

# PULSE SURVEY Employee Engagement

**We are committed to understanding and anticipating our network's needs - especially during times of uncertainty.**

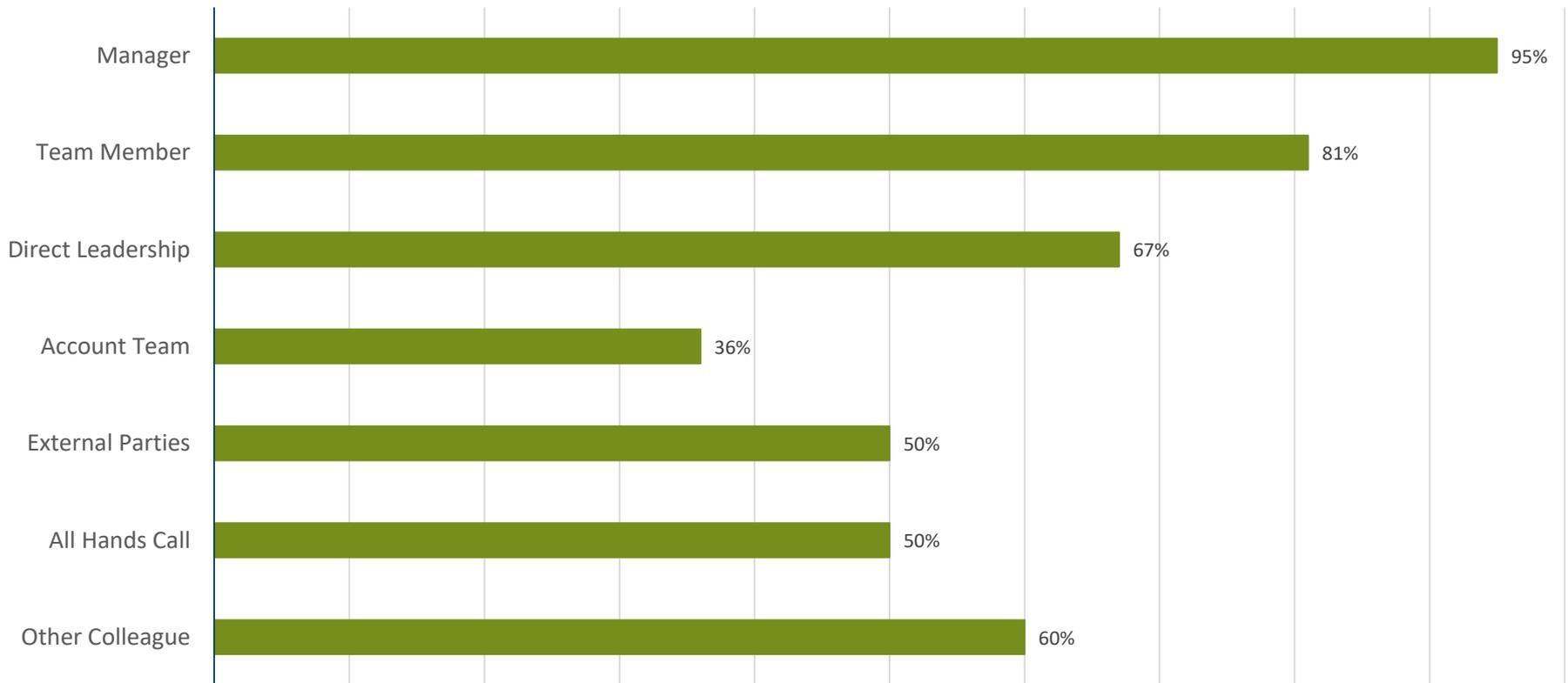
**To help gauge observations, experiences and expectations surrounding the Coronavirus pandemic, we executed a Pulse Survey series.**

**This presentation presents results from the Employee Engagement pulse survey.**

# SURVEY RESPONSES

In the past seven days, I have had conference calls or video conferences with:

Question Type: Multi-Select ● Answered: 57 ● Skipped: 0

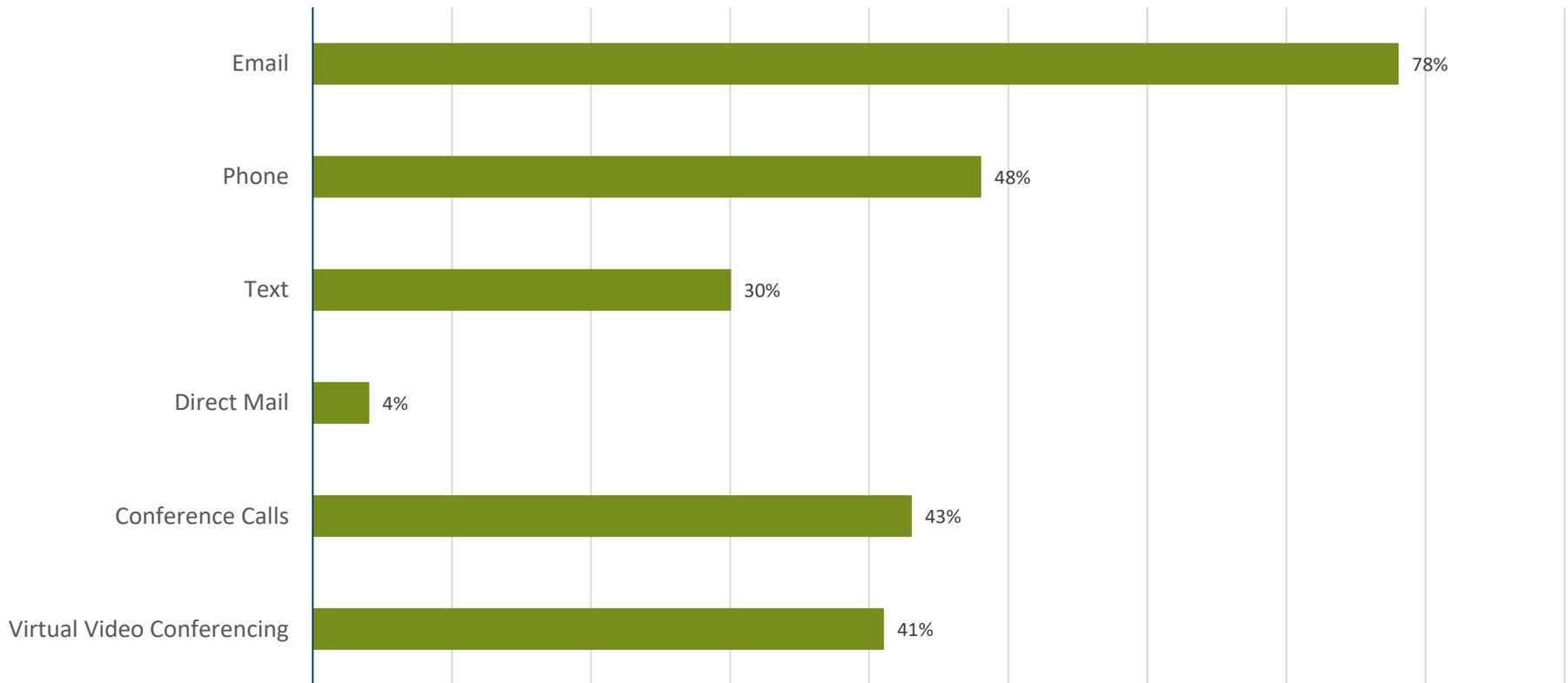


*All response percentages have been rounded up to the nearest whole number.*

# SURVEY RESPONSES

## What do you find is the most effective communication channel being utilized during this pandemic?

Question Type: Multi-Select • Answered: 57 • Skipped: 0

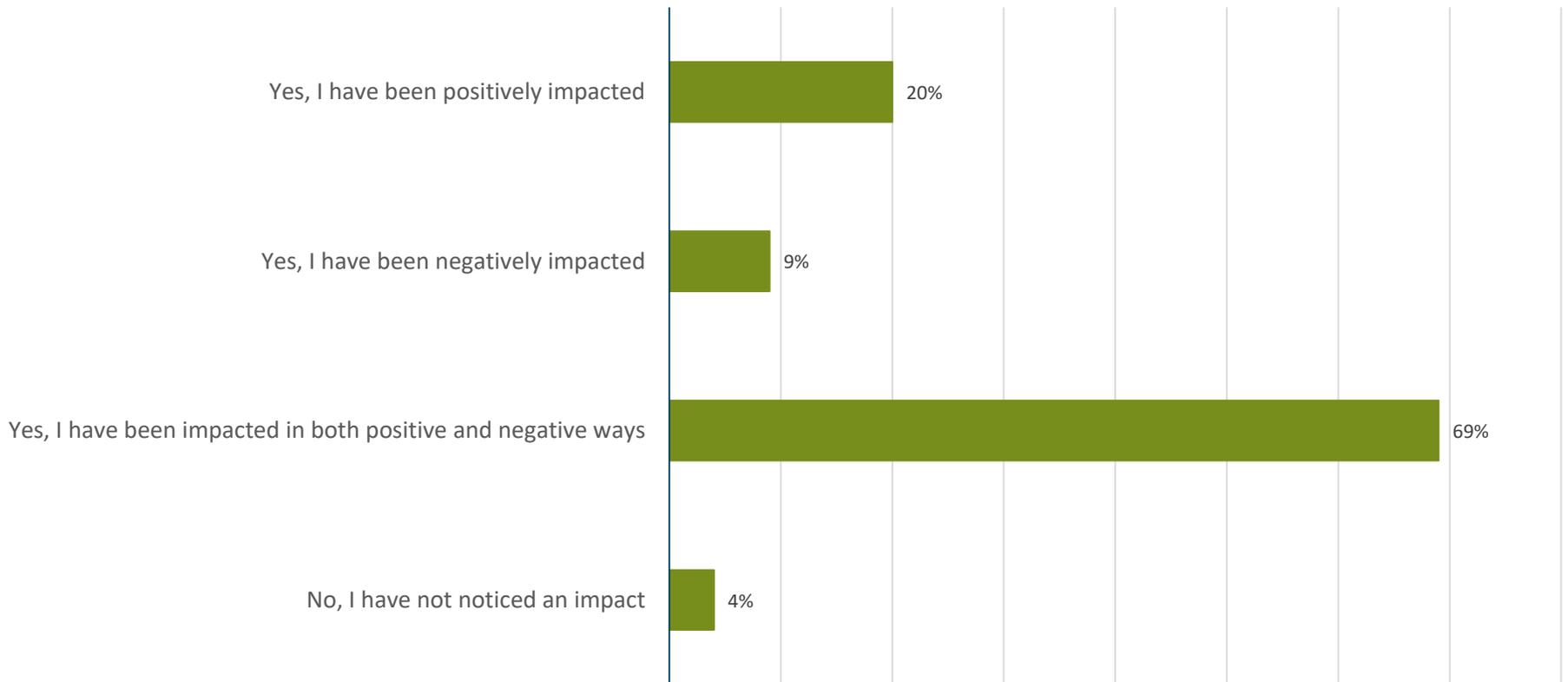


All response percentages have been rounded up to the nearest whole number.

# SURVEY RESPONSES

Do you feel as though your new working environment has impacted your productivity and connection with your colleagues?

Question Type: Single Select • Answered: 57 • Skipped: 0



All response percentages have been rounded up to the nearest whole number.

# SURVEY RESPONSES

If you wish, please elaborate regarding how you have been impacted.

