

TriNet PeopleForce

20 - 22 Oct 2020

Poll results

Did you have a workforce reduction?

229

a. No, we did not



b. Yes, we had layoffs



c. Yes, we had furloughs

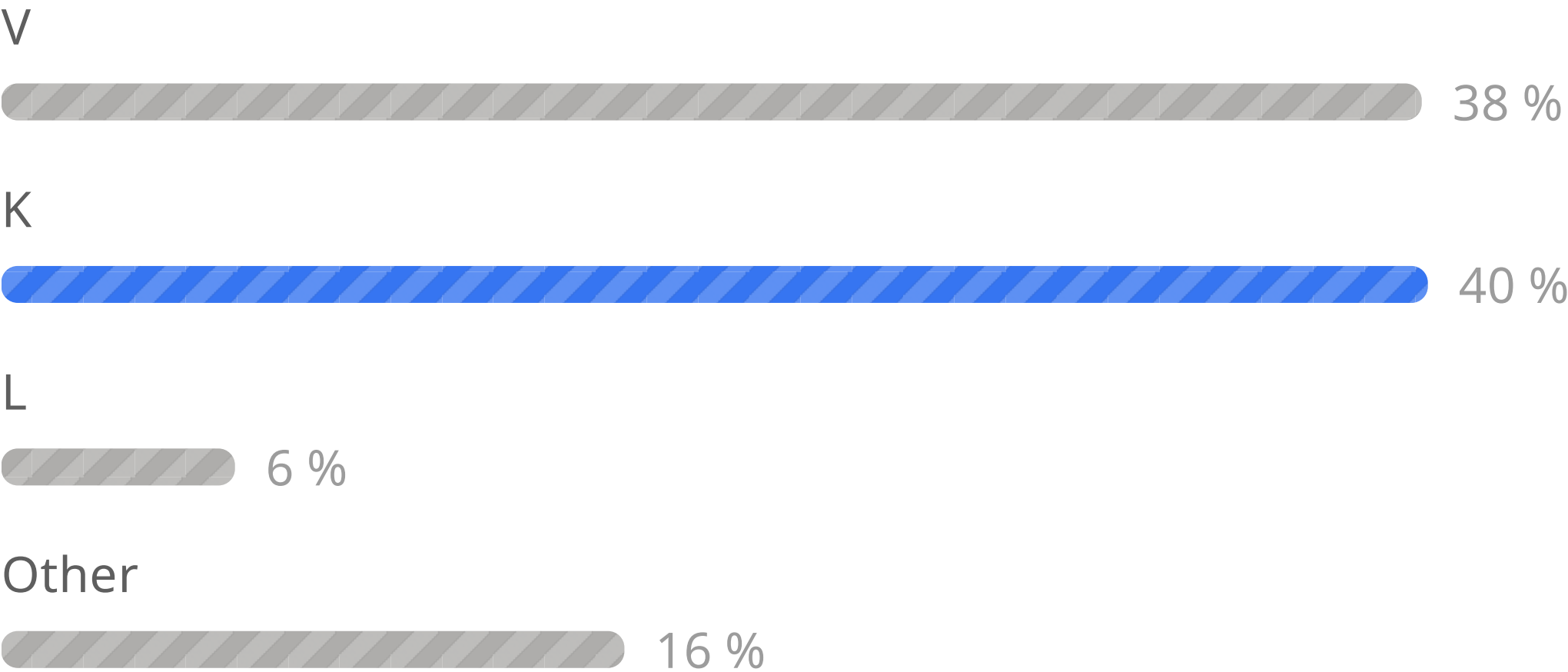


d. Yes, we had both furloughs and layoffs



What shape of recovery do you believe we'll have in the economy?

081



Has your relationship with your customers improved due to COVID?

164

a. Yes, it has



b. No, it has stayed the same



c. No, it has weakened



Do you have operational flexibility?

177

a. Yes - we were well planned to pivot



b. Sort of - we have pivoted but are still working through things as they come



c. No - we are shifting in real time



**Have you seen a shift in skill set needed to work
in the new environment?**

210

Yes



No



Have you outlined the essential elements needed to keep your business operating?

