



2020 Talent Management Trends Review

# Remote Work



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Without question, the pandemic redefined many aspects of our personal and professional lives. Arguably one of the most pronounced areas has been the seemingly overnight shift to remote work.

Remote work certainly is not a new concept. Prior to the coronavirus pandemic, some businesses offered remote work – or telecommuting – as a perk for those positions which lent themselves to that sort of flexibility. By no means though was this a widespread benefit. In 2019, only 7% of private sector workers and 4% of public sector workers had access to remote work benefits. Now though, 62% of all employees in the U.S. workforce are remote.

Despite the rapid shift to remote work, some businesses haven't adopted such policies simply because their workers cannot perform

their jobs without being on site. This is especially true for industries such as hospitality, construction and agriculture.

Of those that have made the shift, it wasn't necessarily a move that business leaders adopted without doubt – many sharing the concerning question, "If I can't see my employees, will they actually work?" Not only has this year alleviated these fears for most business leaders, but also the shift has shown organizations everywhere the tremendous promise remote work offers.

According to multiple studies, more than 70% of business leaders believe remote work has increased the talent pool for high-demand positions. Additionally, nearly three-quarters of companies (74%) plan to permanently adopt more remote work policies after the pandemic subsides, which aligns with the preferences of most workers. According to a recent McKinsey study, 80% of workers enjoy working from home and more than two-thirds (69%) say that they are either more productive or as productive as before the pandemic when they were always working in the office.

Suffice it to say, remote work remains one of the prevailing business trends for 2021. What follows is the first issue of our annual trends report – one of three – exploring this topic in more detail, which we hope can offer some helpful insights for you and organization!

# Leadership Outlook<sup>1</sup>

**78%**

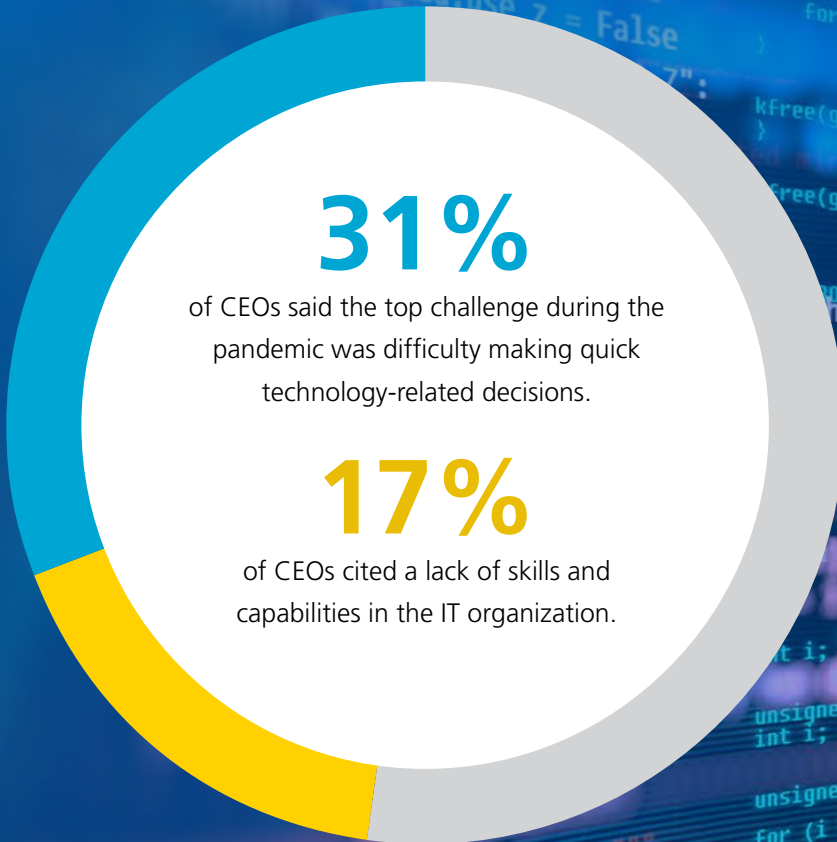
of CEOs said the need for remote working has prompted their organizations to make significant changes to their policies to nurture their culture.

**73%**

of CEOs believe that remote working has widened their available talent pool.

While 'talent risk' was the threat that CEOs ranked behind 11 other risks at the beginning of the year, it has now risen to be the number one threat to long-term growth, with CEOs recognizing the need to keep their people feeling safe but also connected, engaged and productive.

