



ENGAGEROCKET

People Continuity Package

## Workplace Insights in the New Normal

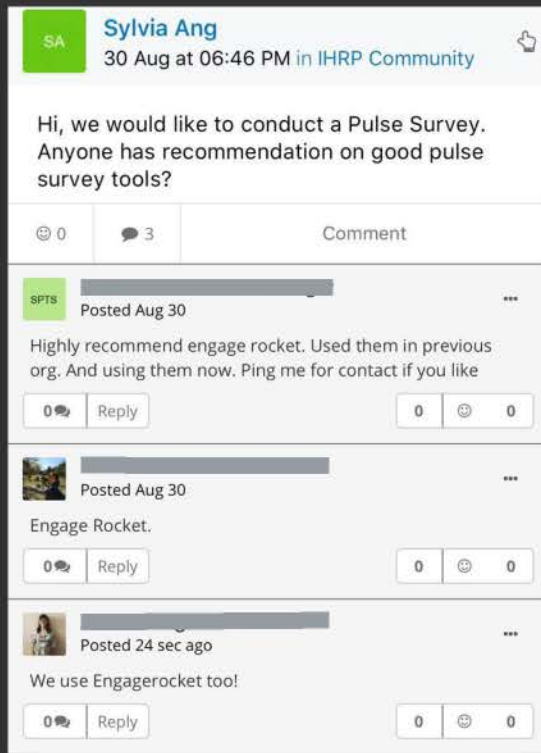
**Pulse of the SG Workforce in the Circuit Breaker and beyond**





“Through this renewed partnership with EngageRocket, we are maximizing the strength of our HR data as a basis for improving HR processes and systems to provide a better experience for all employees.”

**Libertha Hutapea** - Head of Talent, Learning & Development at Tokopedia



FEATURED IN:



“ ONE OF THE 20 hottest startups ”

Singapore Business Review

# Agenda



- Introduction
- Workplace Stress
- The new normal: Working from home
- Engaging people through a crisis
- Conclusion

# Introduction

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**95  
Companies**

**68%  
Participation**

**15 Industries**

**309,955  
Responses**

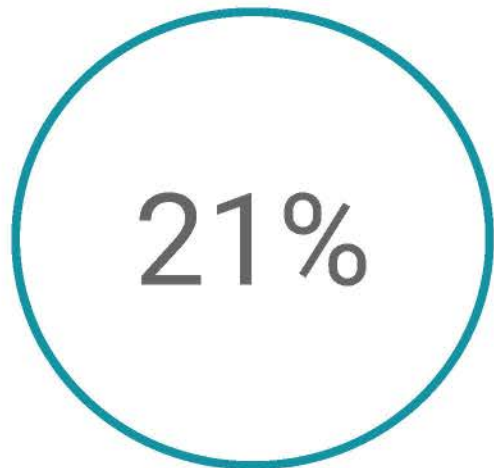
**12,059  
Respondents**

# Workplace Stress

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# 1 in 5 Singapore workers **feeling more stressed**



Answered Strongly Disagree or Disagree to "All things considered, my stress levels are still normal."

## Top concerns during COVID-19



What has been your main source(s) of concern in the COVID-19 environment? (Select up to 3)



## Economic worries creeping in:

Cost-cutting and salary

Job security

### Answer

- Health and economic impact on the country
- A member of my family might contract COVID-19
- Cost-cutting measures that might impact my compensation
- My productivity and performance will be impacted due to working from home
- I will lose my job





# The New Normal: Working From Home

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CNA

## Employers must adjust mindsets, embrace working from home as new normal: Lawrence Wong



(Photo: Unsplash/Priscilla Du Preez)

Channel NewsAsia, 23 May 2020

<https://www.channelnewsasia.com/news/employers-working-from-home-covid-19-new-normal-lawrence-wong-12763298>



