

SURVEY REPORT

October 2020

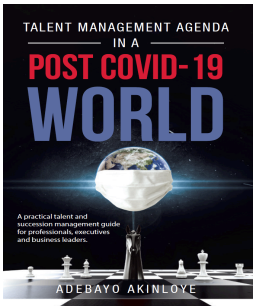
IMPACT OF COVID-19 ON WORK, WORKFORCE & WORKPLACE



...advancing evidenced-based talent solutions

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ABOUT THE REPORT

ASA Talent & Succession Management Solutions decided to embark on this survey following the events of Covid-19 pandemic to understand the effects of this pandemic on “Work”, “Workforce” and “Workplace” and the consequent implications on careers and career transitions. No doubt, Covid-19 has triggered a lot of reconsiderations in the ways we now define “work”, “workforce” and “workplace”. In the same vein, how businesses operate, and where businesses and employees operate from have been literally altered. Implicitly, virtual team working as a result of the pandemic has brought a different dimension to leadership and team productivity leading to a shift in skill sets that organisations consider to be mission critical for their businesses and are willing to retain.

As the coronavirus pandemic is upending businesses, careers and lives causing disruptions, many organisations and career-minded individuals are also making frantic attempts to adapt to this new reality. With an emerging focus on working remotely with distributed teams, connected from their own homes, to increasing agility and speed to market via self-directed, purpose-driven teams; businesses, employees and employers need to align with this global trend while considering the implications on the world of work.

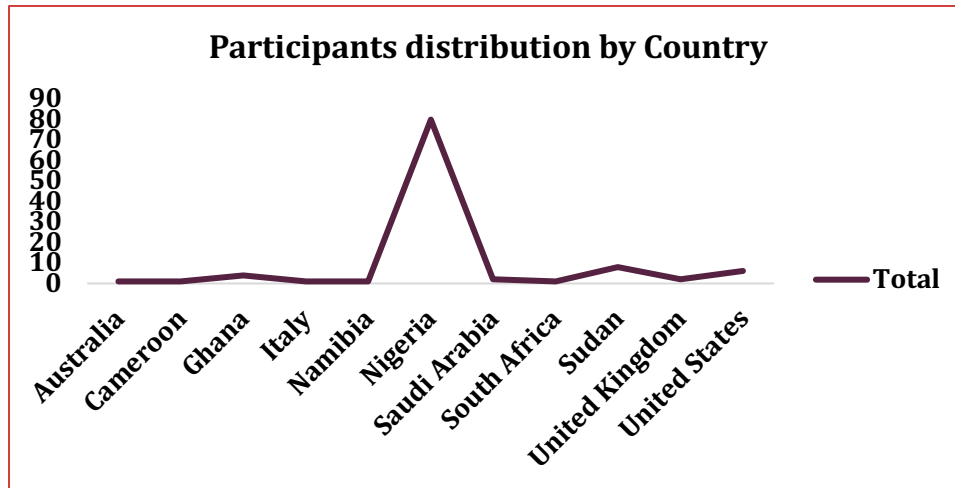
OBJECTIVE OF THE SURVEY

This survey was positioned to help in understanding the impacts of Covid-19 on these concepts of work, workforce and workplace following the experiences in the last couple of months. Consequently, ASA Talent & Succession Management Solutions as a talent solution and organisational development firm believes that, the insights gleaned from the data (as provided by the respondents) would help us to effectively advise and deploy appropriate talent and career support interventions which would assist both individuals and organisations in managing careers and career transitions in a post covid-19 world.

