What Employees Want During These Uncertain Times

Aon Pulse Survey of the U.S. Workforce

April 10, 2020

What do employees want from their employers as the COVID-19 pandemic continues and the resulting fallout starts to become more real? To find out, we surveyed a representative sample of 2,004 U.S. workers, collected from March 27 through April 1, 2020. Here is a summary of what we learned about what has changed for employees, what's concerning them, and what they want most from their employers.

What's Changed?

Biggest Changes

1. Transition to working from home
2. Travel restrictions
3. Reduced pay/hours
4. Hiring freezes
5. Added benefits for COVID-19 related care or leave

Span of Impact

42%

have already experienced some or significant impact to their job

Feeling the Greatest Impact

- Hourly
- Single status
- <$50k household income
- Age 20s
- Smaller employers

What's Concerning?

Top 5 Concerns

Having the money to get by (#1, #2, #4) and health fears (#3) are employees' biggest worries right now.

1. Paying for monthly expenses
2. Job security
3. Family member or self becoming ill with COVID-19
4. Paying for daily expenses
5. Retirement savings

Job Security

Among those who already have had **some or significant** impact to work status, hours, or pay

85%

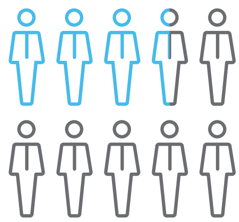
are concerned about job security.

And among those who have had **no significant** impact to work status, hours, and pay

42%

are concerned about job security.

Uncertainty



Only 36% trust the U.S. economy will recover quickly

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What Do Employees Want From Their Employers?

5 Most Sought After Support

1. Continued pay/benefits
2. Additional time off/paid sick leave
3. Other financial assistance
4. Paid family care leave
5. More frequent communication and hearing more from senior leadership

Employees Trust Their Employers

At this time when it matters most, employees are generally trusting their employers.

67% Trust their employer to keep them informed

67% Are confident in their employer's financial resilience

58% Trust their employer is taking actions to protect their health and safety

Communication and Trust Are Linked

Employees who say they are **getting the information they need** from their employers feel **more secure about their job** and have **more trust in their employers**.

5 Most Asked for Communication Topics

1. My job security
2. Future of the company
3. Leaves/paid time off policies
4. Company financial health or performance
5. Paying for health care expenses

Best Communication Channels Right Now

Employees said the best ways for employers to share information with employees right now are:

Email

Text messages

Conference calls

Communication Gap

28%

Say there's too little communication from their employer

What Can Employers Do?

Focus on employees

Keep employees top of mind as you take action, listening to needs, concerns, and preferences

Build and retain trust

Clear, concise communication matters more than ever, and employees want to hear from their leaders and manager

Recognize unique needs

Find ways to support the unique needs of different groups (for example, younger or lower income employees)

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