

the impact of COVID-19



on workers and
organisations.

about the survey.

In May 2020, Randstad Australia surveyed 180 employers and 700 employees about the impact of COVID-19 on their job prospects and working lives.

The economic impact of COVID-19 has hit Australian workers hard as concerns over job security soar. Yet our research also underlines the resilience and resourcefulness of businesses and employees as they quickly adapt to new ways of working and plot new career paths for the future.





key findings.

The economic downturn caused by the COVID-19 pandemic continues to affect the future of working Australians.



64%

of Australian workers are concerned that COVID-19 will negatively impact their job security.



68%

of workers aged 18-24 believe that COVID-19 will negatively impact their job security, compared to 39% of workers aged 55-67.



80%

of workers aged 18-24 are highly satisfied with their work, yet they have the lowest sense of job security.



57%

of workers are seriously considering a career change.



85%

of employers have implemented remote working arrangements.



57%

of employers have introduced measures to protect employees from unemployment.

“The pandemic has caused a seismic shift in the way Australians work and their feelings of job security. Even the most engaged employees now feel at risk of losing their jobs.

Therefore it’s heartening that employers are fighting so hard to protect employees.

Workforce adaptability and organisational agility are critical in driving productivity, responding to emerging opportunities and hence safeguarding jobs.

It’s vitally important for employers to provide transparent communications and, if possible, assurances about job security to avoid losing their best people to the competition.”

Nick Pesch, CEO of Randstad Australia



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adapting the organisation.

41%

of employers have been upgrading their technology in response to the pandemic.

47%

of employers intend to maintain remote work policies once the pandemic subsides.

However, the same percentage of employers will only make the remote working option available to select functions and employees.

63%

of employers have implemented shift/split team workforce arrangements to reduce the number of employees in the office at any one time.

83%

of employees see keeping the organisation operating as the biggest challenge they face.