Question Type: Free Text • Answered: 34 • Skipped: 23

## Key Takeaways

**17** employees responded that they feel they are more productive

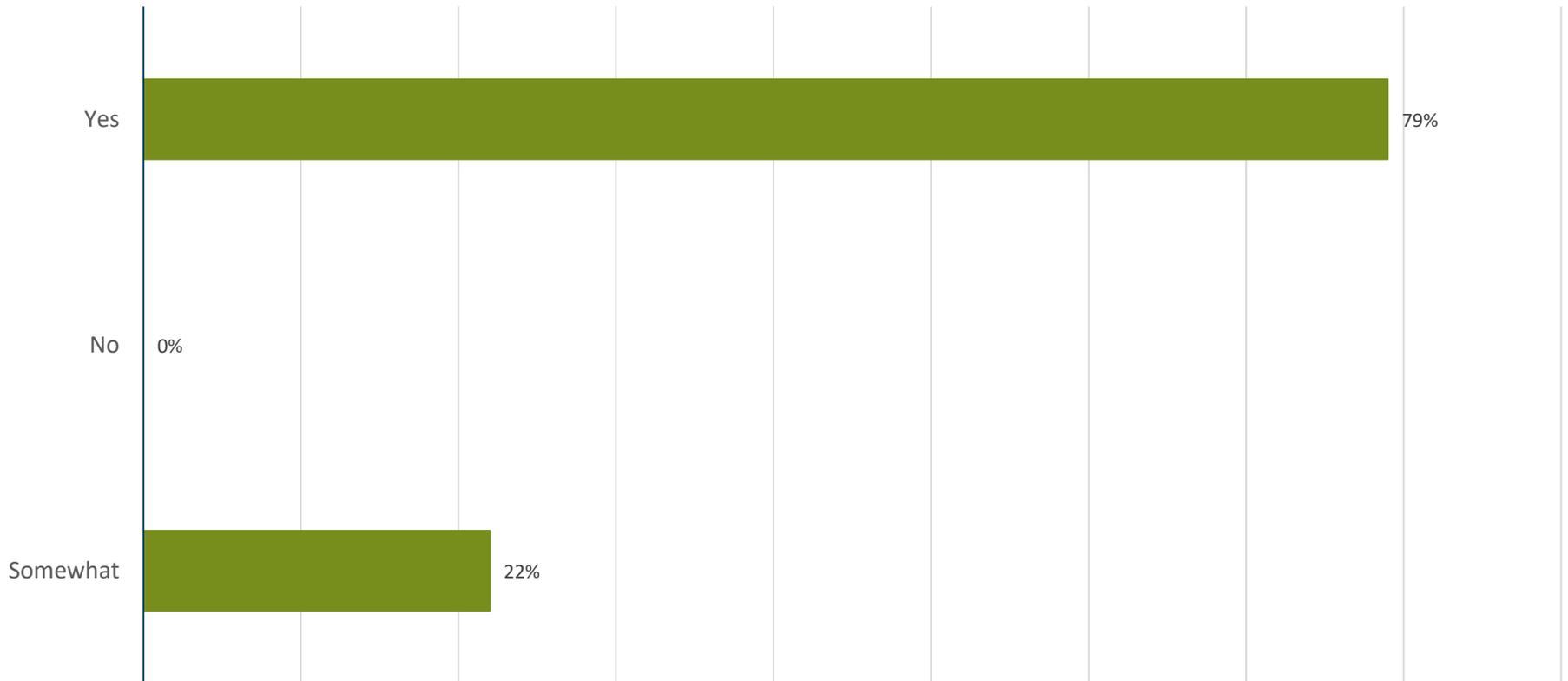
Many respondents feel isolated and miss face-to-face interaction

Frequent virtual or telephonic meetings remain key for team and company engagement

# SURVEY RESPONSES

Do you feel that your organization has provided timely and useful updates and information about COVID-19?

