

# The Pulse of the Singapore Workforce in the New Normal

WED  
**24**  
JUN

**4 PM - SGT**  
Live Webinar

In partnership with:



**Low Peck Kem**



**Catherine Chia**



**Shaun Ee**



# Agenda

- Pulse of the Singapore Workforce - Key findings
- Panel discussion
- Q&A



**Chee Tung Leong**


Co-founder and CEO

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“Through this renewed partnership with EngageRocket, we are maximizing the strength of our HR data as a basis for improving HR processes and systems to provide a better experience for all employees.”


**Libertha Hutapea** - Head of Talent, Learning & Development at Tokopedia


**Sylvia Ang**  
 30 Aug at 06:46 PM in IHRP Community



Hi, we would like to conduct a Pulse Survey. Anyone has recommendation on good pulse survey tools?

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 Comment


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**Sherwin Parulian Tien Siregar**  
 Posted Aug 30



Highly recommend engage rocket. Used them in previous org. And using them now. Ping me for contact if you like

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 Reply
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**Rachel Lee**  
 Posted Aug 30



Engage Rocket.

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 Reply
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**Alicia Cheng**  
 Posted 24 sec ago

We use Engagerocket too!

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 Reply
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#### FEATURED IN:



Most employees keen to continue working from home after Covid-19 circuit breaker:



“The survey is conducted by Engagerocket in partnership with SHRI and the IHRP [xxx] that companies can use to gain a sense of their employees’ well-being, with the aim of enhancing the effectiveness of work-from-home arrangements”

**800,000+**

Responses

**127**

Companies

**~20,000**

Respondents

**64%**

Participation

**All**

Major industries

**12**

APAC Countries

## How accurate are these data?

<1%

- This is the **margin of error** at 95% confidence level.
- The smaller the margin of error, the **more confidence** we may have in our results.



*EngageRocket recommends a margin of error of 3% or less.*

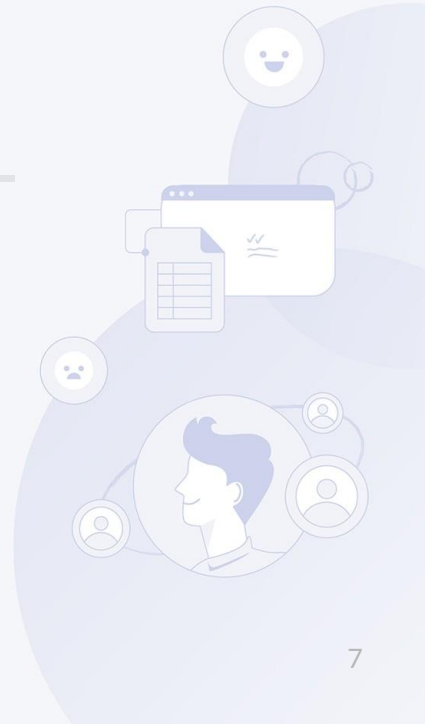
## Geographic representation in APAC



- Australia
- India
- Indonesia
- New Zealand
- Philippines
- Singapore
- Thailand
- Malaysia
- Sri Lanka
- Hong Kong
- Bangladesh
- Vietnam

# Mental health & productivity

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# Mental health is improving over time, with fewer workers reporting stress



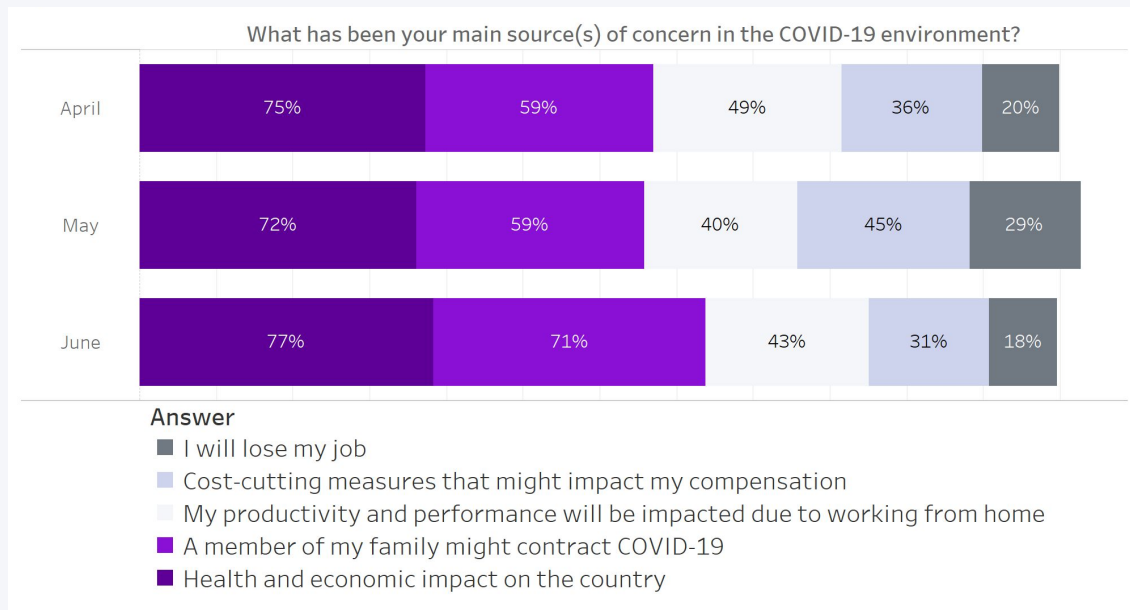
**Thriving:** answered "Agree" or "Strongly Agree"

