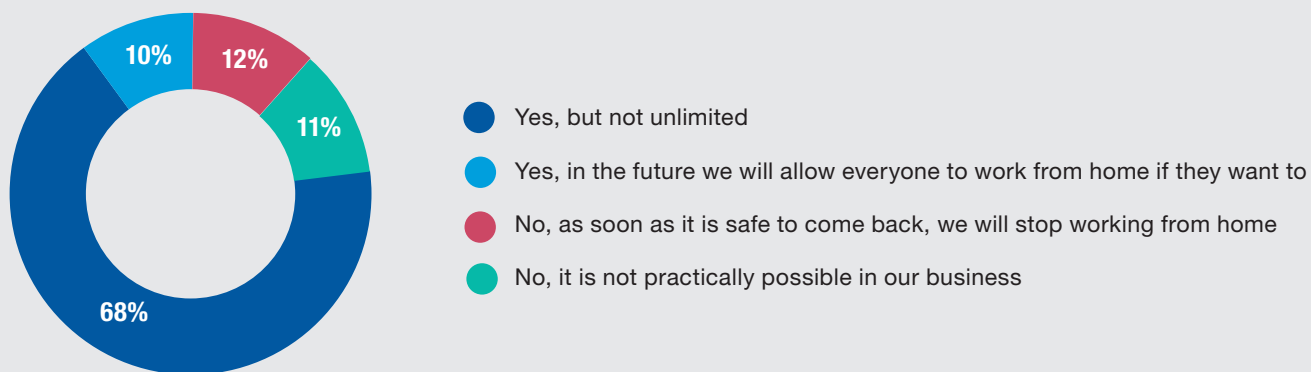
Due to the pandemic, have your employees worked more from home than previously?



Remote working after the pandemic

How do participants view allowing employees to work remotely when there is no longer the risk of infection and, therefore, no longer necessary? Most (77%) state that they intend to allow employees to continue working from home if they want to, even though only 10% plan to allow their employees the unrestricted possibility to work from home.

Will you continue to encourage employees to decide for themselves whether they want to work from home, even when it is no longer necessary because there is no longer the risk of infection?



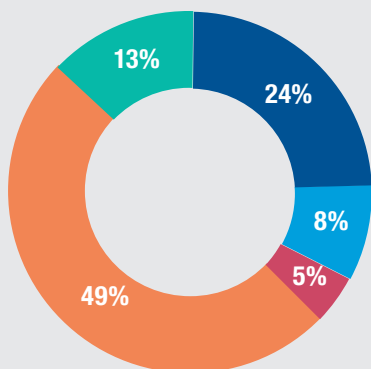
Changed attitudes around remote working?

The pandemic seems to have somewhat changed the view of remote working. Of those who said they did not allow their employees to work from home before the pandemic, 1 in 10 say they intend to offer their employees the opportunity in the future. 17% of those who previously only allowed employees to work from home when needed and only following the approval of their manager say they will allow employees who want to work from home the ability to do so. However, the proportion who say they will allow the unrestricted ability to work remotely is lower today than before the pandemic, which may indicate employers have now looked closer at the situation, including any disadvantages.

Having employees who only work remotely

As many as 38% of participants say they can see themselves hiring employees who would work entirely remotely due to living in another city or country. In fact, 1 in 4 say they already have employees who work like this today. However, around half of respondents say they still want employees to be able to work on-site when needed, and 13% say that having employees who always work remotely would not be practically possible in their business.

Would you consider hiring employees who always work remotely and, for example, live in a different city or country to where the office workplace is located?



- Yes, we already have employees who work like that today
- Yes, we can see ourselves hiring remote employees if they live in the same country as our workplace
- Yes, we can see ourselves hiring remote employees even if they live in another country
- No, we want employees to be able to work from the physical workplace when needed
- No, it is not practically possible in our business

Recruitment and onboarding

41% of respondents say the pandemic has caused them to pause or cancel some of their planned recruitments, while just as many say recruitment has continued according to plan. 12% have paused or canceled all recruitment due to the pandemic. One-third state that they have completed recruitment entirely remotely without having met the candidate physically.

Remote onboarding

A little more than half (56%) say they used digital tools to introduce new employees before the pandemic, while 8% say they started using digital tools during the pandemic.

Just over half (56%) say remote introductions have been neither better nor worse than their usual processes, while just over 4% said remote processes have been slightly better. At the same time, more than one in three (35%) said remote introductions have been somewhat worse.