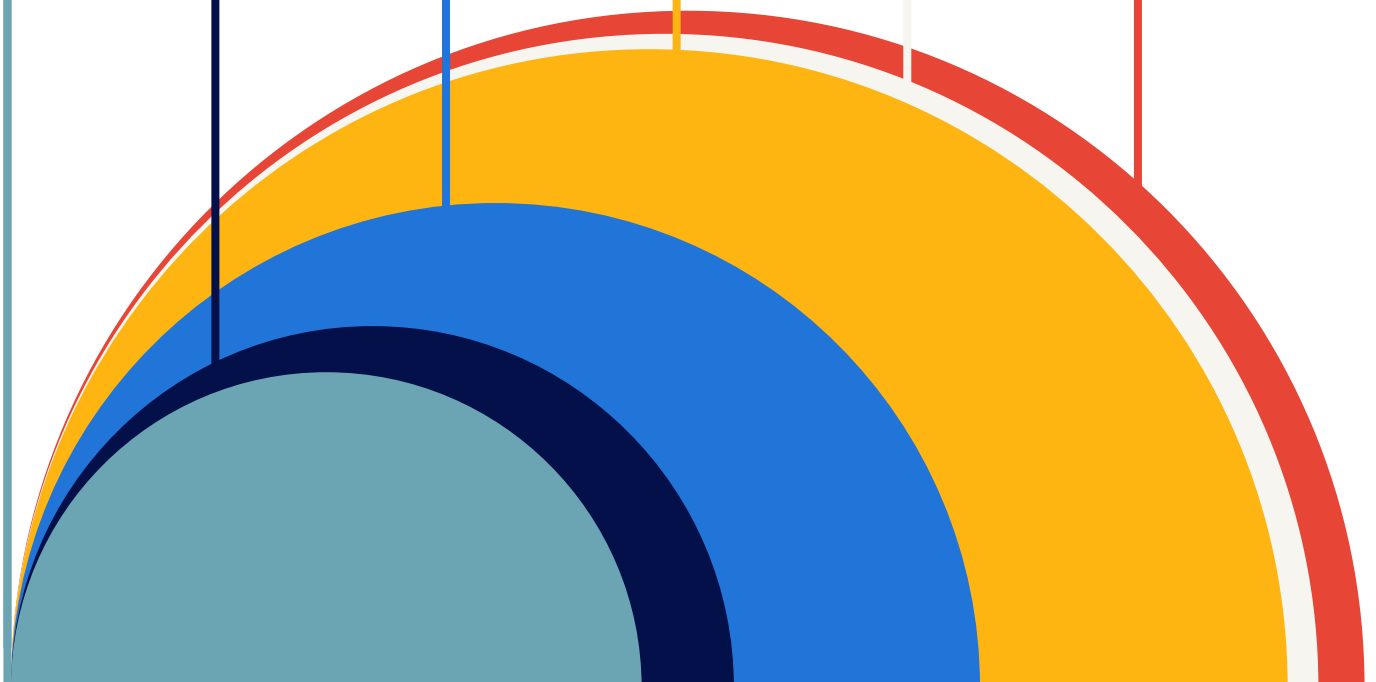
85%

of employers believe that working from home and remote working arrangements have had the greatest impact on how their organisations work.

However, they are split on whether this option will be open to all, or just a select few, once the pandemic subsides.

88%

of employers have been investing in safety and ensuring the health of employees.





"During the early days of the COVID-19 outbreak, our internal Diversity and Inclusion Council brought forward Randstad's Wellness Month from September to April.

It allowed us to support our people with initiatives that helped them transition to remote working, having kids at home, feelings of isolation and keeping healthy."

Kerry McQuillan, National Lead for D&I Randstad

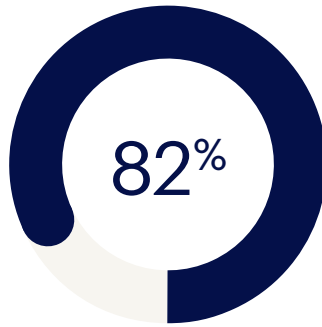


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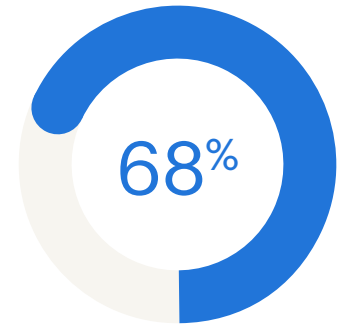
new ways of working.



of employees believe that they've adjusted well to their new ways of working. This reflects strong support from employers. Yet, focusing on the welfare of home workers remains critical, with concerns over long hours providing a warning sign.



of employees feel equipped to deal with the new digital way of working.



of employees report that their employers are investing in new technological solutions to support remote working.



of employees report that their employers have supported them in dividing their time between work commitments and caring for their families.



of employees report that their employers expect them to work outside their contracted hours.

"Organisations and employees are adapting well to new ways of working with high uptake in tech solutions and flexible working arrangements to ensure business continuity.

Rather than being a temporary solution, a highly flexible and tech-enabled approach is set to become the new normal within many industries.

It not only requires appropriate technology but new ways of managing and engaging with employees."

Nick Pesch, CEO of Randstad Australia



“a highly flexible and tech-enabled approach is set to become the new normal.”





fears for the future

Uncertainty and anxiety are growing, with 64% of workers now concerned that COVID-19 will have a negative impact on their job security.

In an interesting dynamic, job satisfaction is highest among those who feel their job is most at risk. This correlation can be seen in 80% of younger workers (aged 18-24) who are highly satisfied with their work but also report the lowest levels of job security.

protecting jobs

Over half of employers (57%) have introduced measures to protect employees from unemployment.

These include paid and unpaid leave, redeploying to support active parts of the business, reducing hours of work and secondments. Nearly half (46%) have frozen or parked headcount growth.