**Stressed:** answered "Disagree" or "Strongly Disagree"

**Sample size:** 7,890 respondents for Thriving, 3,044 respondents for Stressed



## Top concerns about COVID19 stable over time

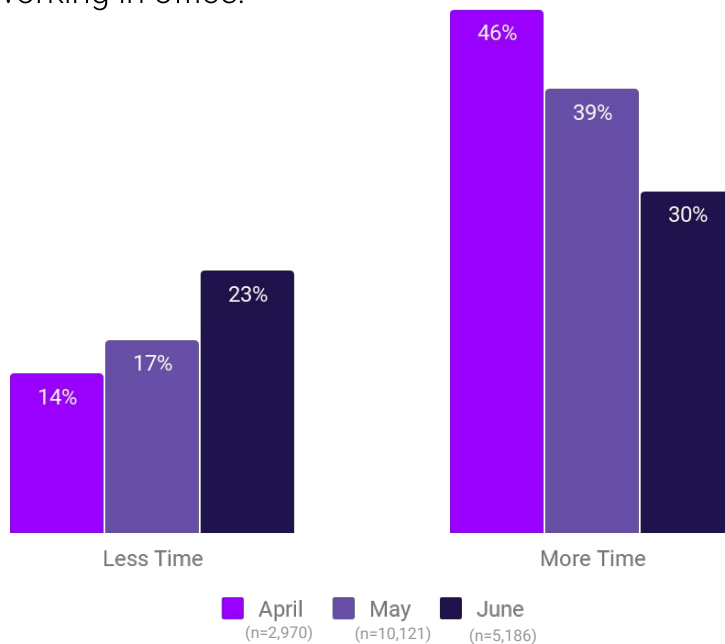


- Health and economic impact on the country
- A member of my family might contract COVID-19
- Impact on productivity and performance



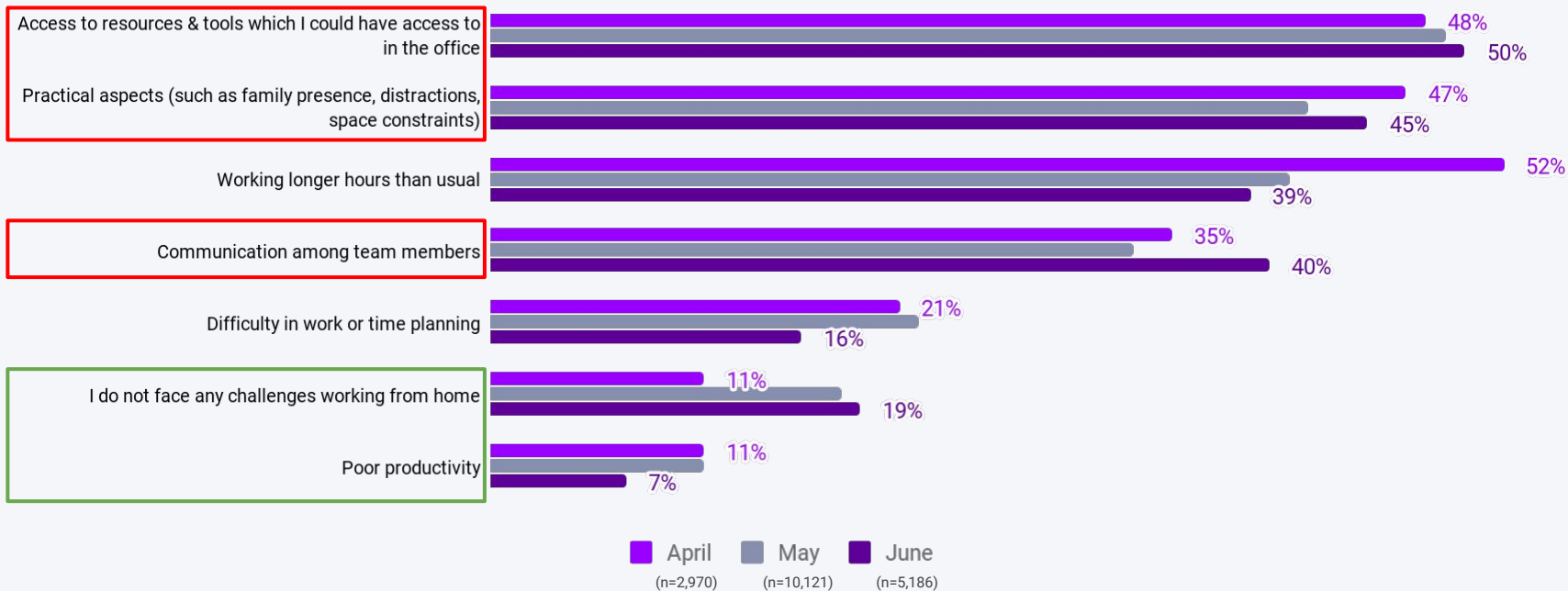
## Productivity is increasing over time

When working from home, it takes me \_\_\_\_\_ to achieve the same productivity as compared to working in office.