# Most keen to continue WFH in some measure post-circuit breaker

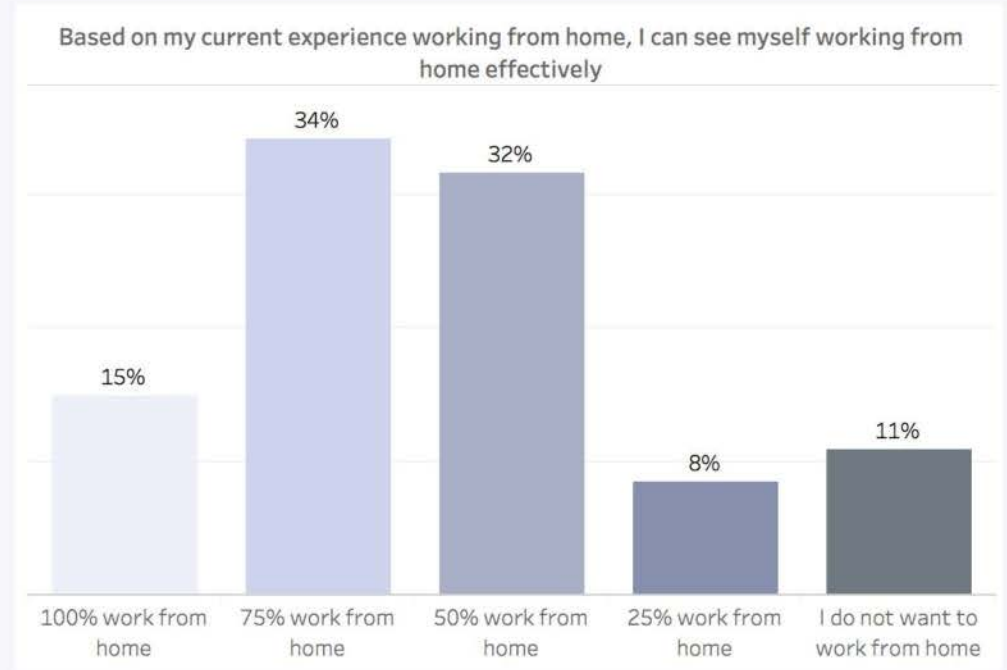
 The Straits Times  
29 April at 17:35 · 🌐

Do you prefer to work from office or from home?



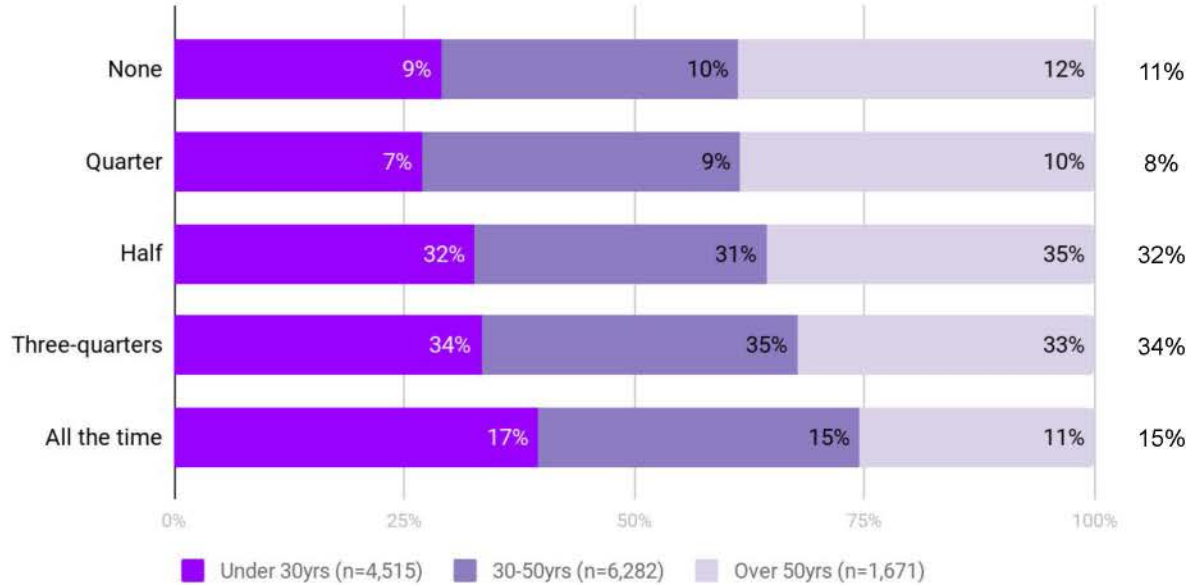
STRAITSTIMES.COM  
**Most employees keen to continue working from home after Covid-19 circuit breaker: Survey**