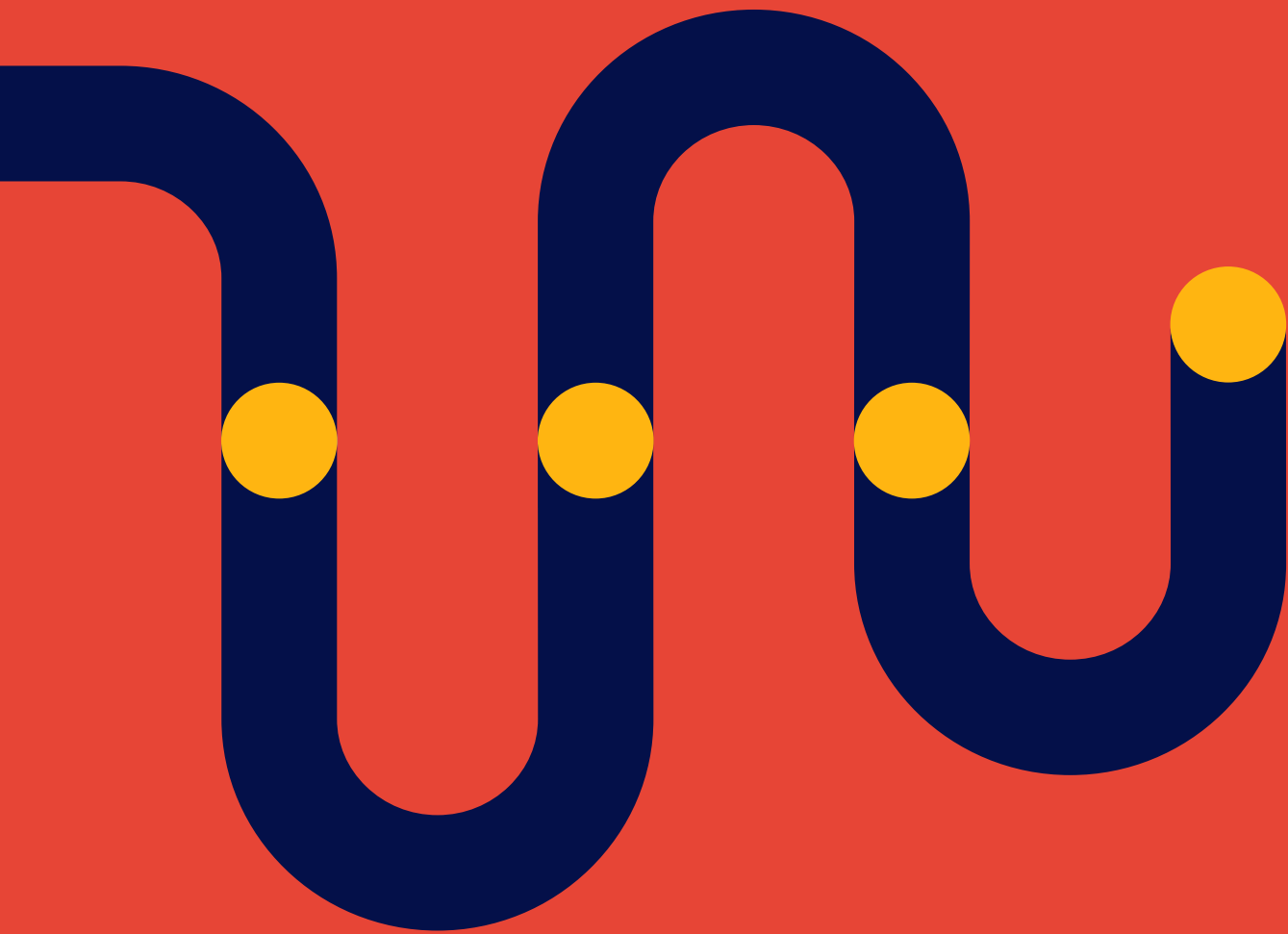
Strengthening productivity is critical in enabling organisations to protect jobs now while emerging stronger as the economy recovers.

Around eight out of 10 employers (81%) see a clear focus on employee performance and productivity as one of their main priorities. In parallel, more than two-thirds (68%) plan to develop the organisation's culture. This reflects the importance of culture in strengthening workforce agility and readiness to embrace new ways of working, which will be key in driving improved productivity.



"Change arises from times of uncertainty. Now more than half of Australian workers are prepared to switch jobs and a high proportion of these contemplating a whole new career direction.

Although a threat to some organisations, it presents an opportunity for others that invest in training, offer superior prospects and put employee satisfaction at the top of their priorities." *Angela Anasis, Executive General Manager of Randstad Sourceright Australia*