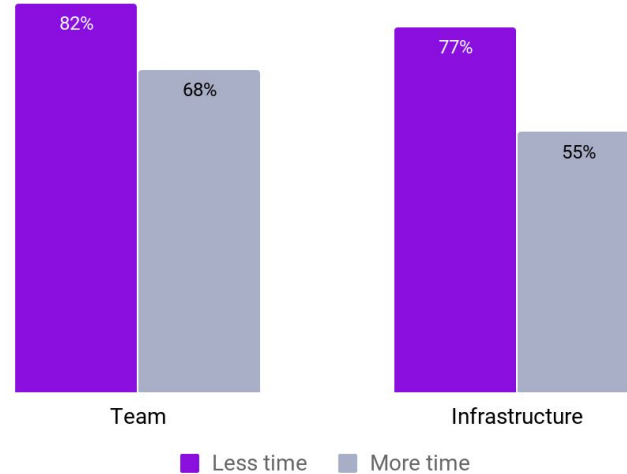
# Infrastructure & ways of working remain challenges amidst personal adaptation

When working from home, the main challenge I face is (select up to 3):



# Enabling productivity while WFH - invest in infrastructure & new ways of working

% Favourable scores on enabling factors



**Team:** "My colleagues remain committed to quality deliverables while working from home."

**Infrastructure:** "When working from home, I have access to the resources (e.g. equipment, technology, support services, etc.) I need to do my job effectively."

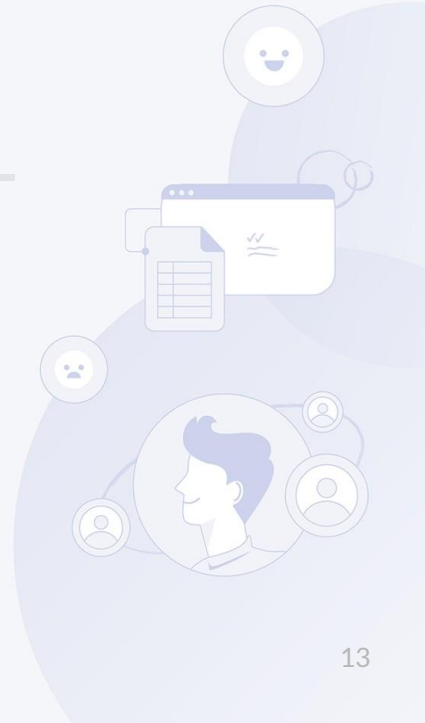
**Favourable:** answered "Agree" or "Strongly Agree"

**Sample size:** 3,378 respondents for Less time, 6,923 respondents for More time



# Hybrid Workplaces and the New Normal

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# Employers must adjust mindsets, embrace working from home as new normal: Lawrence Wong



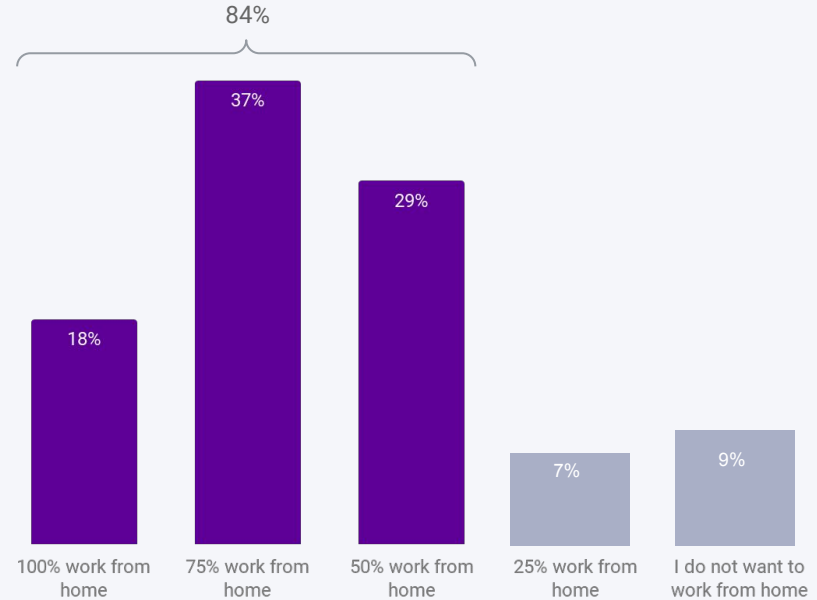
(Photo: Unsplash/Priscilla Du Preez)

Channel NewsAsia, 23 May 2020

<https://www.channelnewsasia.com/news/employers-working-from-home-covid-19-new-normal-lawrence-wong-12763298>



