

# The Resilience of the Singapore Workforce through the crisis of a generation

THU  
20  
AUG

Zoom Webinar  
20 August 2020, 4:00 PM

IN PARTNERSHIP WITH



Patricia Wei-Ling Poon



Daniel Chia

**SAMSUNG**



Michael Jenkins



Shawn Tan



# Agenda

- Research highlights: Resilience of the SG Workforce
- Perspectives - Alvin Goh, SHRI
- Perspectives - Mayank Parekh, IHRP
- Panel + Q&A



**Chee Tung Leong**

Co-founder and CEO

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



“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

SA

**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?

0

3

Comment

SPTS

**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

0

Reply

0

0

**Rachel Lee**  
 Posted Aug 30

Engage Rocket.

0

Reply

0

0

**Alicia Cheng**  
 Posted 24 sec ago

We use Engagerocket too!

0

Reply

0

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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”

**880,000+**

Responses

**127**

Companies

**~20,000**

Respondents

**64%**

Participation

**All**

Major industries

**<1%**

Margin of error at 95%  
Confidence Interval

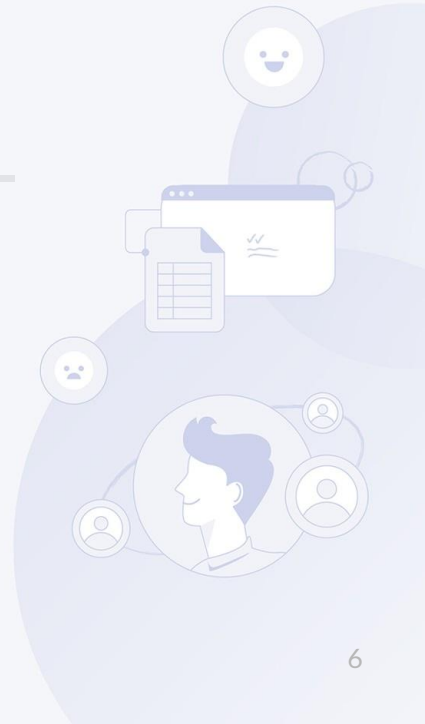
## Resilience of the SG Workforce

1. Wellbeing - Stress triggers
2. Inclusive infrastructure
3. Productivity - training & digitalisation
4. Recovery - engagement & resilience