DATA OVERVIEW

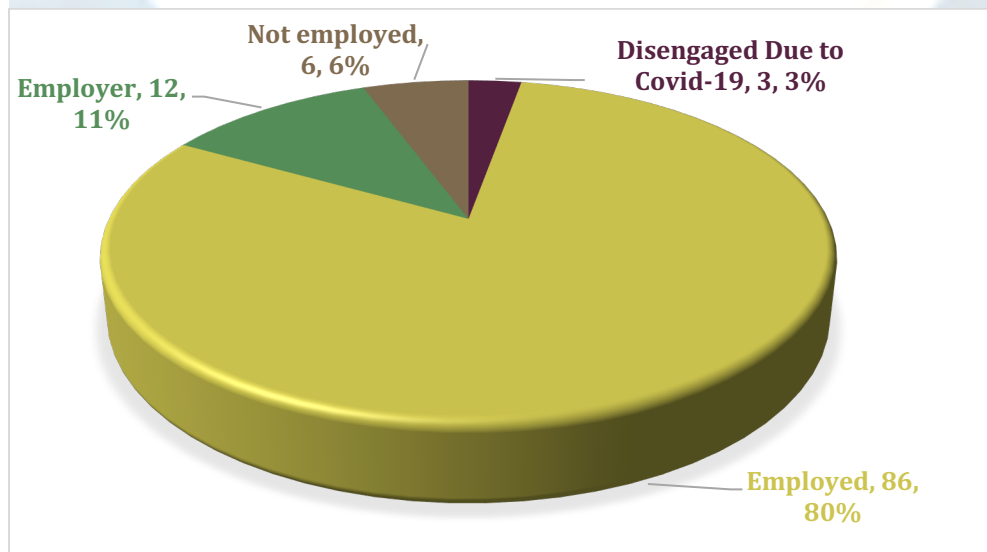
A total of 107 respondents across 11 countries participated in the survey.

Demographic details are captured below:

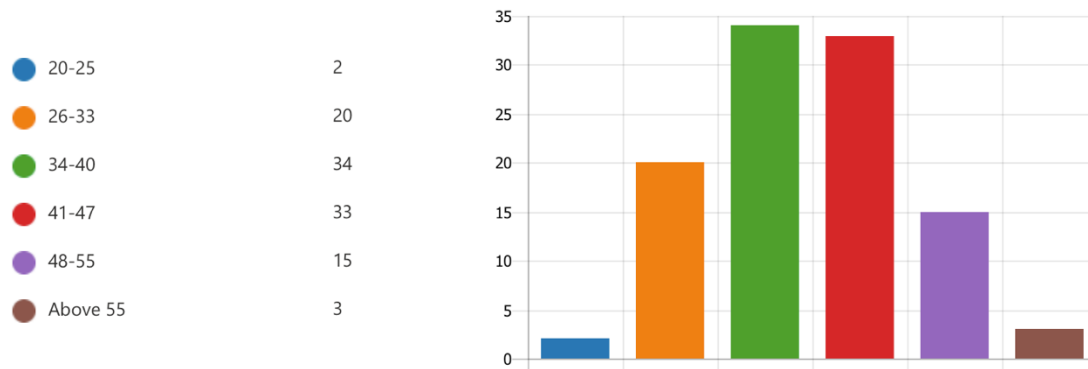


Percentage distribution by country of the respondents are as follows: Australia – 1%, Cameroon – 1%, Ghana – 4%, Italy – 1%, Namibia – 1%, Nigeria – 75%, Saudi Arabia – 2%, South Africa – 1%, Sudan – 7%, UK – 2%, US – 5%. The respondents also cut across various work disciplines including: Administrative – 5%, Business Analyst – 1%, Marketing & Sales – 9%, Education & Counselling – 3%, Engineering – 2%, Finance – 10%, Healthcare – 1%, Human Resources – 57%, Insurance – 1%, IT & Service Delivery – 5%, Business Consultancy & Strategy – 4%, and Legal – 2%.