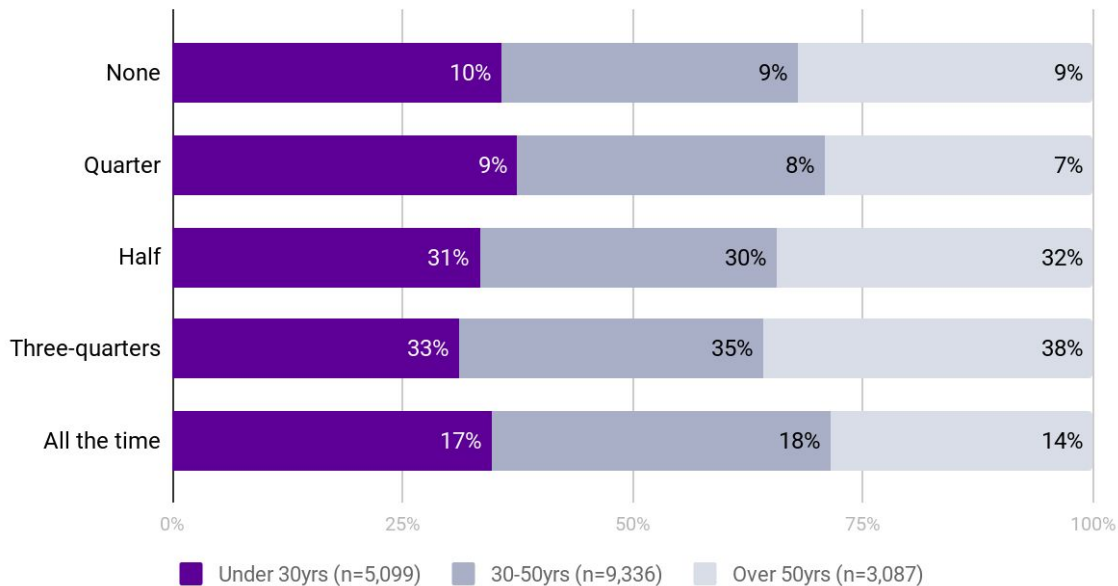
# Strong & stable preference to work from home



Responses to "Based on my experience working through the circuit breaker and beyond, I can see myself working from home permanently:"

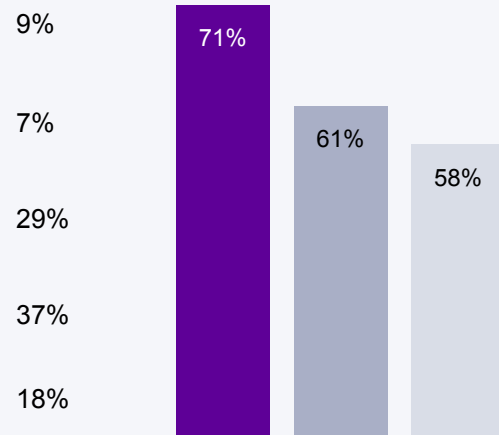
## Similar WFH preferences across generations, younger workers more productive at home

### Desired WFH after circuit breaker



Responses to "Based on my experience working through the circuit breaker and beyond, I can see myself working from home permanently."