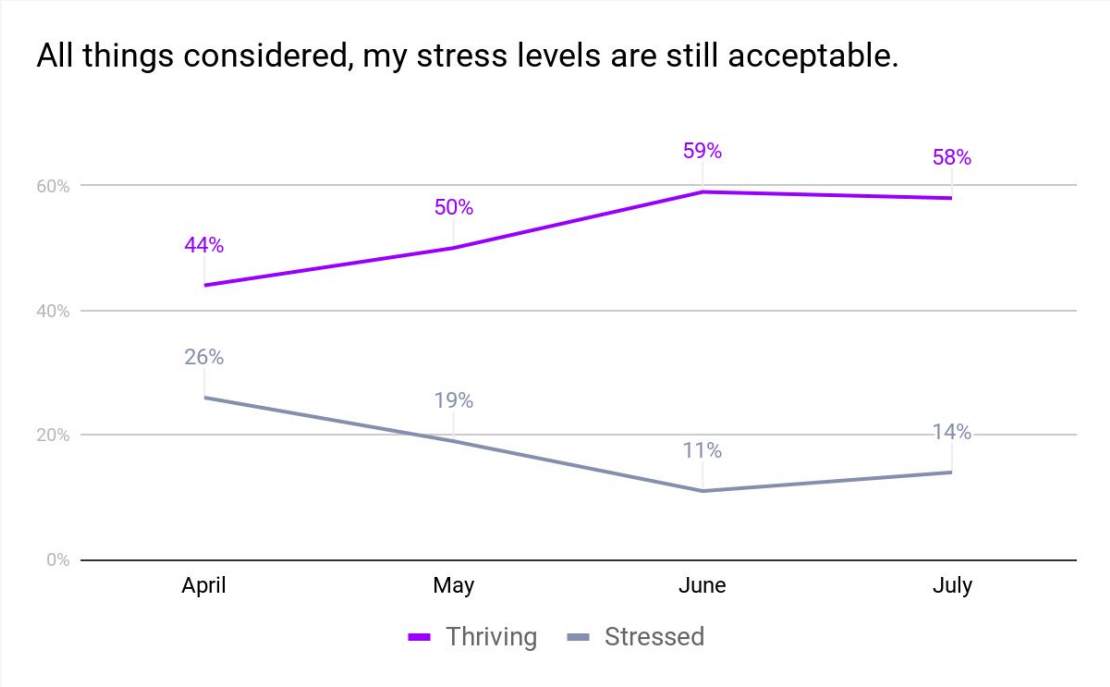


# Wellbeing - Stress triggers

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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:** 12,259 respondents for Thriving, 4,165 respondents for Stressed


## Health & safety remain major trigger of stress

### **SURVEY QN**

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

Resurgence of COVID-19 infection  69%

Co-workers' compliance to measures (e.g. social distancing)  53%

Self-compliance to measures (e.g. social distancing, wearing masks...)  42%

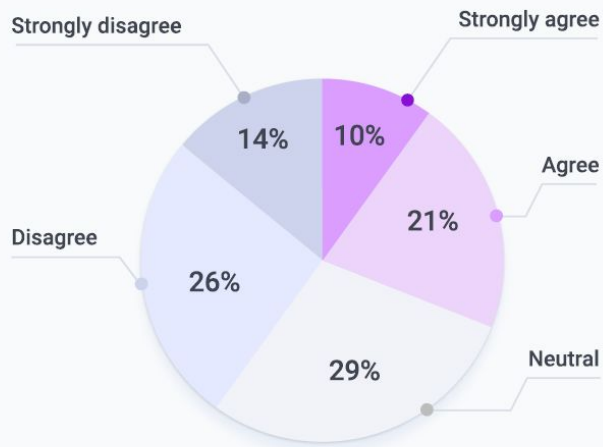
Cleanliness of the physical workplace  29%



## Parents / employees with dependents more at risk

### SURVEY QN

All things considered, my stress levels are still acceptable. (RESPONSES FROM PARENTS ONLY)

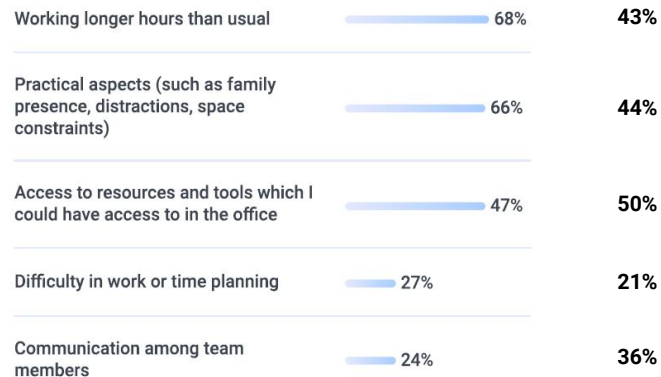


### SURVEY QN

When working from home, the main challenge I face is:

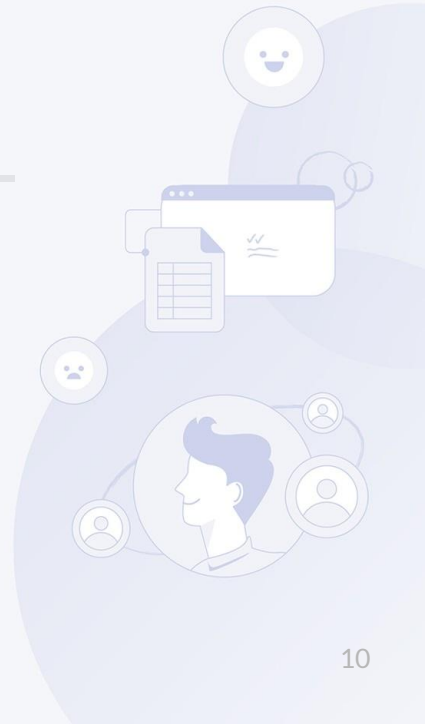
(RESPONSES FROM PARENTS ONLY)

### OVERALL RESULTS



# Inclusive infrastructure

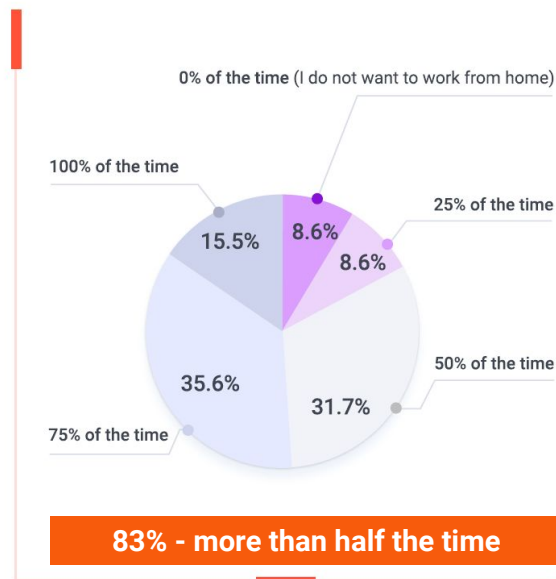
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# Strong & stable preference to work from home

