

# COVID-19 Employer Survey

Survey Results /  
Insights

## On March 31, we conducted a short survey to assess how employers are responding to COVID-19. Over 1,400 people participated.

ThinkHR and Mammoth have been on the ground, supporting thousands of employers with HR and compliance guidance as COVID-19 continues to cause unprecedented challenges.

This Employer Survey was conducted during ThinkHR's "COVID-19 Updates and Employer FAQ" webinar held on 3/31/2020. The majority of the webinar attendees were small-to-medium businesses or organizations (SMBs) with fewer than 500 employees. In total, 1,480 HR professionals and business owners participated in this survey.

We present these survey findings to help you, our employer network, navigate the impact of COVID-19.

## Forced to Take Action

Employers are being forced to take action in response to COVID-19. The most common actions were to reduce employee hours (58%) and apply for SBA or other loans (31%). Laying off employees and furloughs were the next most common actions (24% and 23%, respectively). Closing entirely was the least common response (12%), but no less impactful (or heartbreaking).

The data suggest that employers are doing everything in their power to protect employees while staying afloat.



## Top Organizational Concerns

Meeting compliance obligations and workforce health and safety were tied as the top organizational concerns for respondents as a result of COVID-19 (33%, each). The next biggest was keeping core business functions alive (16%).

Managing a remote workplace, employee engagement, and sales/revenue received a small amount of responses

(11% combined), suggesting that employers are more macro-focused (i.e. business operations) right now, and less micro-focused (i.e. employee experiences). However, these less common responses shouldn't be discounted—multiple "Other" responses indicated that "all of the above" or "most of the above" were most accurate to their situations.

# Understanding Legal Guidance

Legal guidance isn't self-evident. About 91% of respondents expressed that they need some level of extra help in navigating state and federal guidance, which includes COVID-19 related assets. Between states passing new legislation, like paid sick leave laws, and federal agencies releasing new guidance every week, this completely makes sense. It also shows that government resources alone are not enough. SMBs might want to think of ways to share knowledge with each other as well as seek help from legal experts.

## How confident are you in navigating guidance released by state and federal governments?

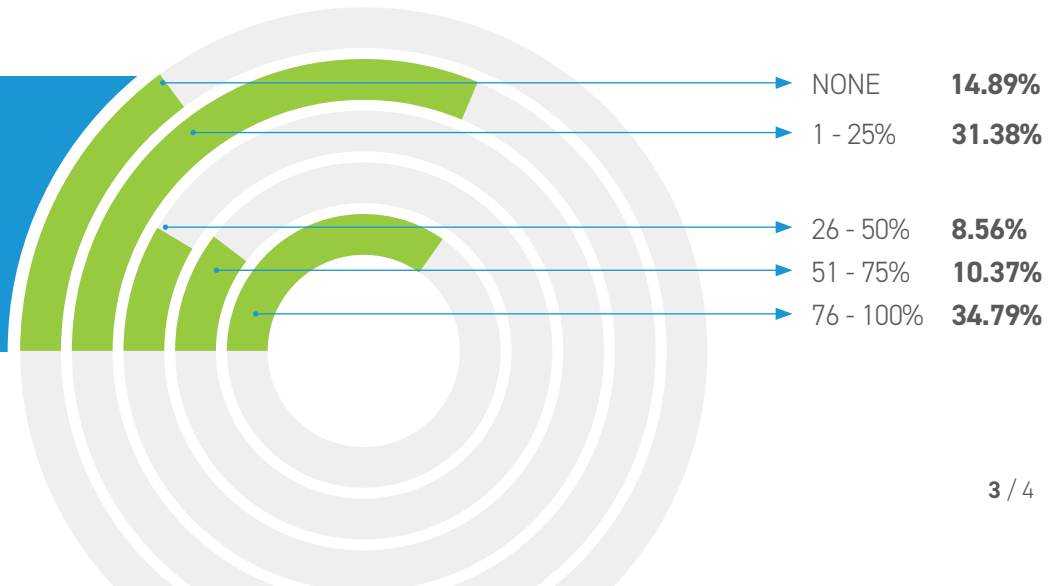


# Increased Remote Work

The prevalence of remote work is increasing. About 84% of respondents have some number of employees working remotely as a result of COVID-19. The significance of these findings is best understood in comparison to pre-COVID-19 data. In a January 2020 ThinkHR survey of employers, only 58% of respondents had any employees working remotely.

In regards to a mostly remote workforce (50% or higher), it was 8% in January 2020. That number is now 41%. The jump in remote work isn't surprising, given that SMBs are forced to be flexible to keep operations going. As employers get used to flexible working arrangements, it's expected that they will move from an organizational focus to an employee experience focus.

## What percentage of your workforce is working remotely due to COVID-19?



# Policies Reflecting Reality

71% of respondents have changed their workplace policies as a result of COVID-19. Given the top reported concerns of health, safety, and compliance, it is likely that sick and medical leaves were amended to both respond to the possible contracting of COVID-19 and to new state and federal laws. However, it's expected that some employers added new policies as a best practice, such as work from home or telecommuting policies. Policies form the backbone of an organization, and it's positive that most employers are being responsive.



## About

The combined entity of ThinkHR and Mammoth is a trusted provider of HR knowledge and technology-powered employer solutions. Together, the two companies deliver HR on-demand to hundreds of thousands of small- and medium-sized businesses nationwide.



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