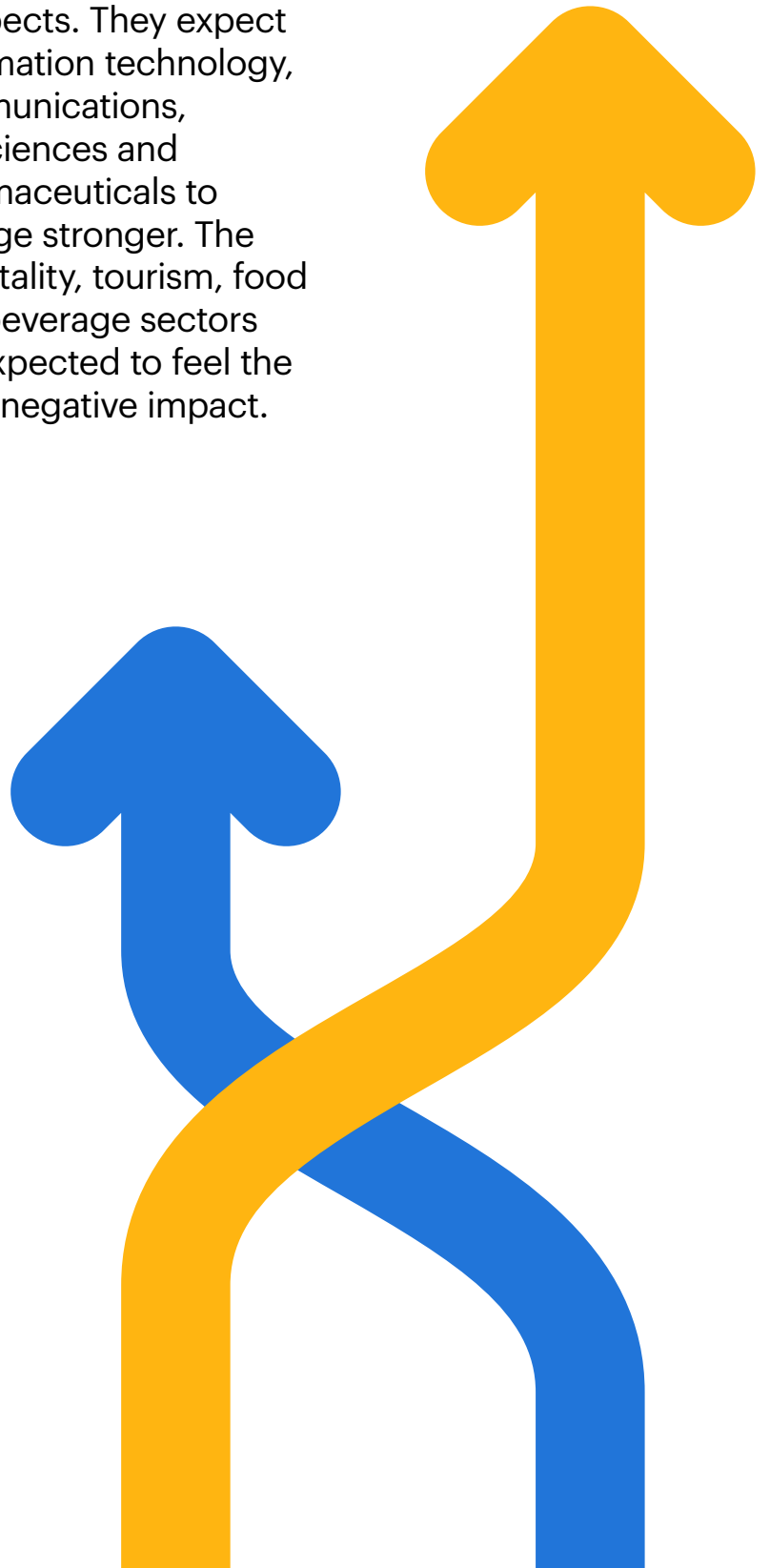
“change arises from times of uncertainty.”

open to change

Over half of workers are currently considering, or actively looking for another job. With the impact of the pandemic spurring many people to rethink their futures, half are open to doing something completely different.

Appetite for change varies widely between older and younger workers, with 80% of those aged 18-24 open or actively looking for work, compared to 67% of those aged 55-67, who are not open to new job opportunities at this time.

Employees' perspectives on which sectors will be most positively impacted by COVID-19 provide a good indicator of where they see their best career prospects. They expect information technology, communications, life sciences and pharmaceuticals to emerge stronger. The hospitality, tourism, food and beverage sectors are expected to feel the most negative impact.





discover our solutions

Our workforce and sector experts are working with employers and employees to help them adapt to new ways of working and navigate through the uncertainties ahead.

To find out more about the impact of COVID-19 and responding to the change go to the [#newways](#) section of our website.

Discover our [Digital Toolkit](#) with cost minimised solutions to help organisations and employees get back to work.

If you have any queries about developments outlined in this survey or how they affect your organisation, please feel free to get in touch.



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