   2.7K 660 comments 1.5K shares

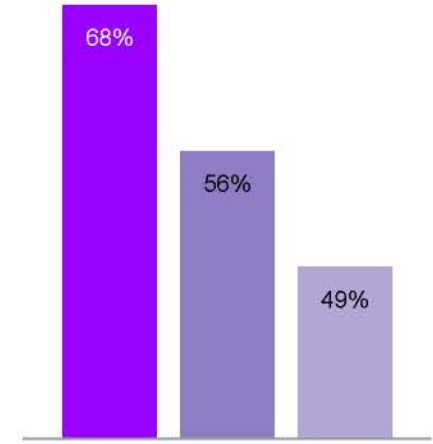


# Younger workers prefer to WFH, and report being more productive doing so

## Desired WFH after circuit breaker

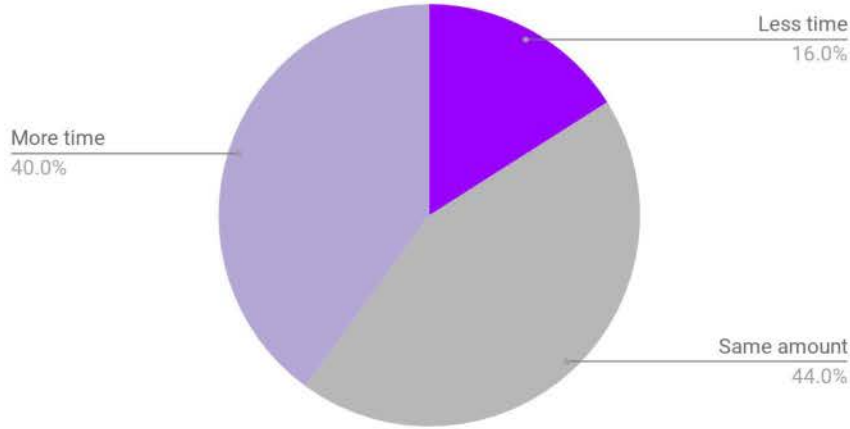


## Equal or higher productivity while WFH

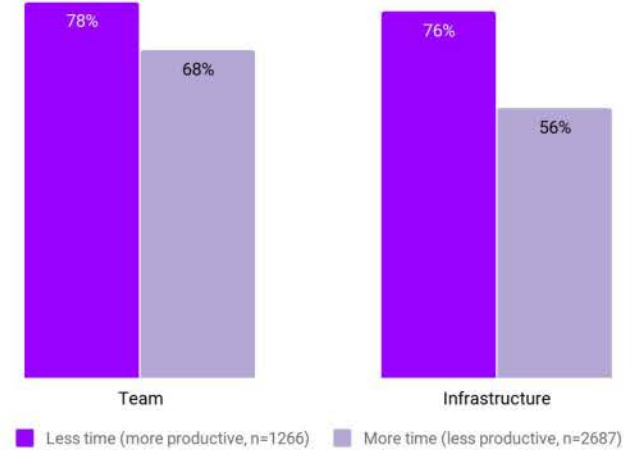


# Productivity tax from WFH - investments needed in support infrastructure

When working from home, it takes me \_\_\_\_\_ to achieve the same productivity as before COVID-19.