### Equal or higher productivity while WFH

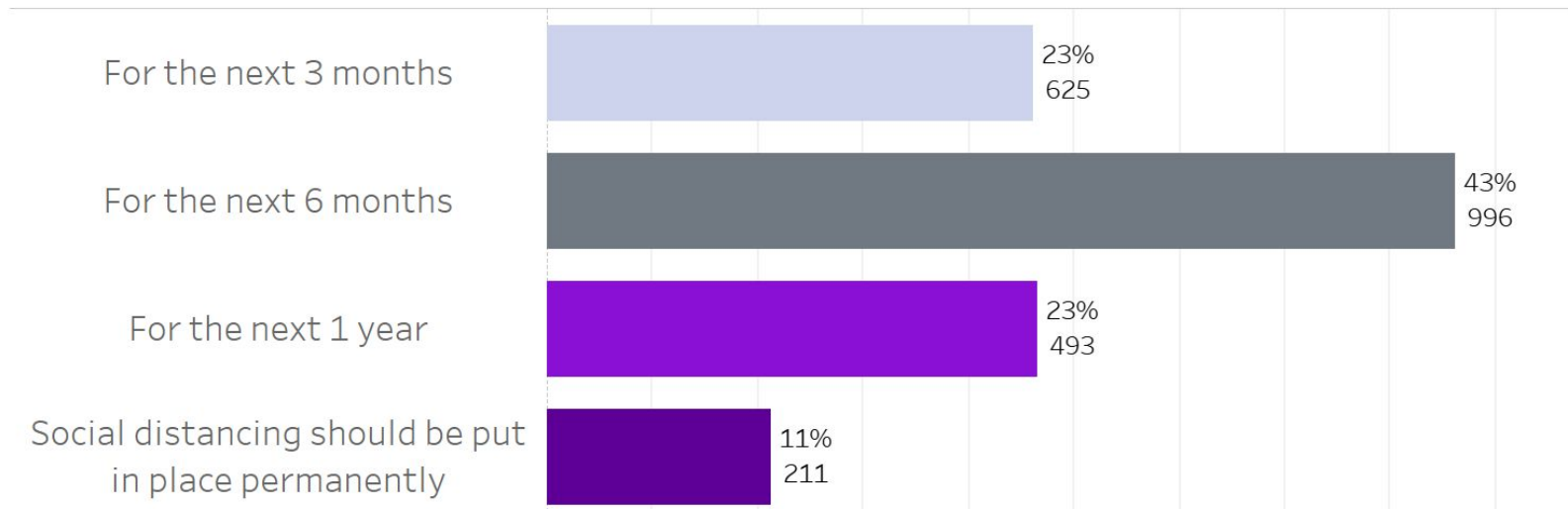


Responses to "When working from home, it takes me \_\_\_\_\_ to achieve the same productivity as compared to working in office."

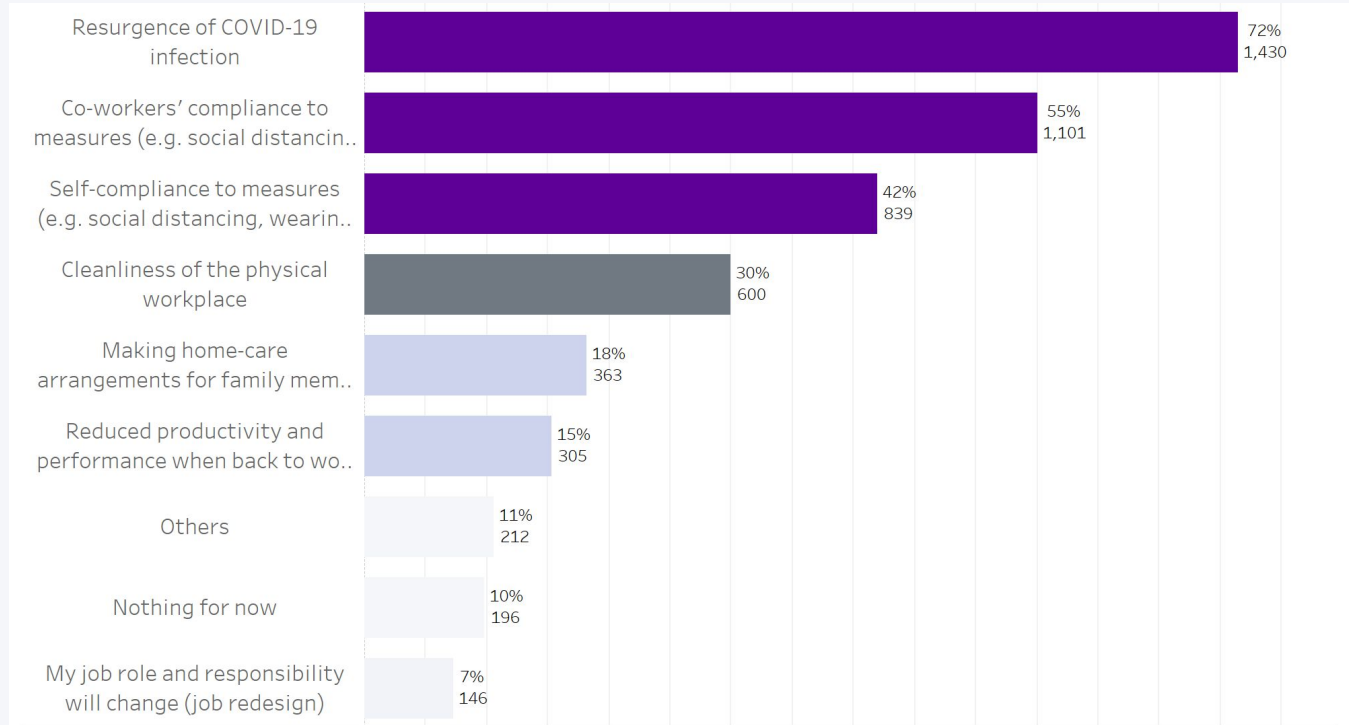


3 out of 4 believe social distancing should last for > 6 months.

### Social distancing in the workplace should be observed:



# Health fears & safety measures dominate concerns about returning to work



Responses to "What is your main source(s) of concern returning to the physical workplace? (Select up to 3)"



