SHRM COVID-19 Research
Teleworking Realities & Challenges
SHRM: Better Workplaces Better World

The economy is powered by strong businesses and dynamic workplaces. As the voice of all things work, workers and the workplace, SHRM is shaping the way employers and employees thrive together. We are the driver of social and economic change in the workplace, and we foster mutually beneficial work environments that serve both business and employees. SHRM impacts 115 million employees through the work of its more than 300,000 HR and business leaders globally.

Purpose
Elevate HR.

Vision
Building a world of work that works for all.

Mission
SHRM empowers people and workplaces by advancing HR practices and by maximizing human potential.
Johnny C. Taylor, Jr.
President & CEO
Society for Human Resource Management
COVID-19 Impact
Impacts on American Work, Workers, and Workplace (SHRM Research, 2020)

- As of March 16, over 1/4 (27%) of American workers have received no information from their workplace about plans related to the Coronavirus.

- Nearly 72% of the workforce is working from home, working a modified schedule, or practicing social distancing in the workplace.

- 1 in 5 workers believe they will face extreme financial hardship or negative consequences if the crisis persists.

- Nearly 6 in 10 (58%) of American workers cannot able to meet their basic financial needs without pay for one month or longer.
COVID-19 Impact

Impacts on American Work, Workers, and Workplace (SHRM Research, 2020)

- Over half of small businesses estimate they will lose 10-30% of their revenue as a result of the Coronavirus epidemic.

- 1 in 5 small business operators expect >30% losses, with 4% expecting total loss and closure of their business.

- Service-type businesses expect to lose the most with more than 1/4 expecting over 30% losses.

- Despite focus on remote work as a reaction to the Coronavirus pandemic, less than one-third (31%) of small businesses can operate totally remotely.
Teleworking isn’t new to us—about 43 percent of U.S. workers already worked remotely in some capacity, and a little over half of U.S. jobs, or about 55 percent, could allow for telecommuting, at least on a part-time basis.

This scenario is different because it is forced total telework and virtual teamwork. Major organizations with significant investments in telework and flexible work arrangements were better prepared with knowledge-type professional services firms being furthest ahead.

One area of concern is talent acquisition where virtual recruiting tools have hit an all-time high in usage especially in terms of video interviewing and new employee virtual onboarding where volumes have nearly tripled according to some sources like HireVue.
COVID-19 Impact
Key Considerations Moving Forward

The challenges that lie ahead are varied including potential long-term economic hardship and the ability to find capital.

Organizations and, specifically HR, will need to be stewards of health, continuity, and wellness as the crisis persists.

1. The newest clause of most business continuity plans will be an infectious disease policy.

2. Nearly 15% of organizations have already stated their intent to permanently implement new realities of operations in their future.
For more information, visit shrm.co/healthsafety.