% Favourable scores on enabling factors



**Team:** "My colleagues remain committed to quality deliverables while working from home."

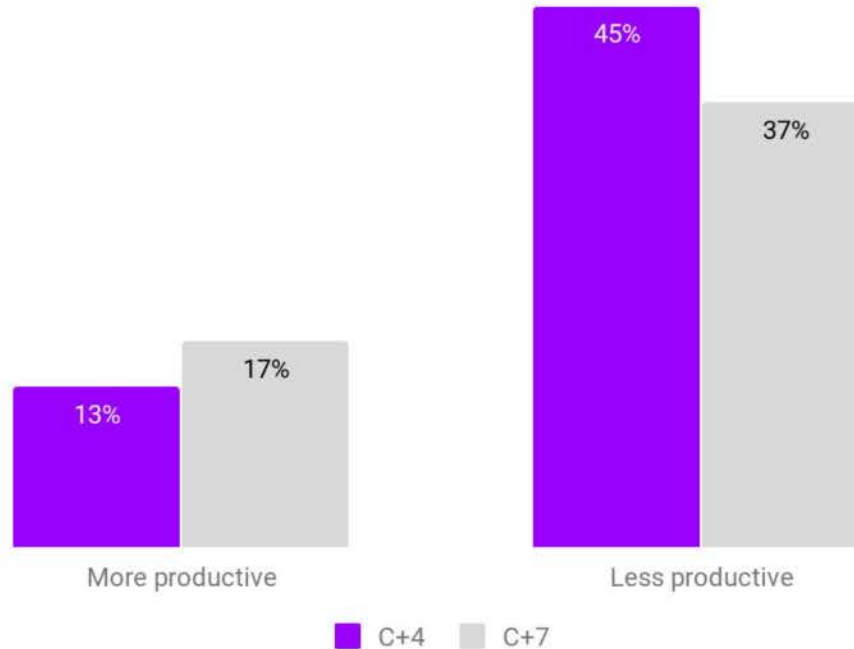
**Infrastructure:** "When working from home, I have access to the resources (e.g. equipment, technology, support services, etc.) I need to do my job effectively."

**Favourable:** answered "Agree" or "Strongly Agree"



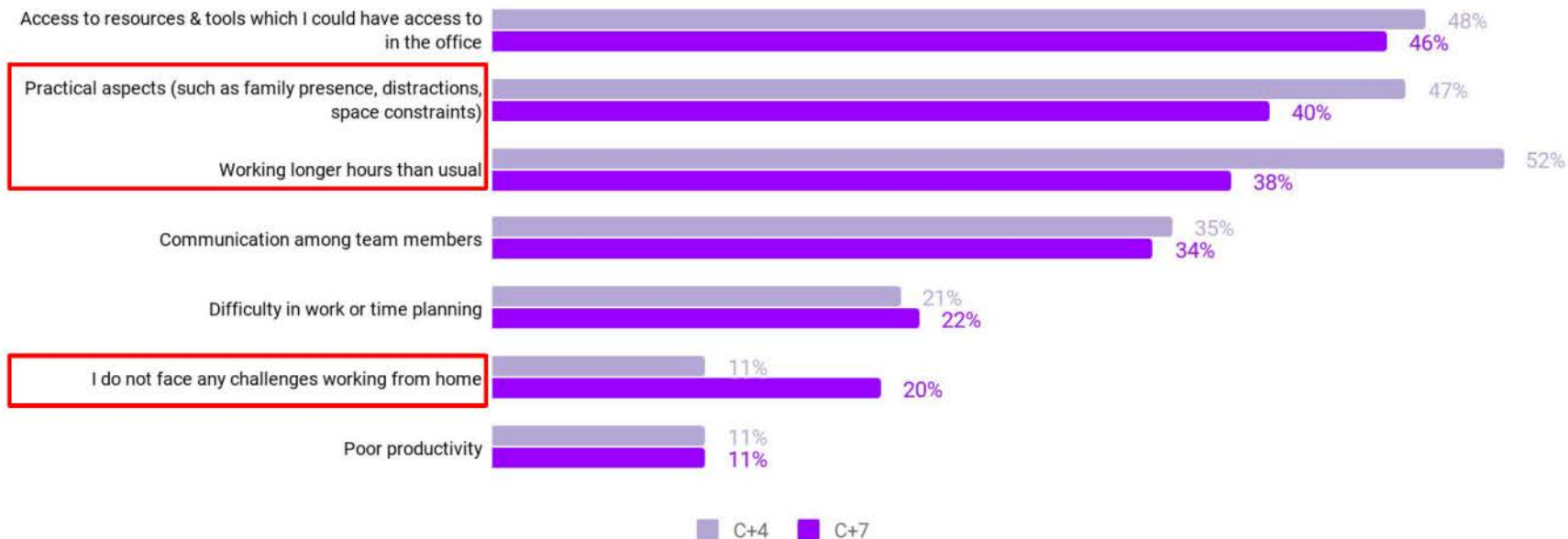
# Adaptive improvements as WFH continues