EMPLOYMENT STATUS



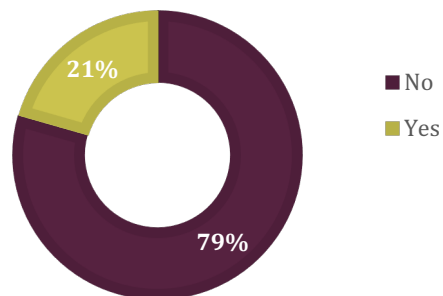
AGE RANGE OF RESPONDENTS



SUMMARY OF KEY FINDINGS

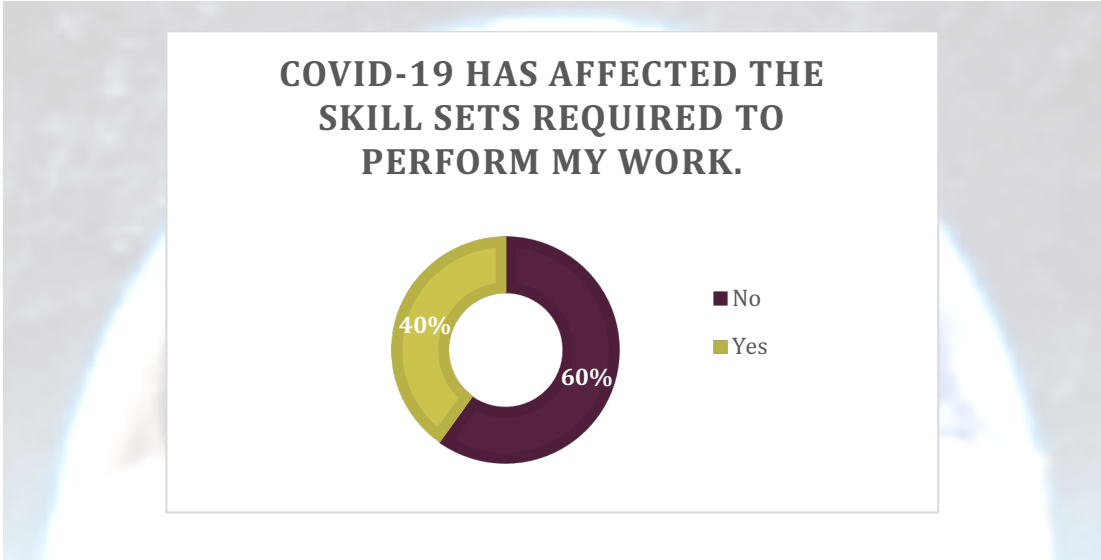
Our findings are based on the feedback provided by all the respondents that participated in the survey.

DUE TO COVID-19 IMPACT, I AM ACTIVELY LOOKING FOR A JOB CHANGE.

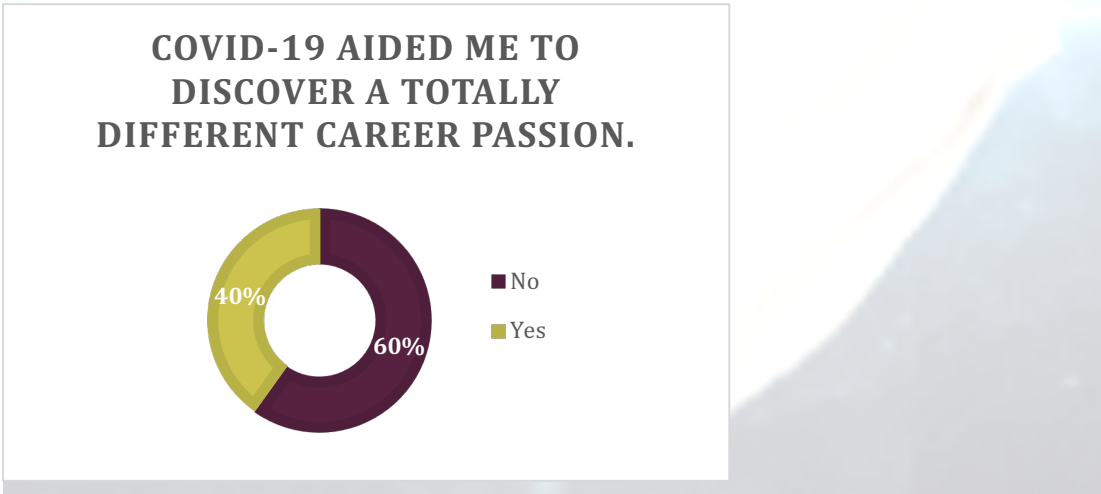


Though the pandemic created various uncertainties across business sectors, but for fear of job security, it wasn't a surprise that about 21% of the respondents decided to seek for alternative jobs.

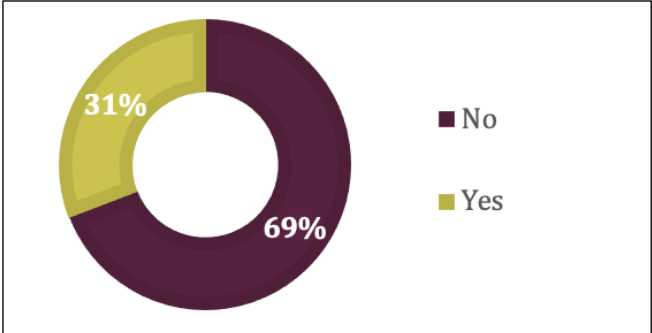
One of the key areas that must be given adequate considerations is that of the skill sets that employees now require in this “new normal” to be able to deliver effectively on their various roles. 40% of the respondents (as depicted below) alluded to the fact that the events of the pandemic have triggered a need for re-skilling in order to continue to be relevant in the context of today’s world of work.



