

Living the Future of Work

The World's Largest Remote-Work Experience

The following results are based on Prudential's Pulse of the American Worker Survey conducted by Morning Consult in April and May 2020.

The Impact of COVID-19 on the Workplace

The way in which Americans work will never go back to "normal"



The pandemic has created stress that negatively impacted my work performance



Workplaces forever changed

More than **6 in 10** American workers say the way Americans work will never be the same. Almost half (**46%**) say the pandemic has created stress that's negatively impacted their work.

The pandemic also is affecting how workers think about the future of the worksite. Nearly **6 in 10** say they will change their personal behavior at work to limit their contact with people.

Worksite of the future



66% say the worksite will need to be restructured to create more personal space.

49% of workers believe open offices/workspaces are no longer conducive to their health and wellness.

50% want their employers to limit the number of in-person meetings once the pandemic is over.



Working from home: the next normal?

55%

of workers¹ are working remotely at least some of the time during the pandemic. Only about a quarter (**26%**) say their employer offered a remote-work option before the pandemic.

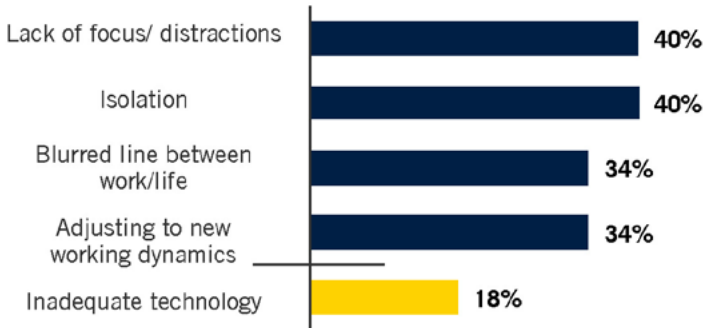
68%

of American workers say working remotely will become much more normal after the pandemic—**1 in 5** is seriously considering finding a job that allows them to work remotely.



The Remote Workforce

Biggest challenges to working remotely



Technology not a concern

When asked about the biggest challenges they've faced while working remotely, workers cite intangible issues such as **distractions** and **isolation**. Only **18%** cite **inadequate technology** as a challenge.

Remote work is operating smoothly, but there are some watch-outs

54%

of American workers would like to work remotely in the future—this is higher among those currently working remotely (**68%**).

75%

of Americans currently working remotely say their employer has taken steps to ensure they are able to work from home.

55%

of Americans currently working remotely feel less connected to their company as a result.

59%

of Americans currently working remotely feel as productive as they do at the worksite.

69%

of Americans currently working remotely make more time for self-care.

47%

of Americans currently working remotely work more hours when remote.

The skills honed remotely

When asked what skills they have improved upon while working remotely, American workers say:



New technology
(**28%**)



Teleconference/video conference skills (**28%**)



Time/project management (**24%**)



Critical thinking
(**20%**)



Employers Respond to COVID-19

Grading Employers' Responses to Covid-19



36%



36%



4%

Workers give high marks to employers' responses

The majority of American workers (72%) grade their employer's response to the pandemic as a B or higher—only 4% gave them an F. Additionally, half of workers feel more committed to their employer because of its pandemic response.

Moreover, more than a quarter of workers (28%) plan to look for a job at a different employer, once the pandemic is over. This percentage is higher among those who rated their employer's response to the pandemic a C or lower (43%).

COVID-19-specific benefits workers want

When asked what health benefit offerings would be most useful during the COVID-19 pandemic, workers say **help paying for testing and treatment, sick leave** and **around-the-clock access to health care professionals**.

Percentage listed are of those that selected each option as one of their top two choices.

#1

Increasing paid sick leave for workers that have COVID-19 (48%)

#2

Waiving copays for COVID19 testing and treatment (43%)