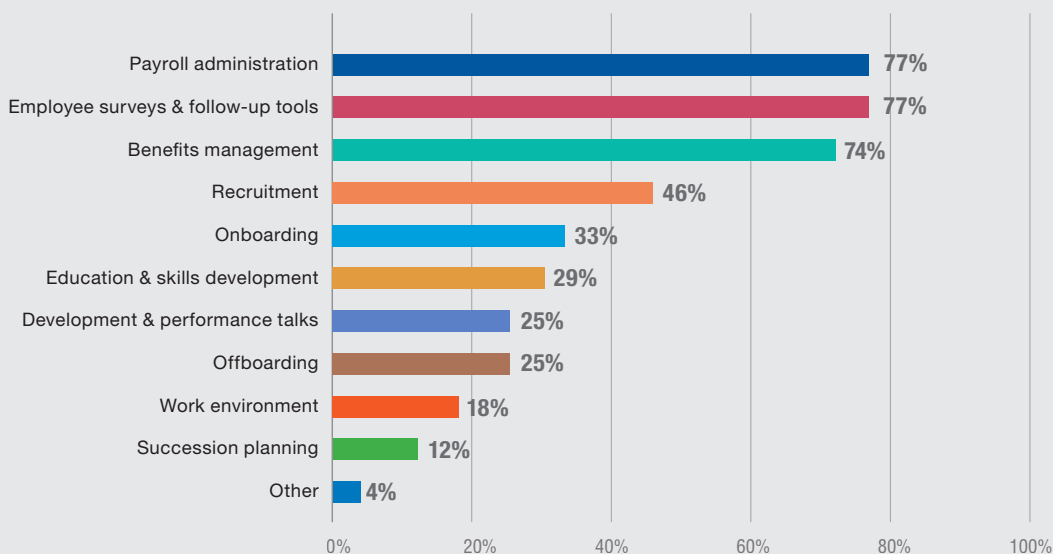


Digitalization of HR processes

What processes are most digitalized today?

The HR processes that are currently most digitalized are employee surveys & follow-up tools, payroll administration, and employee benefits management.

Which of the following processes would you say are predominantly digital in your workplace today?



What will you prioritize in the future?

The areas given highest priority to digitalize in the near future are onboarding, education & skills development, development & performance interviews, work environment, and recruitment.

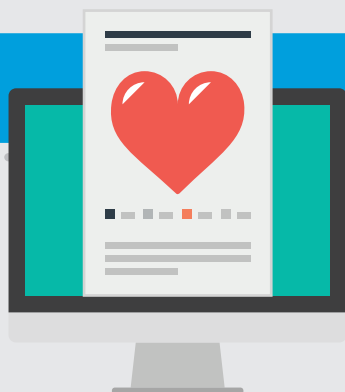
Which processes will you prioritize for digitalization in the near future?
(Select a maximum of 3 options)



"Booking a physical workplace in the office via an app."

"We are working to refine and reduce the number of interfaces that need to be used, especially in onboarding."