# Leadership Outlook<sup>2</sup>

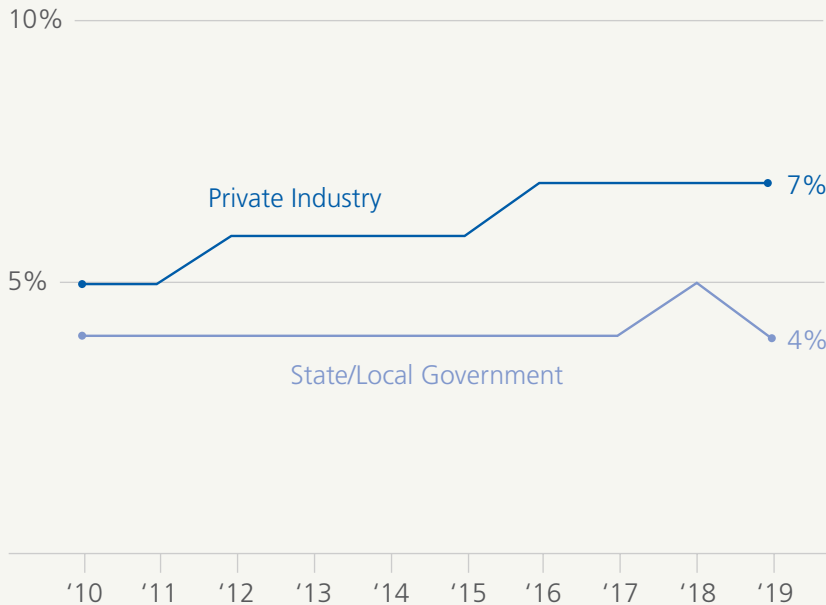


# Then and Now<sup>3</sup>



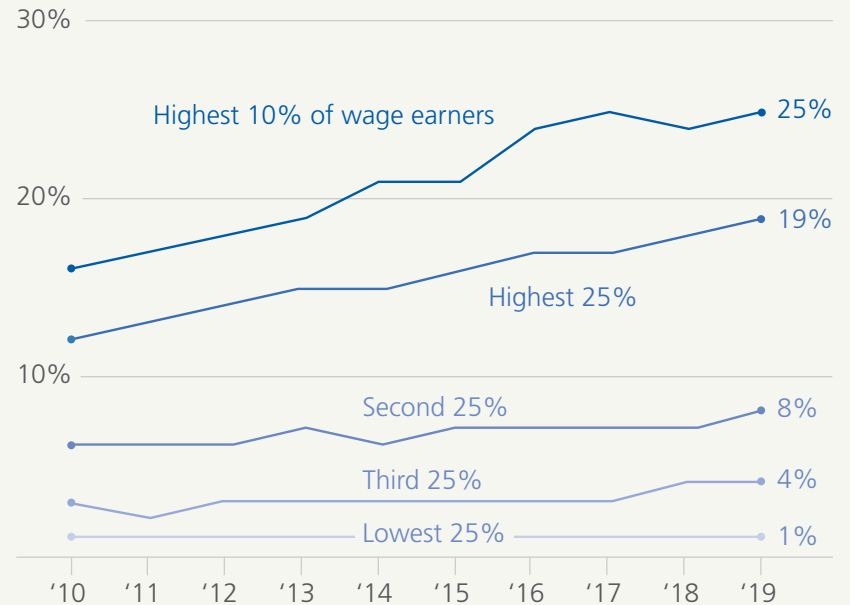
## Not many Americans could work remotely...

Share of U.S. workers in \_\_\_\_\_ with access to “flexible workplace” (telework) benefit



## ...and those who could tended to be the highest paid

Share of U.S. private-sector workers with access to telework, by average wage level

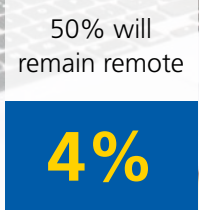
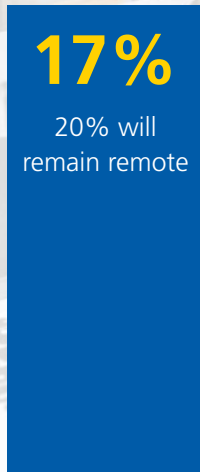



5 3. 2019 National Compensation Survey, U.S. Bureau of Labor Statistics, PEW Research Center, <https://www.pewresearch.org/fact-tank/2020/03/20/before-the-coronavirus-telework-was-an-optional-benefit-mostly-for-the-affluent-few> | 4. Gallup, <https://www.talentlyft.com/en/blog/article/387/top-5-remote-work-trends-for-2020-covid-19-update>

# Remote Work in the Future<sup>5</sup>

What percentage of your workforce will remain permanently remote post-COVID?

74% of Companies Plan to Permanently Shift To More Remote Work Post-COVID



 % of employees within companies

# Industry Comparison<sup>6</sup>

Ability to work remotely and its effect on employment during the pandemic

Industry	Percent share of employed able to telework (April 2020)	Labor market outcomes		Percent change in employment (February-April 2020)		
		Percent change in employment (February-April 2020)	Percentage-point change in unemployment rate (February-April 2020)	Able to telework	Not able to telework	Difference
Financial activities	81.1	-6.1	3.7	-5.8	-7.2	1.4
Information	80.4	-11.8	9.3	-2.1	-37.3	35.2
Professional and business services	71.6	-9.6	5.5	-6.4	-16.8	10.4
Public administration	57.0	-3.8	3.4	-1.5	-6.7	5.1
Education and health services	47.9	-13.9	9.4	-12.5	-15.2	2.8
Manufacturing	41.0	-13.7	9.2	-3.9	-19.5	15.5
Mining, quarrying, and oil and gas extraction	40.3	-14.9	4.2	5.5	-24.8	30.3
Other services	39.9	-27.2	19.4	-8.4	-35.9	27.5
Transportation and utilities	32.7	-10.9	8.7	4.7	-16.9	21.6
Wholesale and retail trade	26.5	-16.4	12.6	-9.4	-18.6	9.2
Construction	20.7	-16.6	10.2	-11.9	-17.8	5.8
Leisure and hospitality	20.3	-42.0	32.1	-25.5	-45.1	19.6
Agriculture, forestry, fishing, and hunting	8.1	-1.2	-1.7	-4.3	-1.0	-3.3
<b>Total</b>	<b>45.8</b>	<b>-15.6</b>	<b>10.8</b>	<b>-7.9</b>	<b>-21.2</b>	<b>13.3</b>

# Workers Taking to Remote Work Amid COVID-19 Crisis<sup>7</sup>

Once restrictions on businesses and school closures are lifted, if your employer left it up to you, would you prefer to:

U.S. ADULTS

**59%**

Work remotely as much as possible

**41%**

Return to working at your office as much as you previously did







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