# Top themes from suggestions on Flexible Work Arrangements

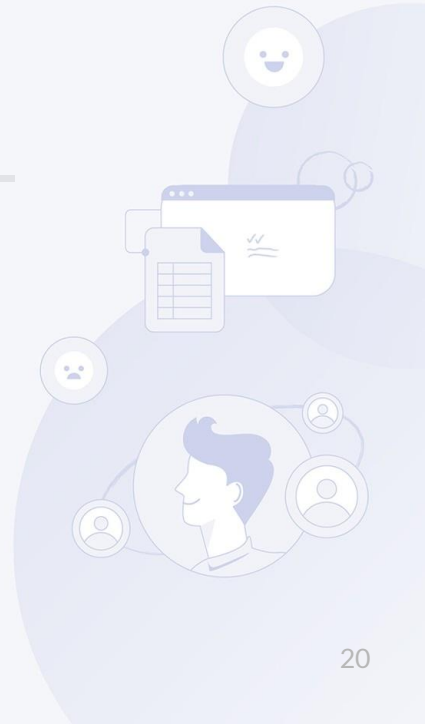
1. Flexible hours throughout the day to match lifestyle, families or productivity levels
2. Clarity in communication of flexible work policies
3. Processes to be introduced to enable healthier workplaces (eg more channels to raise anonymous feedback)
4. Employee benefits to include subsidies for purchase of equipment for home office
5. [Stressed population] Especially high reports of concerns regarding manager issues and lack of care

Responses to "If you can make one suggestion to your organisation regarding its flexible work arrangement policy, what will it be?"

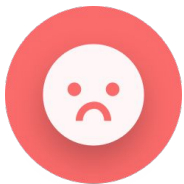


# Engagement & Resilience during crises

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## What is eNPS and how is it calculated?



### DETRACTORS (0-6)

This group of employees are less loyal, engaged, and are likely to not recommend the workplace to family and friends.



### PASSIVES (7-8)

This group of employees are neutral towards the workplace. They will neither promote nor demote the workplace to friends and family.

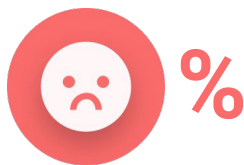


### PROMOTERS (9-10)

This group of employees are more loyal, engaged, and are likely to recommend the workplace to family and friends.



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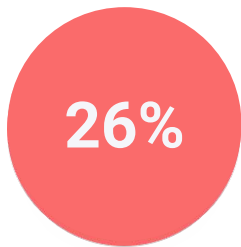
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**eNPS score**

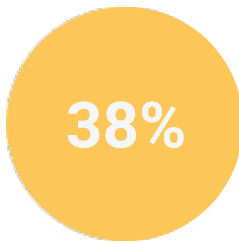


## Employee Net Promoter Score (eNPS)

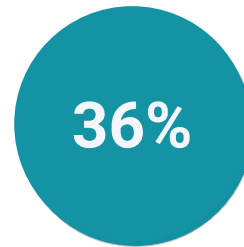
How likely are you to recommend this organisation to friends or family as a place to work?



**DETRACTORS**



**PASSIVES**



**PROMOTERS**

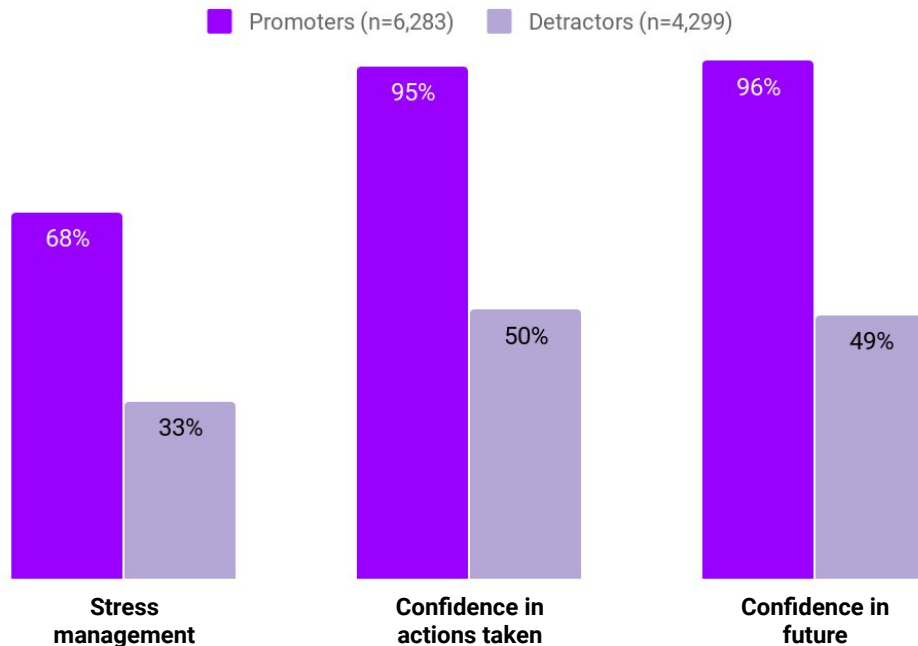
$$36\% - 26\% = +10$$

*EngageRocket's Benchmark is -8*



# Culture & engagement **reduces stress, improves resilience by 2X**

## % Favourable across outcomes



Promoters are **5X** more likely to answer Strongly Agree to "I am confident of the future of my organisation."

**Stress management:** "All things considered, my stress levels are still acceptable."

**Confidence in actions taken:** "I am confident in the action steps taken by my organisation to address problems resulting from COVID-19 situation."