242

Yes



No



How much cashflow did you have when the pandemic hit?

053

a. Less than 3 months



b. 3 months



b. 6 months



b. 9 months



12 months +



Have you audited your non-critical costs?

065

Yes



No



c. Not yet, but planning to



Have you considered variable vs fixed cost, especially when it comes to operations, office space, software & hosting, or HR services?

1 1 1

Yes



No



If you have moved to a remote work environment, have you seen a shift in cost?

263

a. An increase in cost



b. A decrease in cost



c. No noticeable change



Communications to employees during a crisis like COVID-19 should:

228

Increase



Decrease



Stay the Same



I have received clear and timely communications from my employer during the COVID-19 crisis

255

Agree



Disagree



Neither Agree Nor Disagree



If you received a PPP loan, was it clear where and how you needed to spend it on day one?

142

Yes



No



Do you actively engage with your bank?

066

Yes



No



Do you lean into regulations to find opportunities?

131

Yes



No



How has your stress level changed through COVID?

213

Increase



Decrease



Stay the Same



Are you putting in more hours now that you’re working from home?

144

Yes



No



Same



Once we get past COVID where do you want to work?

308

Home



Office



Hybrid



Has your company mastered work from home?

220

Yes



No



Somewhat



Do you spend too much timing looking at your phone?

121

Yes



No



Unsure



Does email make you more productive?

169

Yes



No



Yes & No



Do you have a listening engine?

039

a. Yes, all digital



b. Yes, all human



c. Yes, mix of digital and human



d. No



Are you anticipating your customers questions and providing information before they ask?

050

Yes



No



Has your organization adopted a fail fast methodology?

043

Yes



No



Do you offer 24/7 customer support?

099

Yes



No



Do you think we'll experience inflation in the coming years?

058

Yes



No



Unsure



Where are we in the market cycle?

060

a. End of Cycle



b. Middle – Expect a “Double Dip”