With the career influence data below, organisations may now want to use this opportunity to put in place a viable career management approach that allows for career discussion, feedback and alignment of individual career interests with the organisational goals.

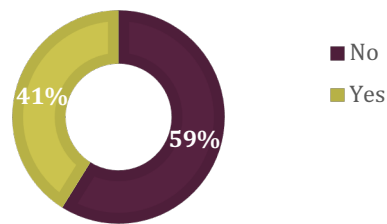


ALTHOUGH I STILL WORK FOR MY EMPLOYER, BUT I STARTED MY OWN BUSINESS AS A RESULT OF COVID-19.

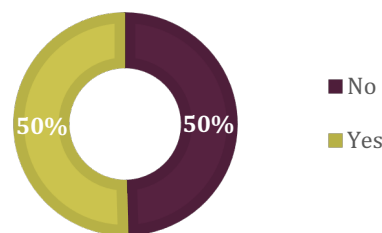


Considering the interesting outcomes vis-à-vis the effectiveness of working from home and the perceived distractions, employers as well as employees might want to have a rethink on how best to achieve the desired business results in the context of the new work reality.

MY WORK OR ROLE IS MORE EFFECTIVE BY WORKING FROM HOME.



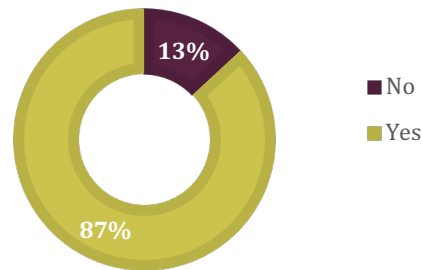
WORKING FROM HOME HAS TOO MUCH DISTRACTIONS.



“No doubt, considering the changing world of work as influenced by the advent of coronavirus, the dynamics as to what constitute a workplace has been significantly altered. Every employee’s home now seems to be a potential workplace as the concept of working from home becomes a norm in various organisations. Though, it may be challenging for employers to extend or enforce the organisation’s cultural practices in their employees’ homes, the flexibility that working from home provides to a number of employees serves as an attractive value proposition”.

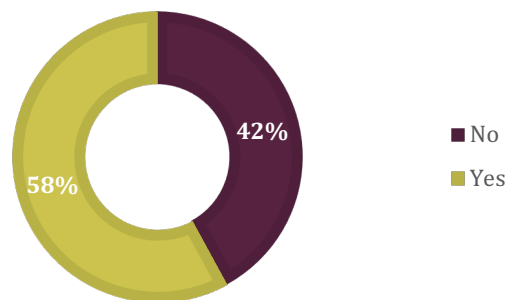
- Extract from the book: “Talent Management Agenda in a Post Covid-19 World” by Adebayo Akinloye.

IN BUILDING THE NEEDED CAPABILITY FOR MY JOB, VIRTUAL TRAINING HAS BEEN VERY EFFECTIVE.