## SURVEY QN

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

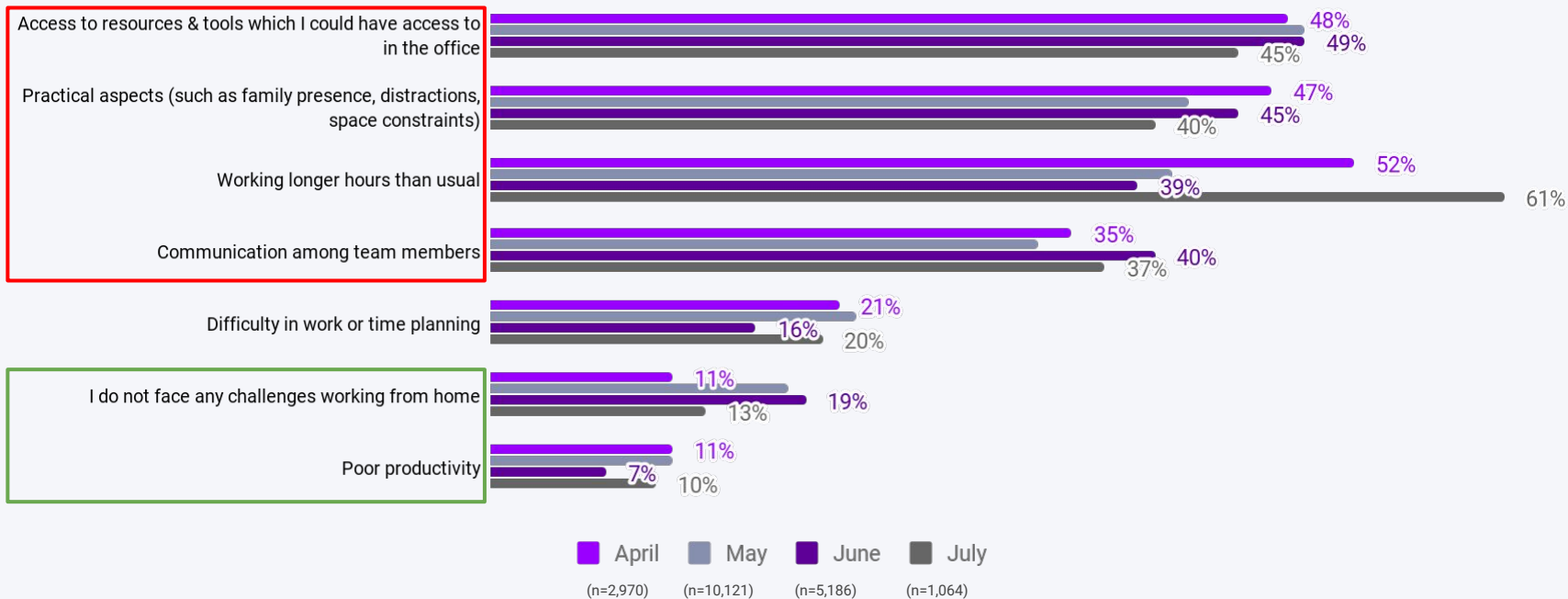


BY COMPANY SIZE	100% of the time	75% of the time	50% of the time	25% of the time	0% of the time
SME (25-200)	14%	36%	33%	9%	17%
Mid-sized (200-1000)	13%	33%	34%	11%	9%
Large (>1000)	19%	37%	28%	6%	10%

BY INDUSTRY	100% of the time	75% of the time	50% of the time	25% of the time	0% of the time
Consumer industries	17%	31%	30%	9%	13%
Education	13%	36%	35%	9%	7%
Finance/Investment	11%	36%	36%	11%	6%
Healthcare	20%	39%	27%	6%	8%
Industrial/B2B	11%	33%	33%	11%	13%
Online/Tech	21%	37%	31%	7%	5%
Public services	16%	39%	32%	8%	6%

# Infrastructure & ways of working remain challenges

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



# Top 3 suggestions for FWA

1



Flexible hours for greater convenience whether working from home or the office

2



Clear communication on new policies and expectations

3

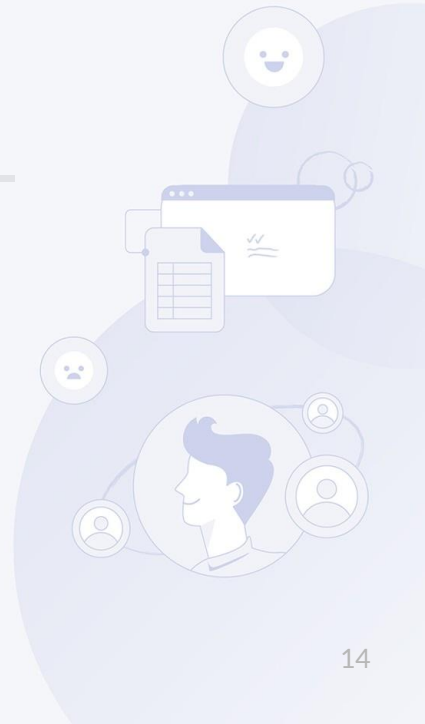


Processes to encourage open-culture to enable healthier workplaces



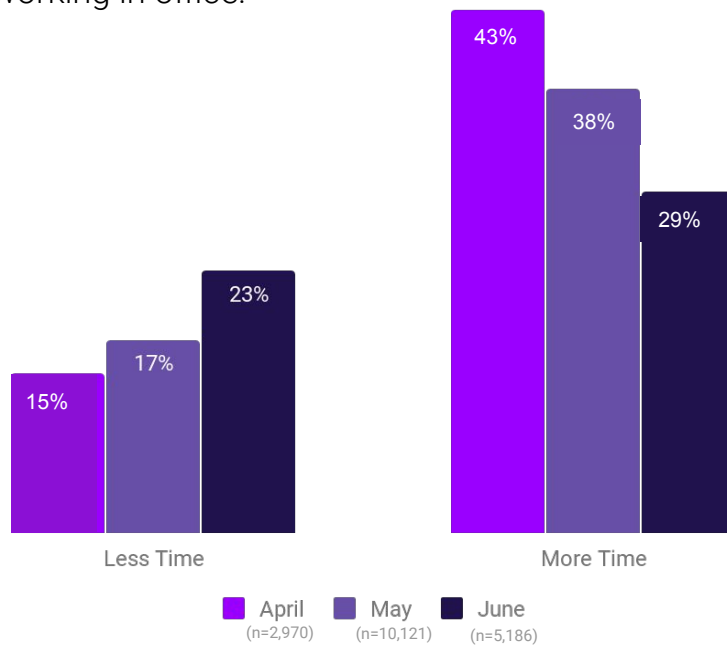
# Productivity - Training & digitalisation