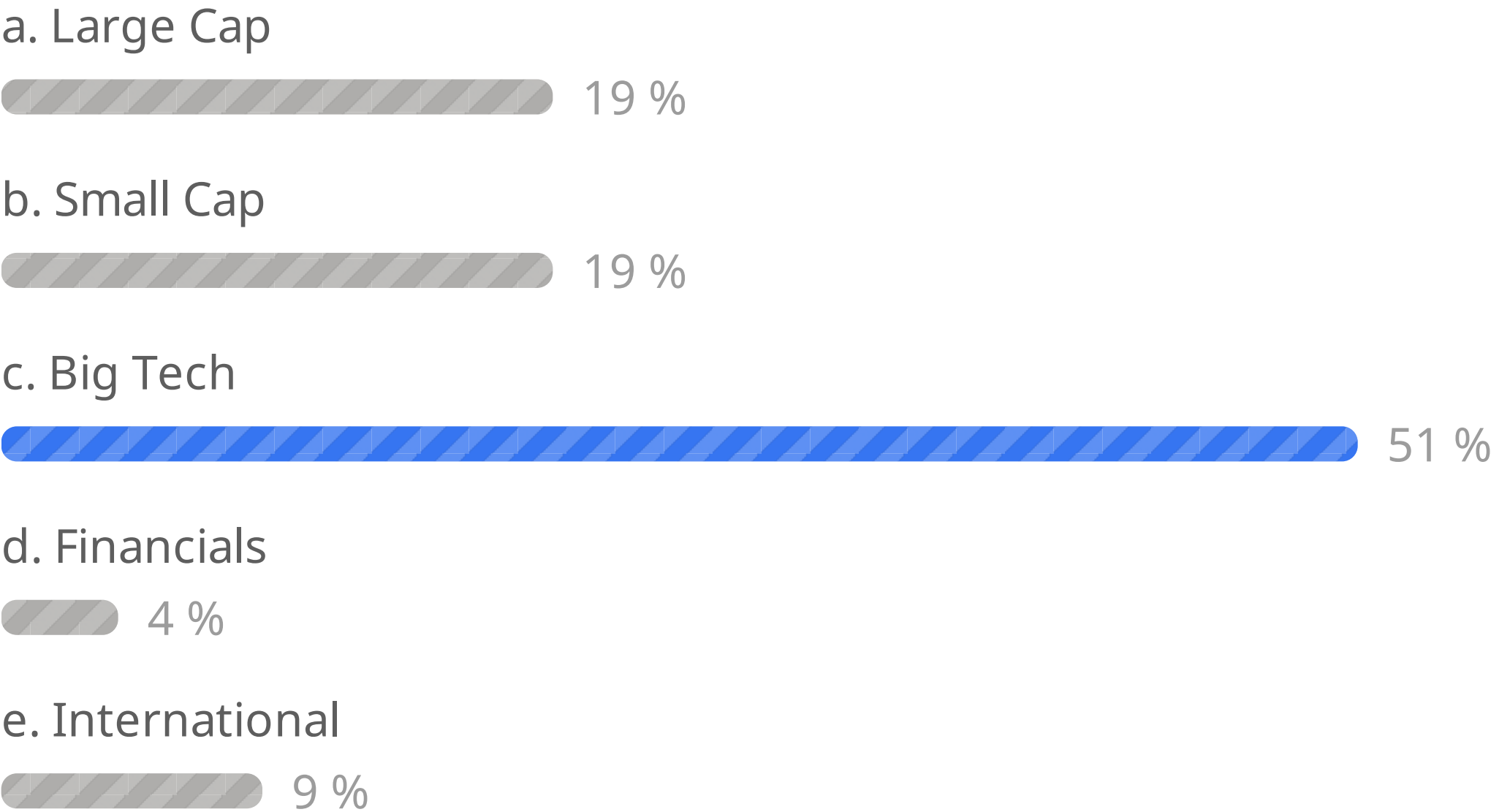


c. Unsure



Who Will be the Winners in the Next Economic Cycle?

081



Has your company implemented any diversity, equity & inclusion (DE&I) training?

091

Yes



No



Unsure



Do you feel comfortable openly talking about race at work?