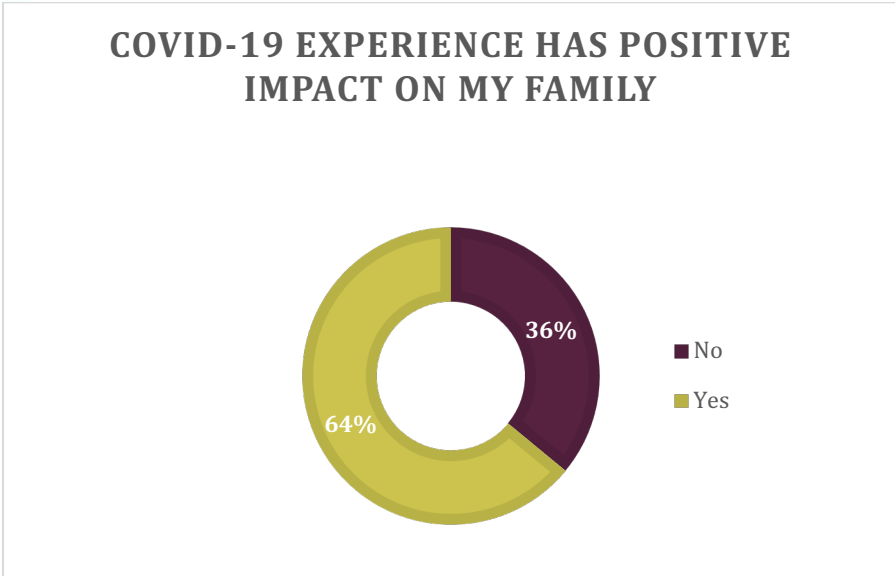
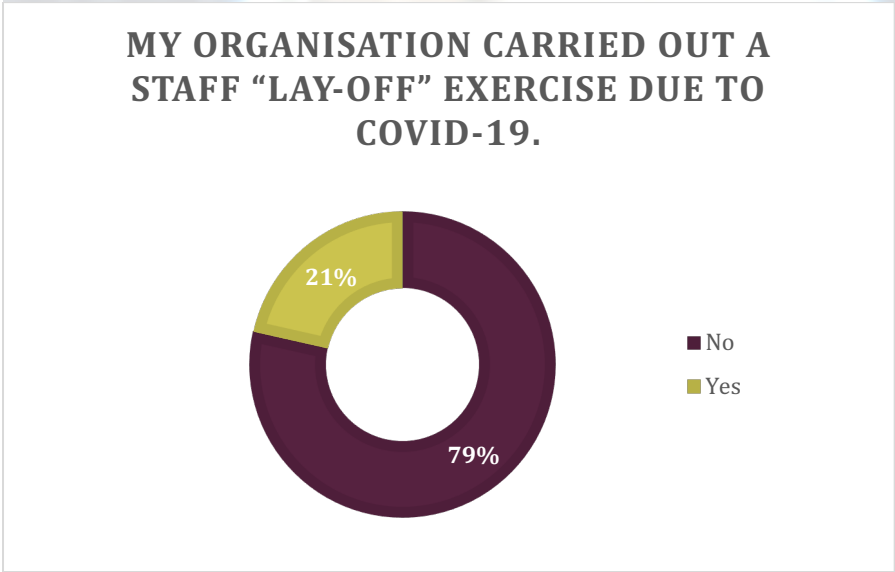
Interestingly, 87% of the respondents agreed that virtual training has been effective in bridging the capability and development gaps during this pandemic period. Invariably, technology has become a key tool in the new world of work.

MEASURING EMPLOYEE'S PERFORMANCE IS A CHALLENGE WITH COVID-19 EXPERIENCE.



If 42% of the respondents subscribed to the fact that measuring employee's performance is a challenge with the pandemic's experience, the question that every line manager should tackle is; how do I drive accountability and result? It essentially means that strict benchmarks or targets with clear measurement or tracking approach must be put in place for every individual to ensure maximum productivity or output.

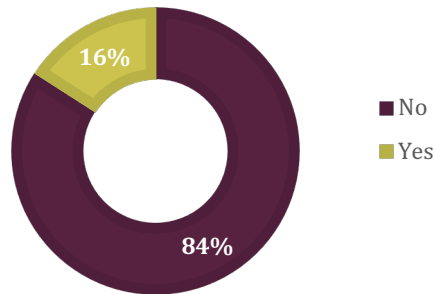
The economic implications of COVID-19 cannot be overemphasised particularly, with the resultant effects on lay-offs and redundancies. In the last couple of months, we have witnessed a collapse of economies and businesses globally which had greatly impacted peoples' careers and career decisions. The feedback from the survey shows a 21% of the respondents saying that their organisations have carried out one form of lay-off exercise or the other within the period.



Covid-19 experience particularly, the lockdown gave many people the opportunity to spend time with family members.

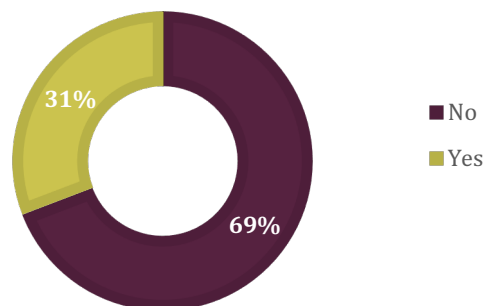
Many seems to have enjoyed the flexibility of working from home.

I AM WILLING TO RESIGN OR SEEK FOR ALTERNATIVE WORK IF WORKING FROM HOME IS REVERSED BY MY ORGANISATION.

