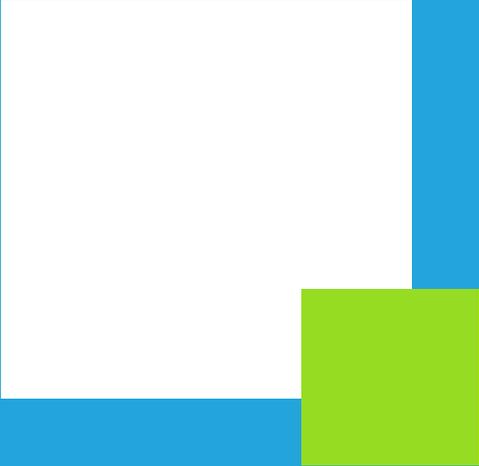




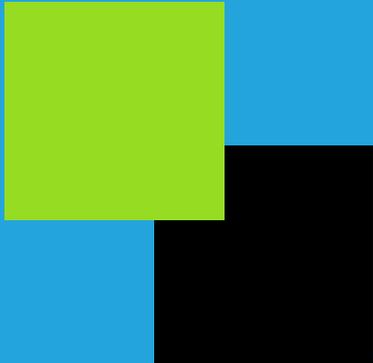
KARIANBOX



UK PLC and Covid-19: How the workforce is feeling

**Edition 2:
May 2020**

The opinions and
experiences of UK
employees during
the crisis

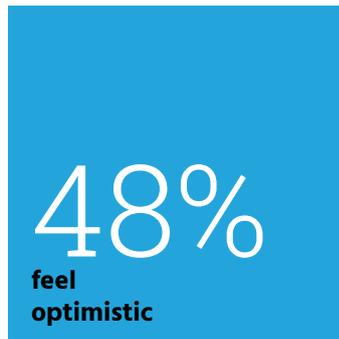


People with a voice
power performance

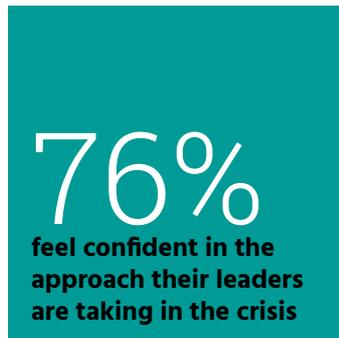
Headline findings

Analysis of over 35,000 responses from employees has highlighted how the UK workforce, working in medium to large businesses, is feeling in the current crisis.

The results in this paper outline the views of employees in May 2020 – and key changes in outlook since March/April.



There has been a trend to a more positive outlook among UK employees. The main shift since March/April has been a substantial fall in pessimism (now 24% of the workforce) and a rise in optimism. Anxiety has also declined.



There has been a significant uplift in employee confidence in their leaders. The eight-point increase since March/April means that three in four are now confident in the approach their leaders are taking to tackling the crisis.



With millions working from home, there has been a noticeable decline in regular catch-ups, meetings and other forms of connection between employees and their manager or teams. One in five employees want their leaders to ensure more regular check-ins to limit the impact of isolated working.

Click on the image above to see the previous report covering the March/April period.



There is a 50:50 split between those asking their leaders about the possibility of future remote working (29%) and those wanting to know more about a return to normal ways of working sooner (31%).

Growing workforce optimism – and confidence in UK plc’s leaders

The changes in employee sentiment since March/April are all positive ones.

Marginally lower anxiety is coupled with much less pessimism and growing optimism.

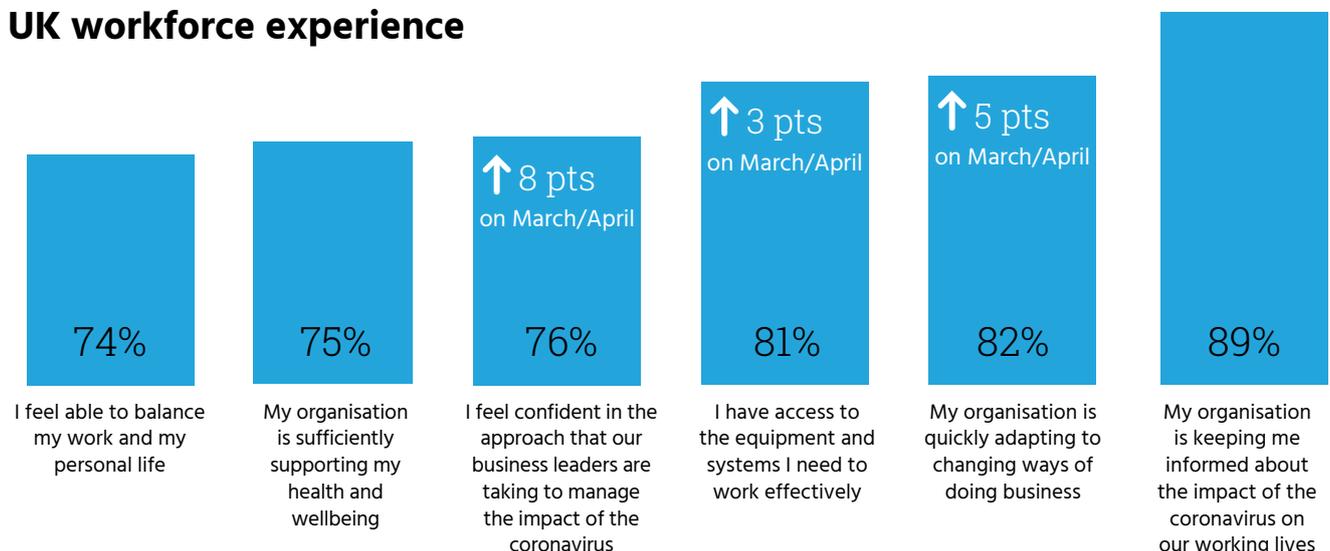
Businesses are also doing better in adapting more quickly in their ways of working and providing their people with the right tools.