161

Yes



No

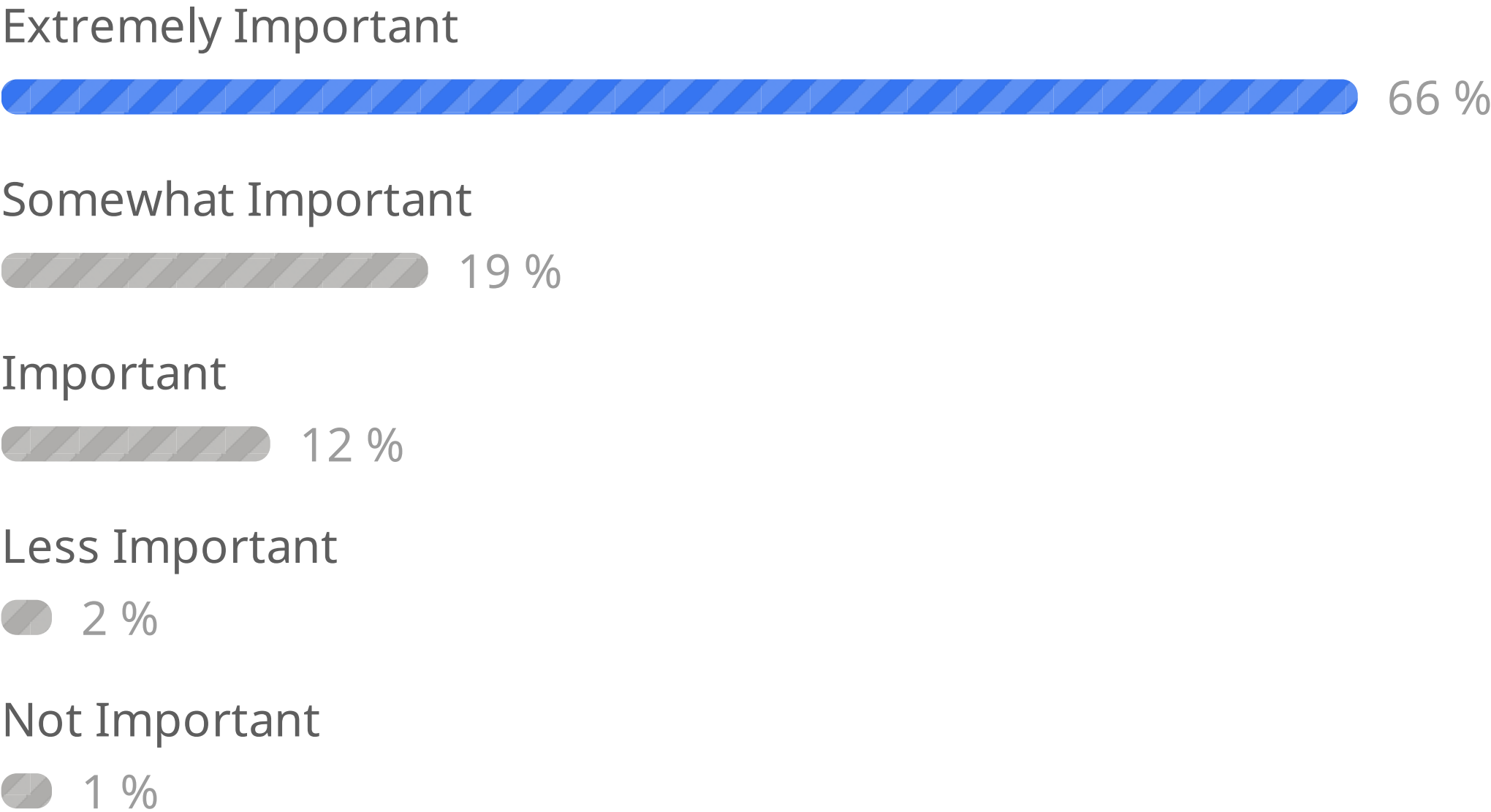


Unsure



How important is criminal justice reform to you?

155



Are unions still effective in today's business world?

101

No



Yes



Unsure



How does diversity fare amongst all other company initiatives?

240

Stronger than ever



Losing strength



Unsure



Does your company encourage employees to have ownership of their careers?

099

Yes, very much so



Sort of



Not really



Do you seek diverse partners, suppliers and vendors?

058

Yes



No



Is your employee base representative of your customers?

130

Yes



No



Not sure



Does your company communicate where it stands and its values?

177

Yes



No



Sometimes



How is your company culture holding up through COVID?

075

Stronger than ever



Losing strength



Unsure



How important is mission to your culture?

129

Very important



Somewhat important



Not important



How important is in-person collaboration?

085

Very important



Somewhat important



Not important



Do you have Zoom fatigue?

2 3 1

Yes



No



Should Congress include pandemic healthcare infrastructure funding in the next stimulus bill?

117

Yes



No



Not sure



Is your business providing special perks to your employees during this challenging time?

082

Yes



No



Has your business developed a plan to reduce transmission risk for when employees return to work?

143

Yes



No



Not sure



Has your company scheduled a target date for when employees should return to your office/facility?

223

Yes, we've announced a (tentative) date



No, not yet



Employees are already back



Employees are free to work remotely moving forward



Do you feel your organization is ready to move past the idea of race equality as a philanthropic gesture?

066

Yes, definitely



It's definitely something we need to work on



I haven't given it much thought



How have you addressed the issue of diversity in your workplace?

(1/2)

096

Developed support mechanisms so diverse talent can succeed



5 %

Build a diverse leadership team



13 %

Provided diversity and inclusion training



13 %

Built a culture of diversity and inclusion



43 %

Other



9 %

How have you addressed the issue of diversity in your workplace?
(2/2)

096

We haven't addressed the issue yet



Are you going outside your immediate network to hire and find diverse candidates?

143

Yes



No



I hadn't really considered it until now



Do you feel the 2020 election will have an impact on the cost of healthcare and medication?

086

Yes, healthcare will be affected



No, it won't make any difference



Do you think a single payer or government run health insurance program will perform better?

113

Yes



No



Don't know



Do you want the telehealth trend that has grown during COVID-19 to continue after the pandemic?

109

Yes



No



What are the areas of employment risk in the age of Covid that concern you most?