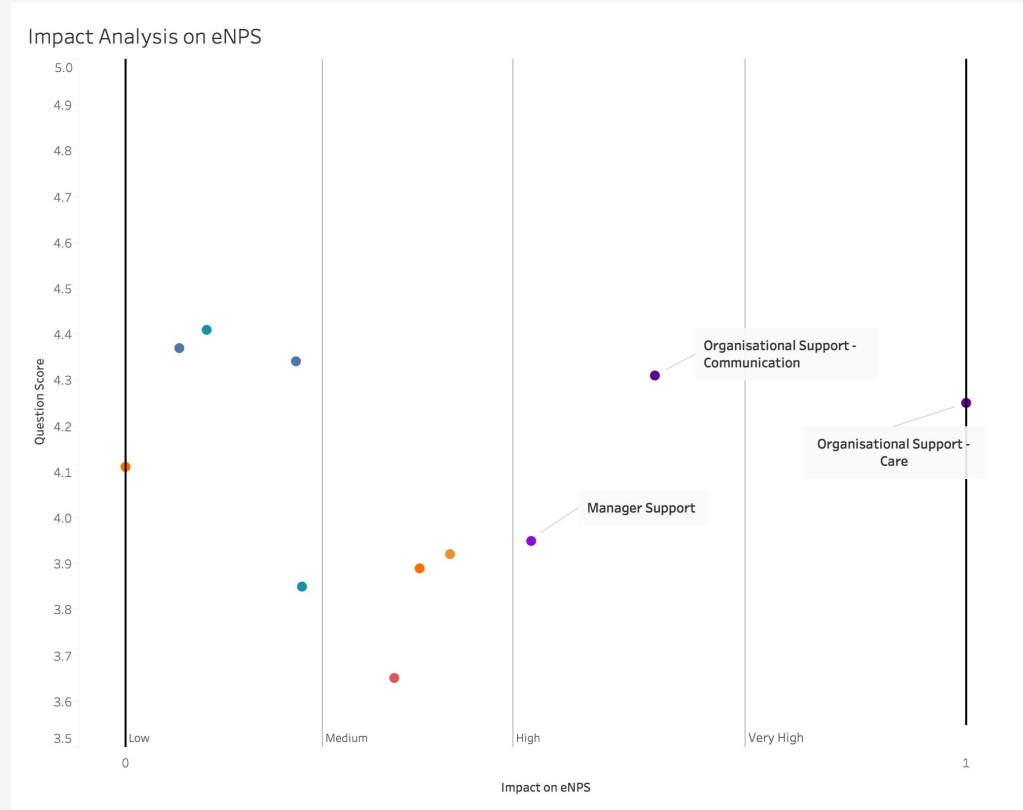
**Confidence in future:** "I am confident of the future of my organisation."



# Care & communication at all levels drive **engagement & loyalty** in crises

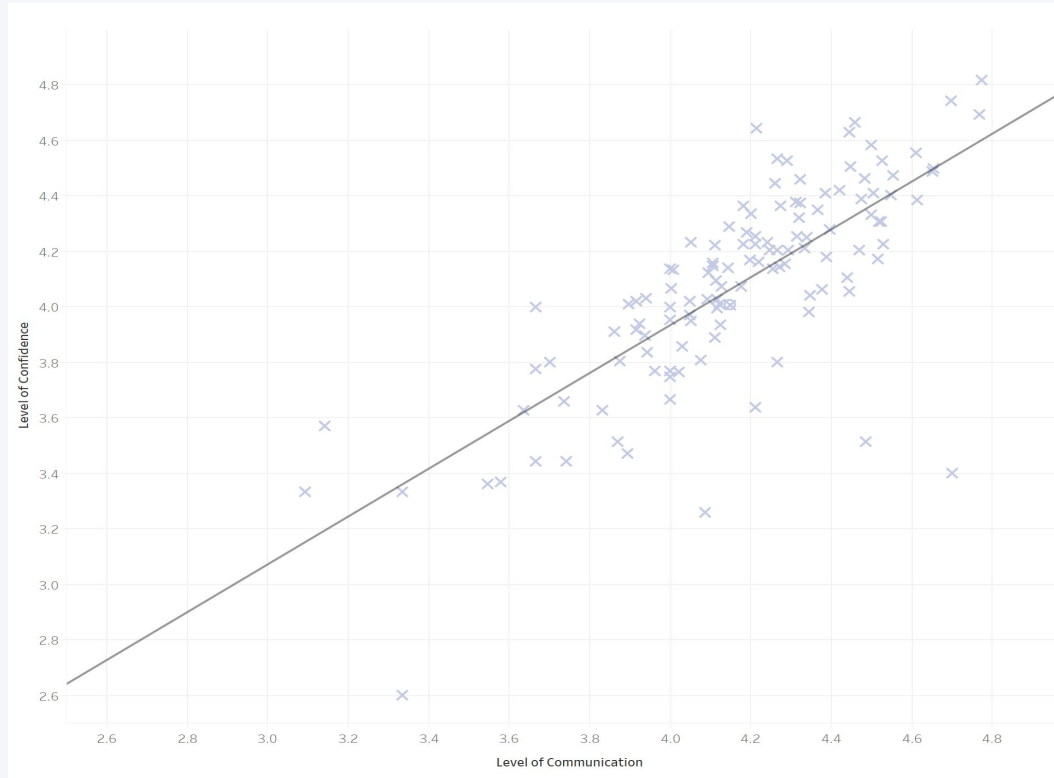
Based on multiple regression analysis of 17,742 respondents, we found:

- Organisational communication and care has the **highest impact on engagement**  
(I am well taken care of by my organisation during this current COVID-19 pandemic. & My organisation communicates effectively during this COVID-19 pandemic (e.g., safety & wellness guidance, work from home practices, travel policies).)
- Manager support has the second highest impact, through **clear and regular feedback**  
(My direct manager provides clear and regular feedback on how well I do my work.)