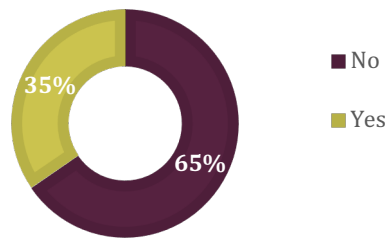


As mentioned in the book, “talent management agenda in a post Covid-19 world by Adebayo Akinloye (ORDER on AMAZON: <https://lnkd.in/ezct8j4>), issues relating to prolonged isolation, concerns for employees with mental illnesses and domestic abuses could make working from home extremely challenging. Employers need to critically reflect on the perceived feeling of isolation and mental health concerns that were triggered by Covid-19 events in order to devise the appropriate support structure needed to mitigate the effects and help effective reintegration back into the workplace?

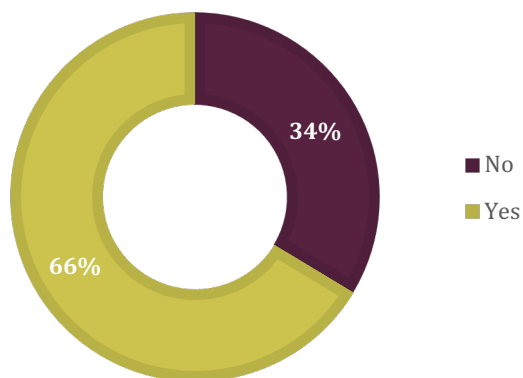
I SUFFERED ISOLATION BY WORKING FROM HOME (COMPARED TO WORKING FROM THE OFFICE).



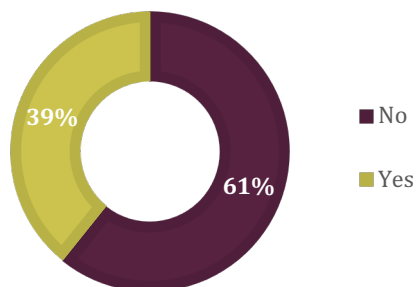
MY ORGANISATION DID NOT PROVIDE ADEQUATE SUPPORT STRUCTURE TO ENABLE ME WORK EFFECTIVELY FROM HOME.



I WORK LONGER HOURS WITH THE CONCEPT OF WORKING FROM HOME.

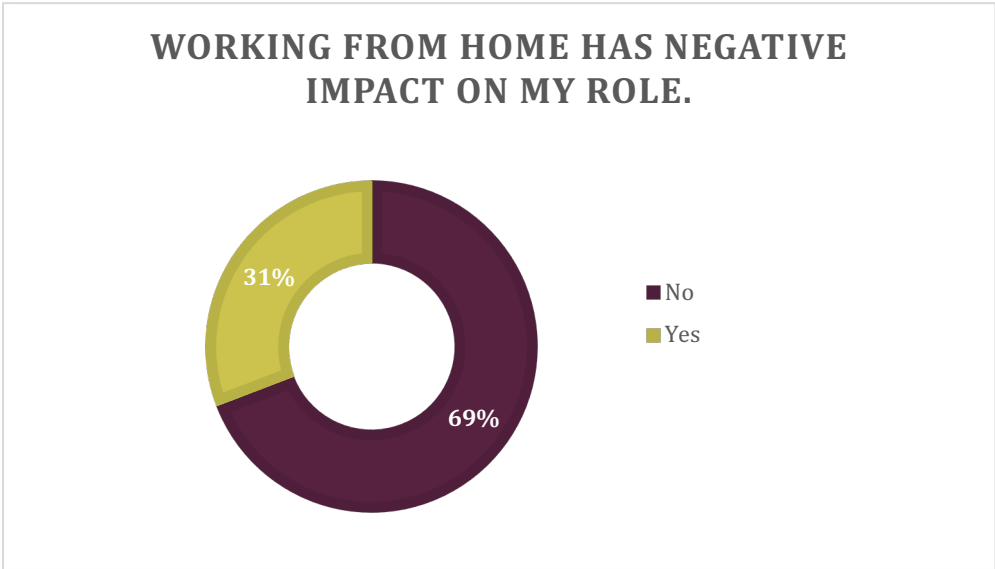
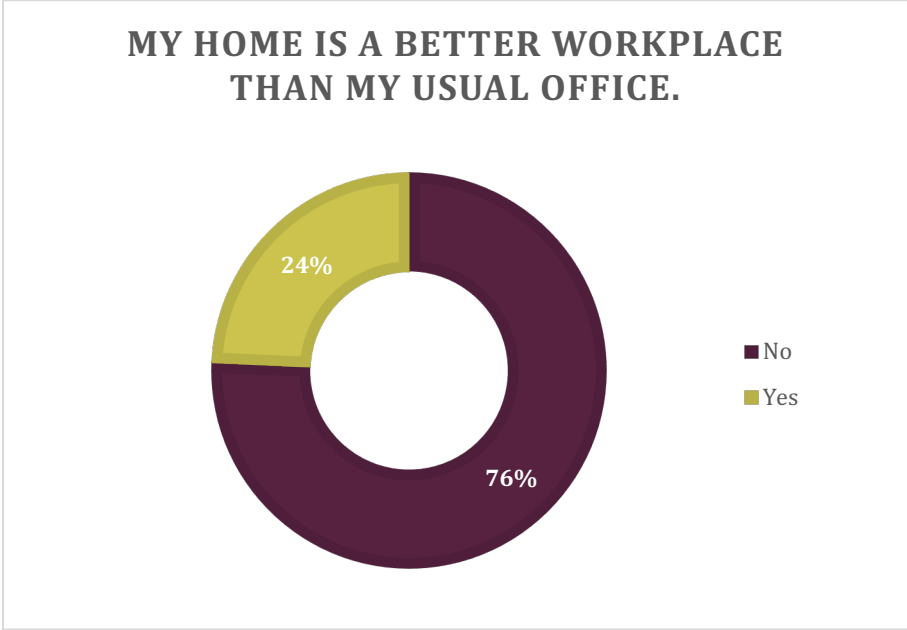