071

Risk of not properly handling return to work



Risk of not properly navigating work from home



Risk of not considering an adjustment to your equity and inclusion program

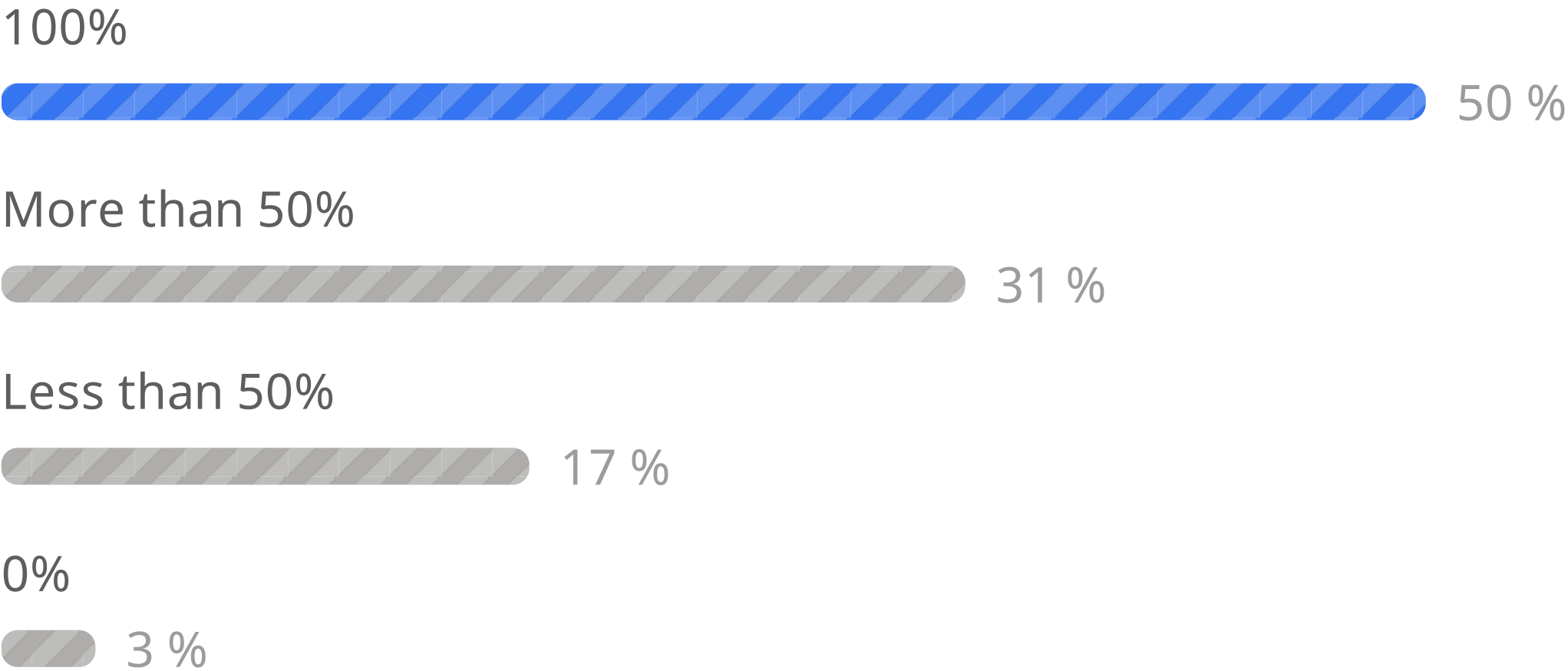


Other



What percentage of staff in your business is working from home?

072



What productivity trends have you seen from your employees who are working from home?

073

Productivity has increased



Productivity has stayed about the same



Productivity has dropped slightly



I can never reach my employees now



Have you ever considered a hybrid work-from-home arrangement with the work week split between home and office?

1 2 9

We have that now



Yes, I would definitely consider it



No, it wouldn't work for my business type



Does your company adjust for inflation?