Critically, there has been a large boost in confidence in UK plc’s leaders – up eight points to 76% in May.

UK workforce mood



UK workforce experience



What employees want to know

Many businesses have asked their employees about the most pressing questions they have for their leaders.

In May, over 190,000 queries and comments were raised by employees. Advanced AI-based mining of all comments has enabled analysis of the themes they covered.

There was a significant drop in May in the numbers asking about their employer's plans to tackle the coronavirus in terms of operations and ways of working. This reflects greater clarity on, and embedding of, new ways of working in the current environment.

As talking of easing lockdown restrictions grew in May, more employees were asking about the future possibility of working from home – up five points to 29%.

There has also been an increase in employees asking about their employer's plans to return to 'normal' ways of working (now 31%). Half of these have expressed a desire to get back to normal routines, while a further one in five raised concerns about the safety of doing so.

What employees are asking of their leaders in May – and changes on March/April



The data reflects the fact that some employees may have provided multiple points of feedback in any one comment. As such, the resulting proportions do not add up to 100%.

The extra support employees want

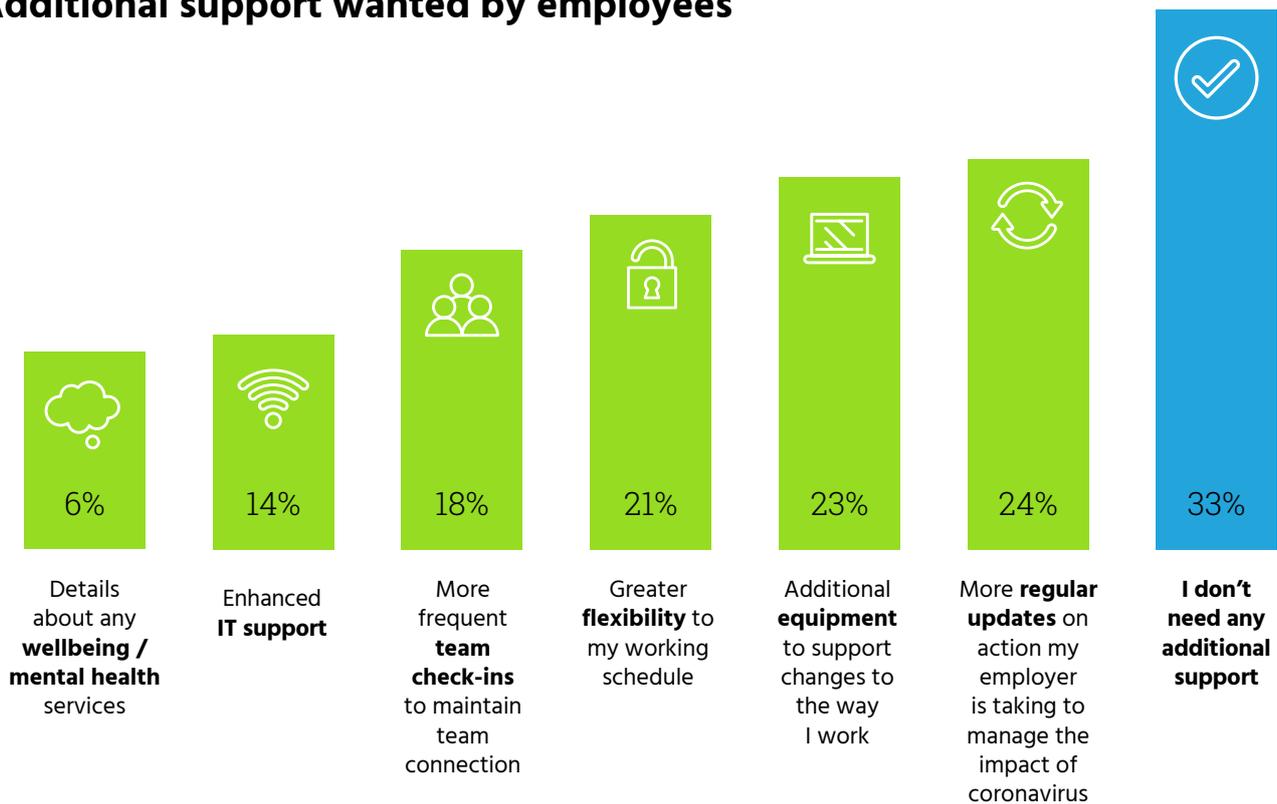
In May, employees were asked what additional support they needed to help better manage their work at home. Nearly one in three said they did not need any additional support.