WORKING FROM HOME IS MORE STRESSFUL FOR ME.

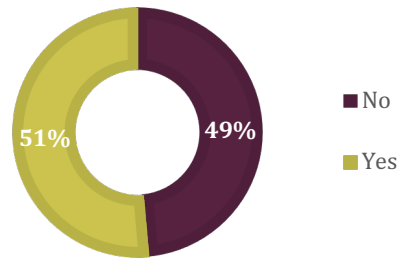


Support structure to help employees navigate the unfolding trends becomes important.

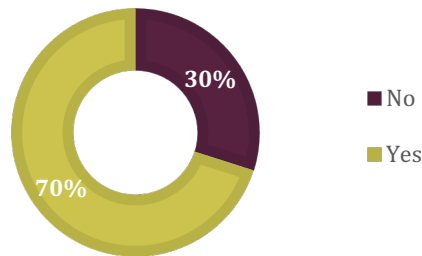
Further findings from the survey showed the outcomes represented below:



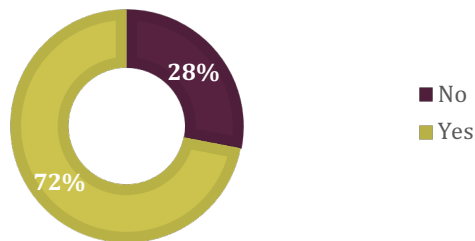
MY ORGANISATION PROACTIVELY PREPARED ME TO DEAL WITH A PANDEMIC SUCH AS COVID-19.



I WANT TO RETURN TO THE OFFICE ENVIRONMENT.



A PART OF MY HOME HAS BEEN CONVERTED TO A WORKSTATION.



FINAL COMMENT

Organisations and individuals alike might want to give due considerations to some of the critical insights that have been revealed by this survey; adopt pro-active disposition or approach towards mitigating any adverse effects while also focusing on improvement interventions or support structures to

enhance the employee engagement dimensions as revealed by the survey outcomes. Any organisation that intends to match these unfolding trends in the “world of work” will have to explore various challenges or risks which both employees and the organisation may be exposed to while adopting these new realities. Then, figure out how these challenges or risks would be effectively managed in the contexts of their organisations.

ABOUT ASA TALENT & SUCCESSION MANAGEMENT SOLUTIONS

We are a duly registered and professionally licensed Human Resources & Organisational Development Solutions provider with extensive experience in designing and delivering fit-for purpose consultancy services including; Organisational Development, Performance Management, Learning & Development, Succession Planning, Compensation & Benefit, Competency Framework, Executive Coaching & Mentoring and Leadership Development.

With a team of professionals and Consultants who have over the years garnered both educational and relevant practical experiences working with various organisations at different levels on several HR consultancy projects, and our partnerships with reputable individuals and organisations, we guarantee you a range of timely, highly contextual, flexible, integrated and cost-effective solutions that will address your organization’s strategic human capital agenda and business needs.



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