Question Type: Single Select ● Answered: 57 ● Skipped: 0

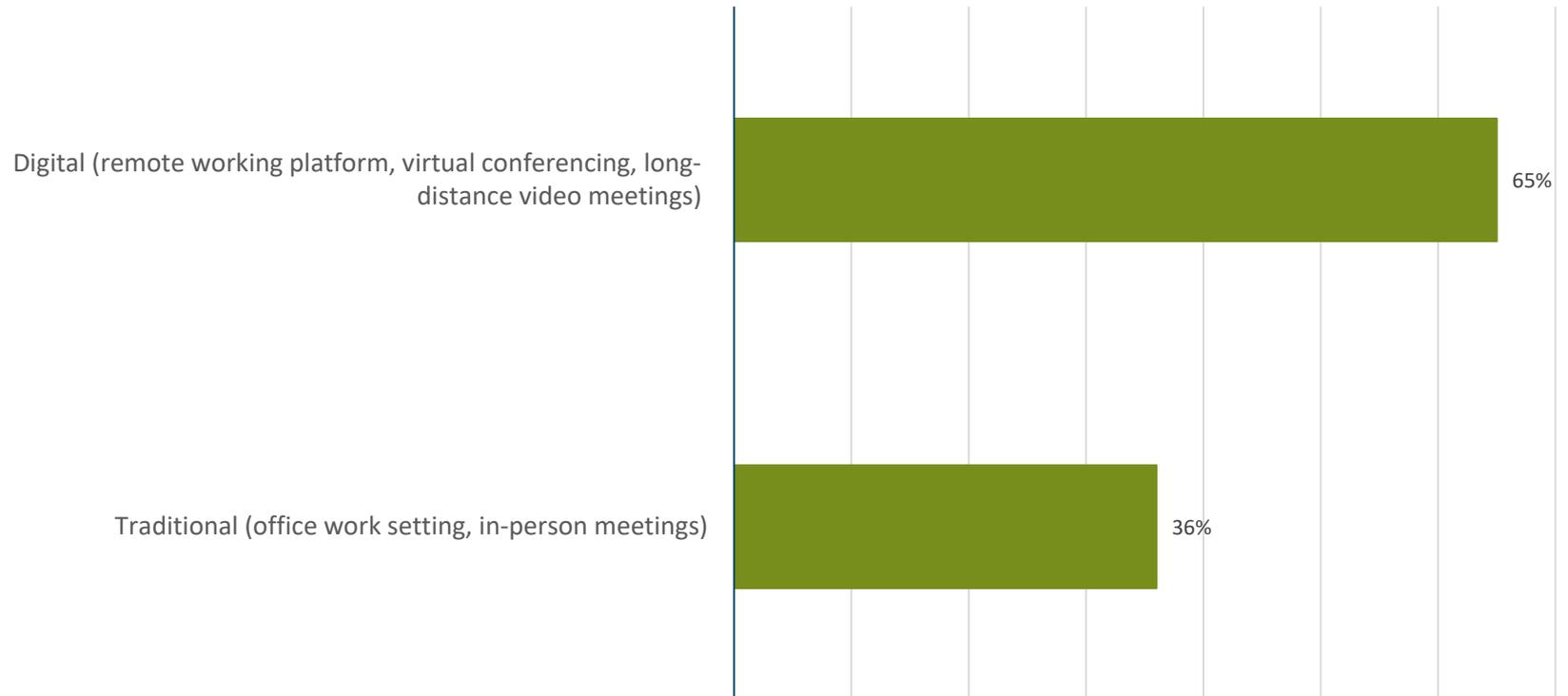


All response percentages have been rounded up to the nearest whole number.

# SURVEY RESPONSES

Do you see the company moving to more digital workplace solutions in the future or retaining traditional set ups?

Question Type: Single Select ● Answered: 57 ● Skipped: 0



All response percentages have been rounded up to the nearest whole number.

# SURVEY RESPONSES

What have you found to be the most effective form of maintaining a connection with your team? Which of these methods do you plan to continue implementing once the office is open?