One in four want more regular updates on the ongoing changes to their employer's response to the crisis. While nine in ten (see page 3) say their employer is keeping them informed, a minority would like to see the speed of updates improve.

One in five say they need greater flexibility to manage their work. A large proportion of these are aged 34-55, and are likely to have parental or care responsibilities.

Critically, one in five also require more regular catch-ups with their team and manager. This reflects wider feedback about the isolation many are feeling in working at home (see panel below).

Additional support wanted by employees



Many Karian and Box clients are reporting major drops in the regularity of contact within teams.

- The frequency and quality of team catch-ups and 1-2-1 meetings between an individual and their manager have fallen by approx. 30-40% across a range of large UK businesses.
- Individuals reporting less frequent team check-ins are experiencing much lower levels of motivation (41%) vs. those who say they do have regular check-ins (68%).

Data is broken out by age for most carrying out coronavirus research. Few employers are asking about specific experiences of parents / carers. As such, we cannot report directly on the experience of parents and their potential need for greater flexibility.

Appendix:

Research methodology

The results in this report are based on data collected in research conducted across three weeks between 6-29 May.

The results are based on employee research in over 40 businesses ranging in size from 5,000 to over 100,000 employees in the UK.

Participation includes employees from the banking, financial services / insurance, retail, telecomms, FMCG, manufacturing, energy and mining sectors.

Results have been weighted to reflect the actual proportions of employees in the UK workforce.

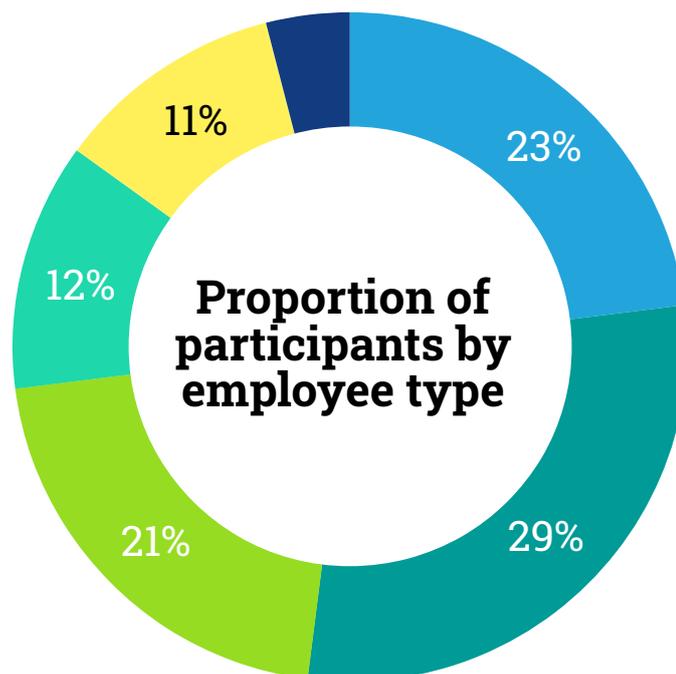
This ensures no single sector is over- or under-represented in the results and related insights. Some sectors are not included in this research report due to insufficient participation to reflect statistically reliable opinion.

Total number of UK employee responses in research conducted between 6-29 May

36,436

Employee type

- Office
- Retail – shop based
- Contact centre
- Banking – branch based
- Manufacturing
- Warehouse and distribution



About Karian and Box

Established in 2006, Karian and Box is now one of the leading employee research and analytics businesses in the UK.

Karian and Box conducts research for more than a third of the FTSE 100 and other leading UK-domiciled businesses – together with multinationals based in Europe, Africa and Asia – across a range of sectors – especially in the financial services, retail, energy and travel sectors.

It has obtained participation in research and feedback from over 2.5 million employees in the last 18 months, providing extensive UK and sector insight into the experiences and outlook of different workforces.

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KARIAN and BOX

For further insight into how UK employees feel about their workplace, together with the culture and behaviours experienced in most large UK businesses, **get in touch.**

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