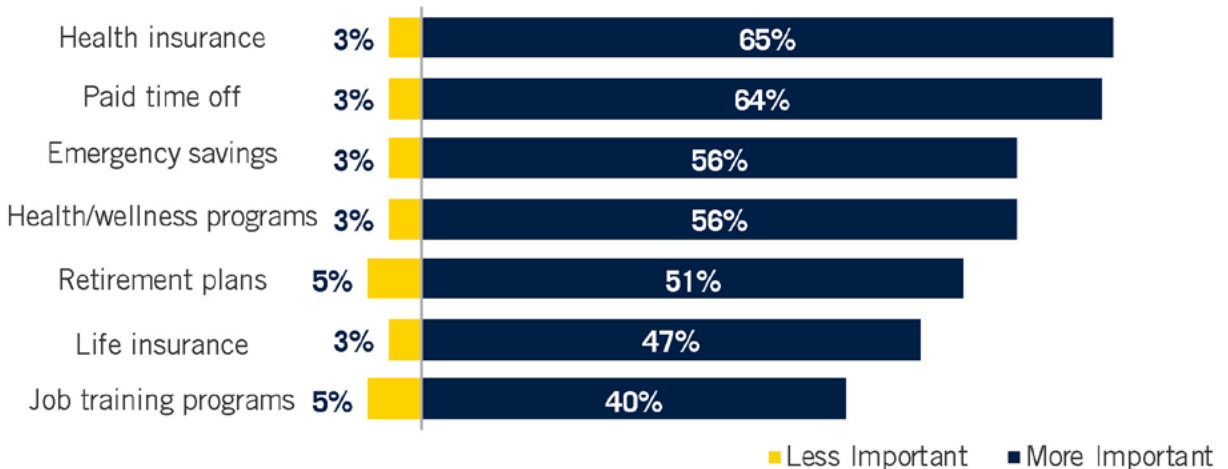
#3

Providing access to health care professionals 24/7 (24%)

Core benefits grow in importance

Workers say core benefits, such as **health and life insurance, paid time off/sick leave** and **emergency savings programs**, have become increasingly more important to them as a result of the global pandemic.

Benefits that have become more important since the pandemic





The Future of Skilling

I am concerned I will not have the skills for the jobs that are immediately available once the economy starts back up

27%



Workers concerned about skills

More than a quarter of American workers (27%) are concerned they will not have the skills for the jobs that will be available once the economy starts back up.

49%

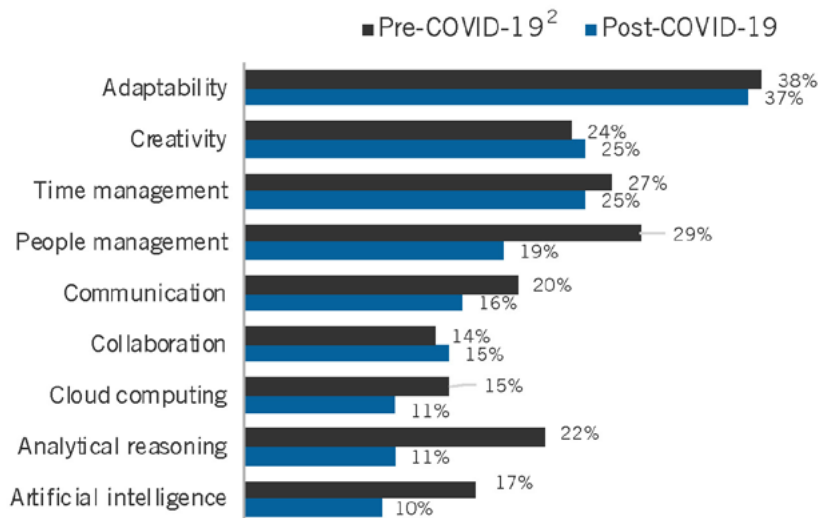
of workers say they are more likely to use online programs to learn based on their experience during the global pandemic. This is higher among those who are currently working remotely (59%).

44%

of workers spent time learning a new skill during the pandemic—most because they had the time (47%) or wanted to ensure they had the skills to be employable (33%).

Softer skills continue to be valuable

Workers continue to see value in soft skills like **adaptability**, **time management**, **creativity** and **collaboration** after the threat of the pandemic subsides.



Percentage listed are of those that selected each option as one of their top three choices.

¹ Workers defined in this percentage do not include those who were furloughed.

² Pre-COVID-19 refers to respondents who answered a similar question in the August 2019 Pulse of the American Worker Survey.

The Pulse of the American Survey was conducted on behalf of Prudential by Morning Consult from April 29 to May 6, 2020, among a national sample of 2,050 self-identified full-time employed adults (age 18 and over), including workers currently furloughed. The interviews were conducted online, and the data was weighted to approximate a target sample of adults based on age, educational attainment, race/ethnicity, and gender. Results from the full survey have a margin of error of ±2 percentage points. Percentages may not total 100 percent due to rounding.

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