*Question Type: Free Text ● Answered: 45 ● Skipped: 12*

Heavy emphasis on phone calls, instant messaging, and video conferencing

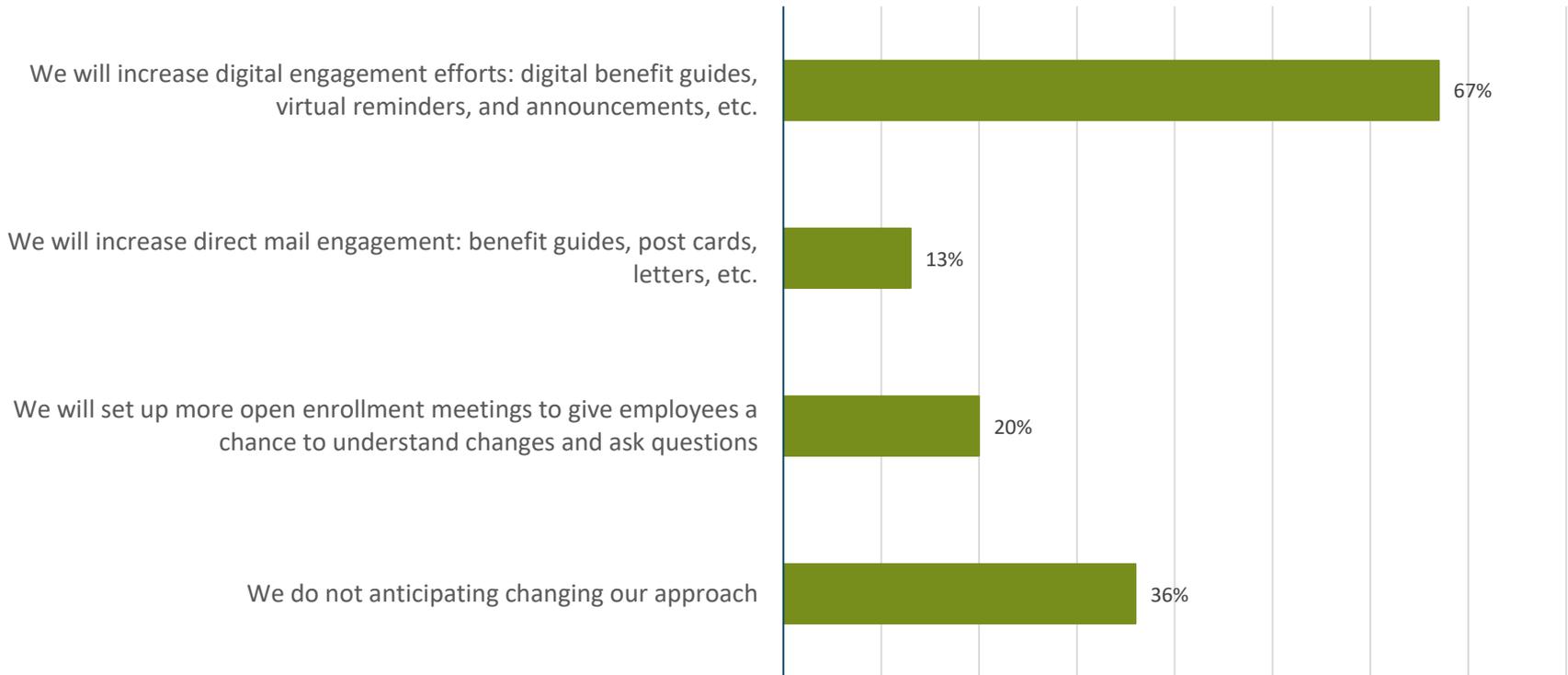
Zoom, MS Teams, and similar platforms may be used regularly once offices open

Some anticipate more flexibility to work from home once offices open

# SURVEY RESPONSES

## How has COVID-19 changed your approach to engaging employees during open enrollment season?

Question Type: Multi-Select • Answered: 57 • Skipped: 0



All response percentages have been rounded up to the nearest whole number.

# SURVEY RESPONSES

We are proud to acknowledge the way represented companies have gone above and beyond for their employees and community!

## Here are Some Ways You're Helping!

Increased communication and virtual initiatives to stay connected with your employees

Continuing pay, benefits, and incorporating bonus incentives (even in some cases of termination or lower hours)

Distributing PPE packages and food to your communities and senior centers

# SURVEY RESPONSES

## What is your industry?

Question Type: Single-Select • Answered: 57 • Skipped: 0

24  
Industries

### Highest Responses:

Construction/Home Improvement (10.53%)  
Insurance (10.53%)  
Engineering/Architecture (7.02%)  
Finance/Banking (7.02%)  
Manufacturing (7.02%)

Accounting  
Advertising  
Aerospace/Aviation/Automotive  
Agriculture/Forestry/Fishing  
Business/Professional Services  
Construction/Home Improvement  
Education  
Energy  
Engineering/Architecture

Finance/Banking  
Government/Military  
Healthcare/Medical  
Insurance  
Internet  
Legal  
Manufacturing  
Marketing/Printing/Publishing

Non-Profit  
Pharmaceutical/Chemical  
Real Estate  
Retail  
Telecommunications  
Transportation/Distribution  
Wholesale

# SURVEY RESPONSES

## Participating Companies

Question Type: Free Text • Answered: 55 • Skipped: 2



53+  
Companies  
Represented

# RESULTS SUMMARY

## Important Considerations & Findings

### Communication Effectiveness

- Email remains the most effective form of communication
- **27** respondents specified the use of Zoom or MS Teams
- **79%** of respondents feel their organization provided timely and useful COVID-19 updates

### Impact of New Work Environment

- **68%** of respondents experienced both positive and negative impacts to their productivity and connection with colleagues
- Respondents emphasized missing face-to-face interaction or feeling isolated

### Employee Engagement During Open Enrollment

- Most respondents plan to explore digital communication methods:
  - Digital benefit guides
  - Virtual announcements
  - Reminders