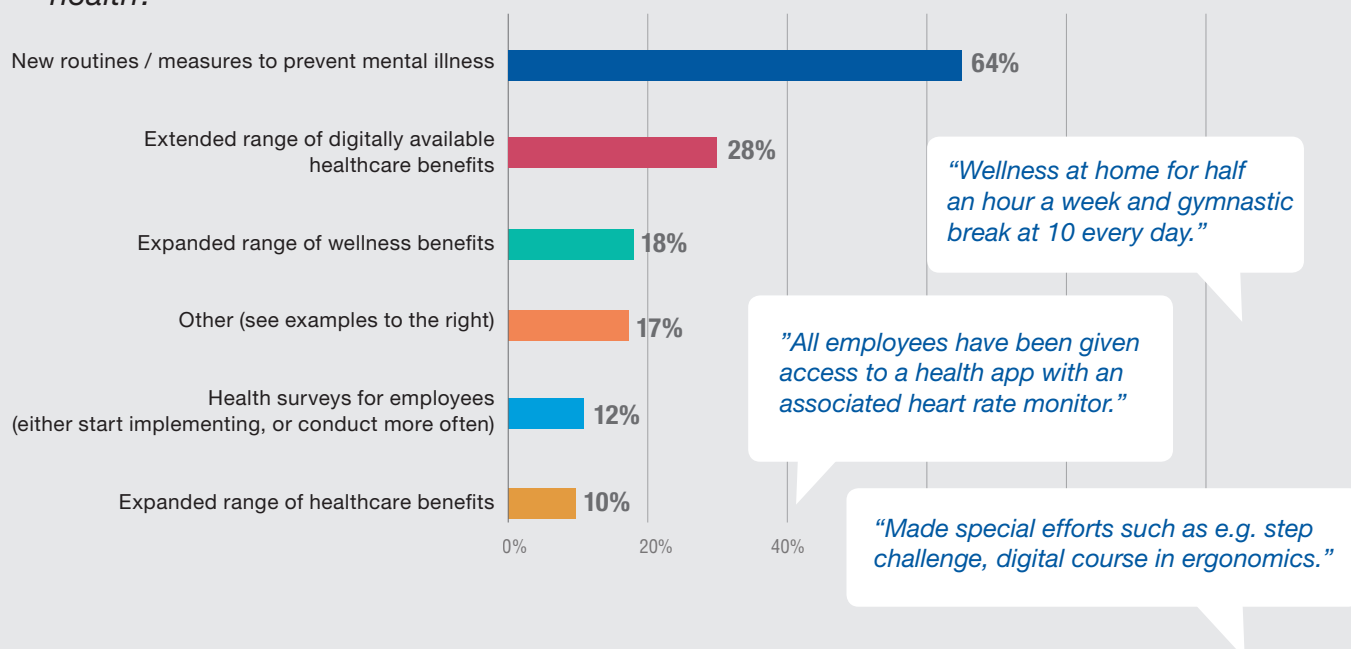
"Schedule planning and rehabilitation"



Employee health

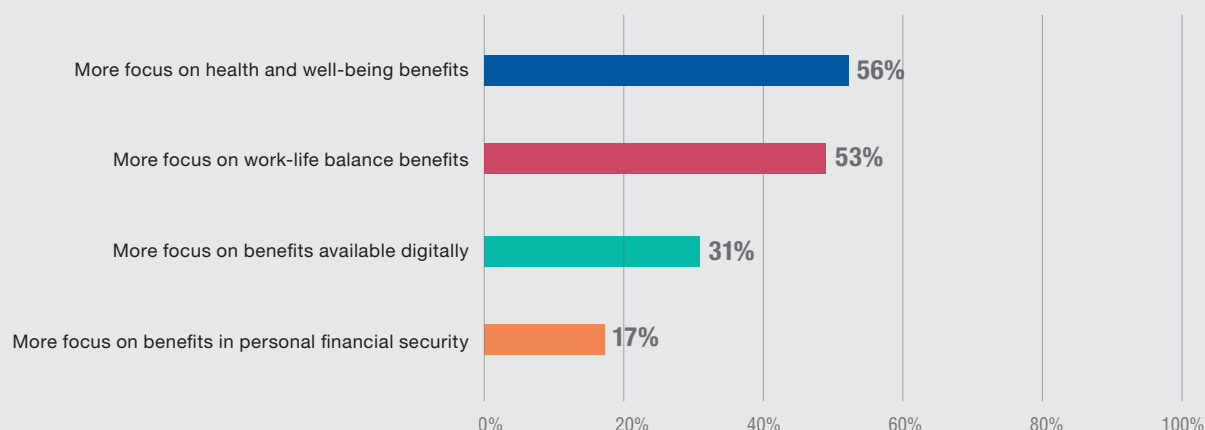
35% of participants say the pandemic has meant making changes to their strategic work around employee health. The largest focus area among these is the prevention of mental illness (64%) and an expanded range of digitally available health benefits. In the comments field, several participants also mentioned taking measures to reduce the risk of the spread of infection in the workplace. Others highlight efforts for better ergonomics and focusing on the working environment for employees working from home, including reminders to managers about the importance of keeping in touch with their employees digitally.

In what way has the pandemic brought changes to your strategic work around employee health?



Updated Employees Benefits Offer

1 in 10 are considering making changes to their employee benefits offer as a result of the pandemic. Health & well-being and work-life balance are the areas participants say they are most interested in expanding.



About Benify

Benify's journey started in 2004 with three friends in Sweden. Today, Benify is a truly independent, flexible, and agile global technology company with 1,500+ customers and over 2 million users around the world.

Benify's market-leading global benefits and total rewards platform helps employers create an exceptional benefits and rewards experience while reducing benefits administration, automating processes, radically improving the communication of their employee value proposition and ensuring better data governance and management of benefit and reward costs.

Engage your employees anytime, anywhere.