083

Yes



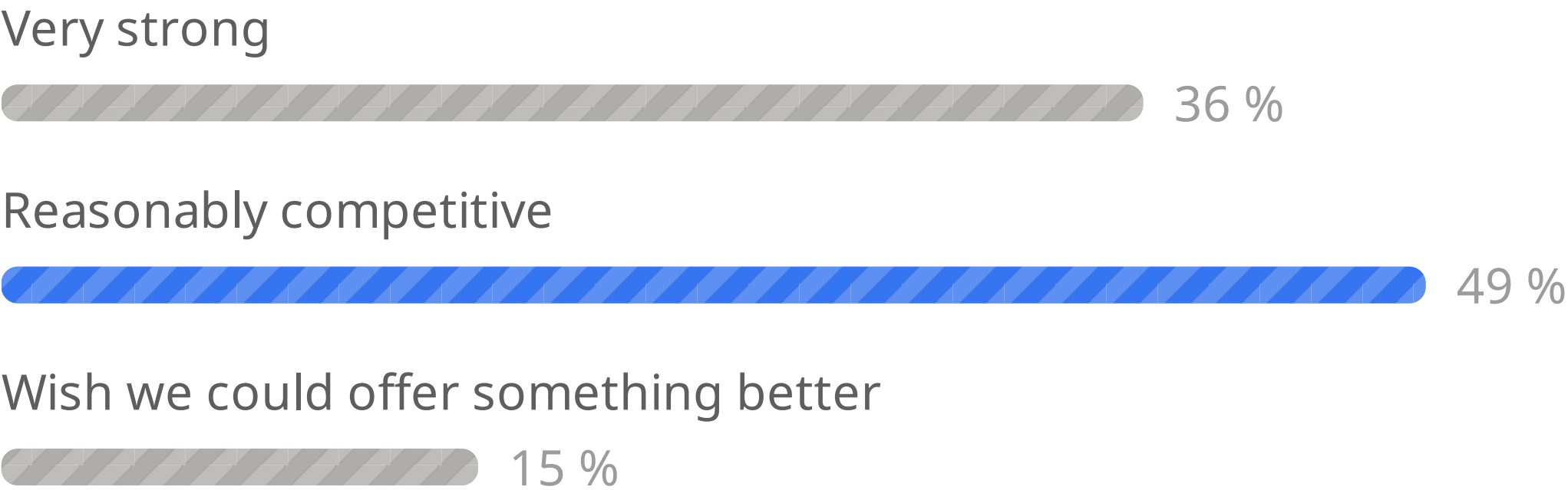
No



Not sure



As an SMB, how strong would you say the benefit package you are able to offer your employers is right now?



Do you view healthcare as a right or a product?

099

A human right



A product or service



How concerned is your organization about the cost of healthcare?

117

Very concerned



Somewhat concerned



Not at all concerned



Are you planning to change or revamp the healthcare benefits you offer your employees as we head into 2021?

046

Yes



No



If your organization offers any type of wellness incentives or programs, do you participate?

1 2 2

Yes



No



We don't offer a wellness program



Are you surprised by how rapid Ecommerce growth accelerated in 8 weeks relative to the past 10 years?

063

Yes



No



Do you feel the stock market overreacts on company narratives versus business outcomes?

062

Yes



No



Unsure



For small businesses, how do you feel Amazon helps or hinders your business growth?

086

Helps your business growth significantly



Helps your business growth moderately



No change



Hinders your business growth



For telehealth services, do you feel this will be the future trend for obtaining quick medical services remotely?

097

Yes



No



Unsure



Have you taken advantage of today's profound opportunity by deepening key relationships?

103

Yes



No



Unsure



Was your supply chain affected by COVID?

044

Yes



36 %

No



64 %

Which areas of your business have changed in 2020?

028

Supply chain



Consumer preferences



Sales and marketing channels



Team & management



All



Was your company in a position to pivot to work from home?

057

Yes



No



How do you feel about the "new normal"?

080

I'm excited



I'm not sure yet



I'm concerned



Has your culture changed during the pandemic?

050

Yes, positively



Yes, negatively



No noticeable change



Have you seen an increase in transparent communication?

058

Yes



No



Is your company hiring in 2020?

069

Yes



No



Which theme that has accelerated through COVID will stay with us in the long term?

093

Remote work



32 %

Diversity, equity and inclusion



2 %

Purpose and mission focus



0 %

Business agility



4 %

All



61 %