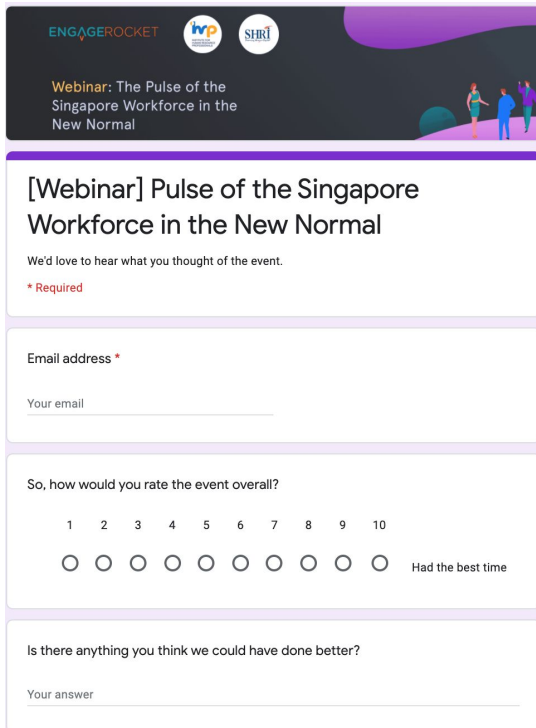


# No limits to **over-communication** to drive confidence in the future



Based on a sample size of 127 companies

Share these slides - Ask for a copy of the slides in our post-event survey



The survey form has a header with logos for ENGAGEROCKET, IVP, and SHRI. The title is "[Webinar] Pulse of the Singapore Workforce in the New Normal". It includes a required email field, a 10-point rating scale for the event, and an open-ended question for feedback.

ENGAGEROCKET IVP SHRI

**Webinar: The Pulse of the Singapore Workforce in the New Normal**

We'd love to hear what you thought of the event.

\* Required

Email address \*

Your email

So, how would you rate the event overall?

1 2 3 4 5 6 7 8 9 10

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ Had the best time

Is there anything you think we could have done better?

Your answer

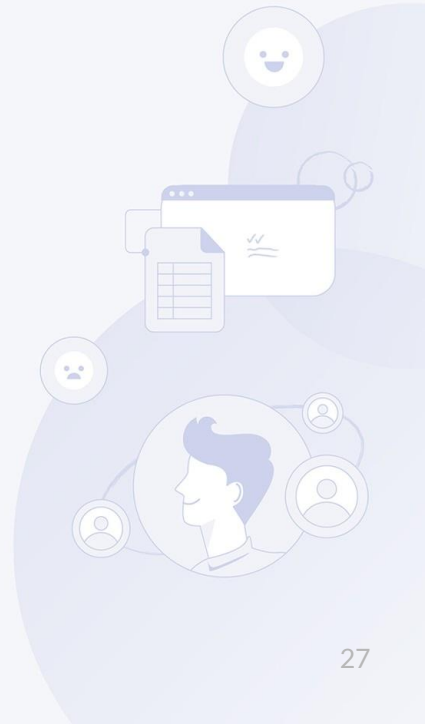


**Chee Tung Leong**

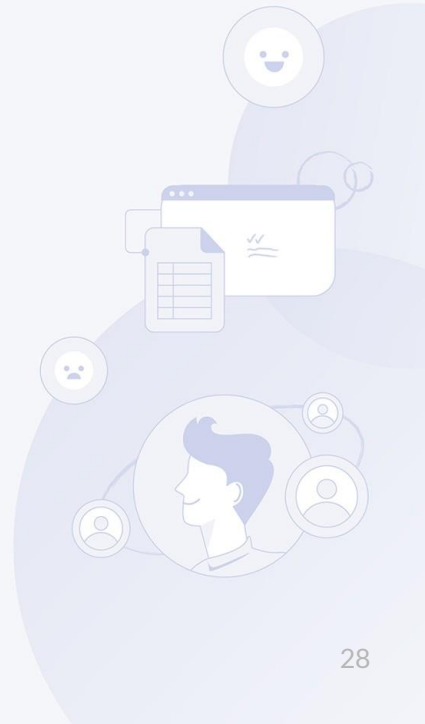
Co-founder and CEO

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[linkedin.com/in/cheetung/](https://linkedin.com/in/cheetung/)

# Quick question...



# Panel discussion



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