## Productivity: weeks into circuit breaker



# Key WFH challenges are being mitigated, but infrastructure slower to resolve

When working from home, the main challenge I face is (select up to 3):



# Engagement & culture for strong recovery

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## Employee Net Promoter Score (eNPS)

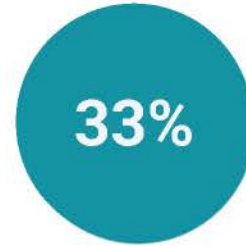
How likely are you to recommend this organisation to friends or family as a place to work?



**DETRACTORS**



**PASSIVES**



**PROMOTERS**

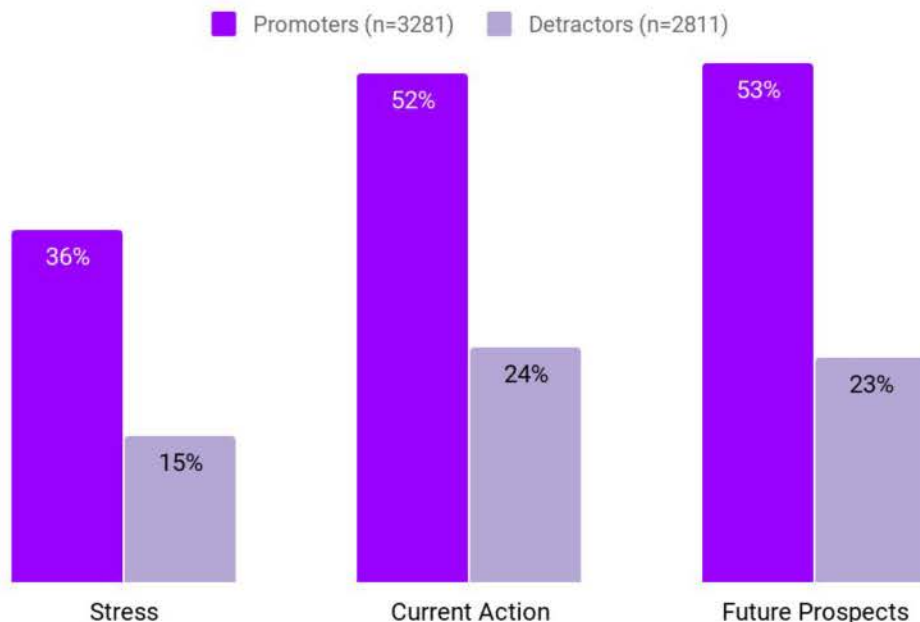
$$33\% - 28\% = 5$$

*EngageRocket's Benchmark is -8*



# Culture & engagement improves resilience, reduces stress by >2X

## % Favourable across outcomes



**Stress:** "All things considered, my stress levels are still normal."

**Current Action:** "I am confident in the action steps taken by my organisation to address problems resulting from COVID-19 situation."

**Future Prospects:** "I am confident of the future of my organisation."

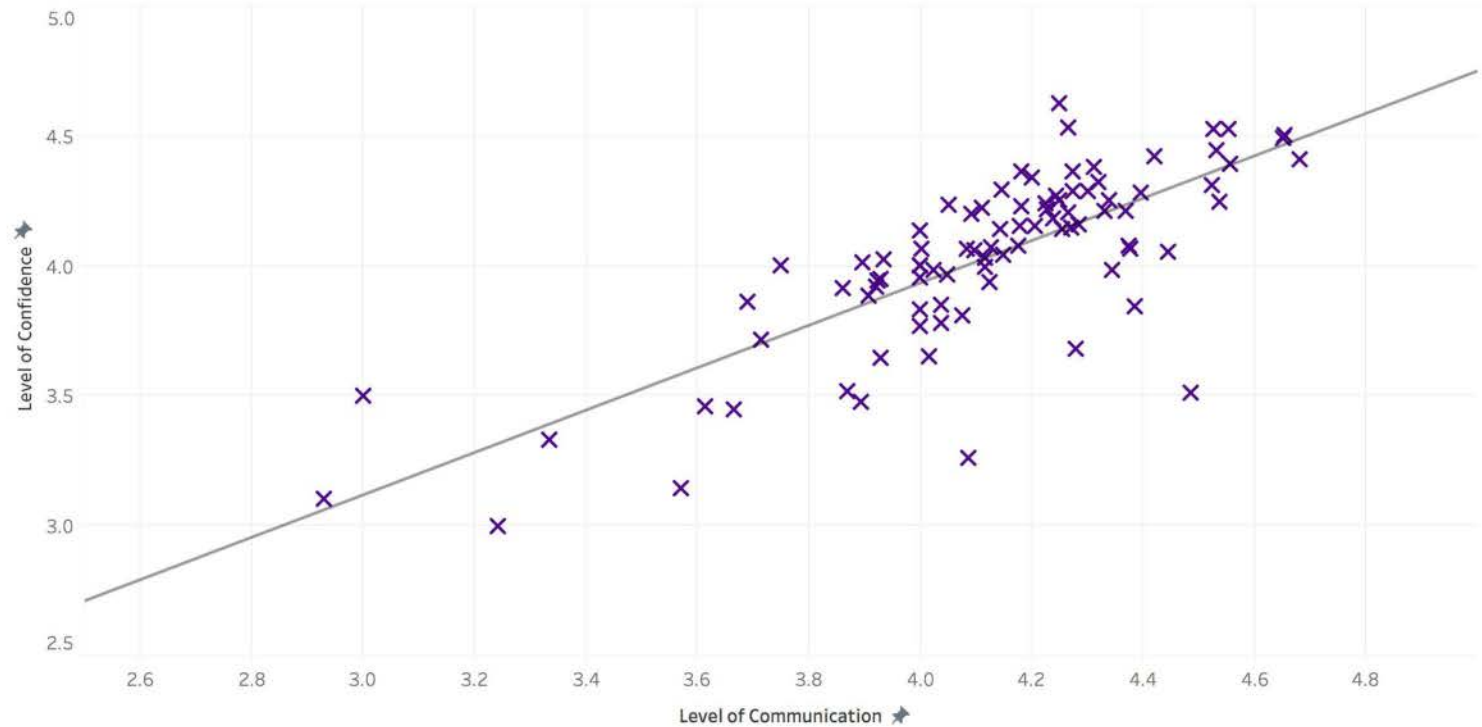


# Managers make the difference in driving engagement & culture

## % Favourable on engagement & culture drivers



## Quick win: over-communication to drive confidence in the future



# Conclusion

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## Next steps



Access daily updates on [Pulse of the SG Workforce dashboard](#)



Get similar data [free for your company here](#)



Get free additional learning resources from [EngageRocket Academy](#)



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## Additional resources

Register to our upcoming lesson:

- Lesson 1: The Next Normal at the Workplace - Why We Need Pulse Surveys Now.  
On-demand video - [Register here](#)

Insights for Leaders:



[Keep employees engaged with Ong Chin Yin,  
Head of People at Grab](#) 



[People analytics for a People-first strategy  
Interview with Dr Fermin Diez](#) 



[Interview with Chanel Lim, Chief People  
Officer at GoBear](#) 