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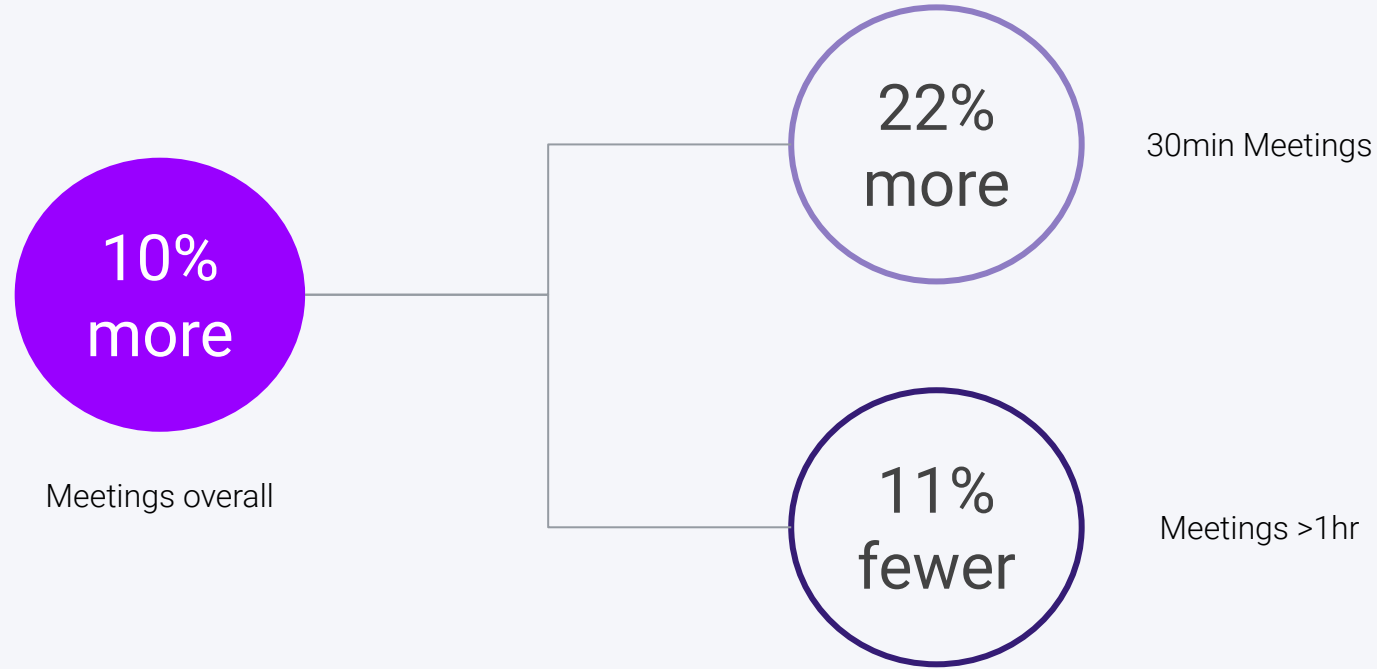


## Productivity is increasing over time

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



## Rise of the 30min meeting

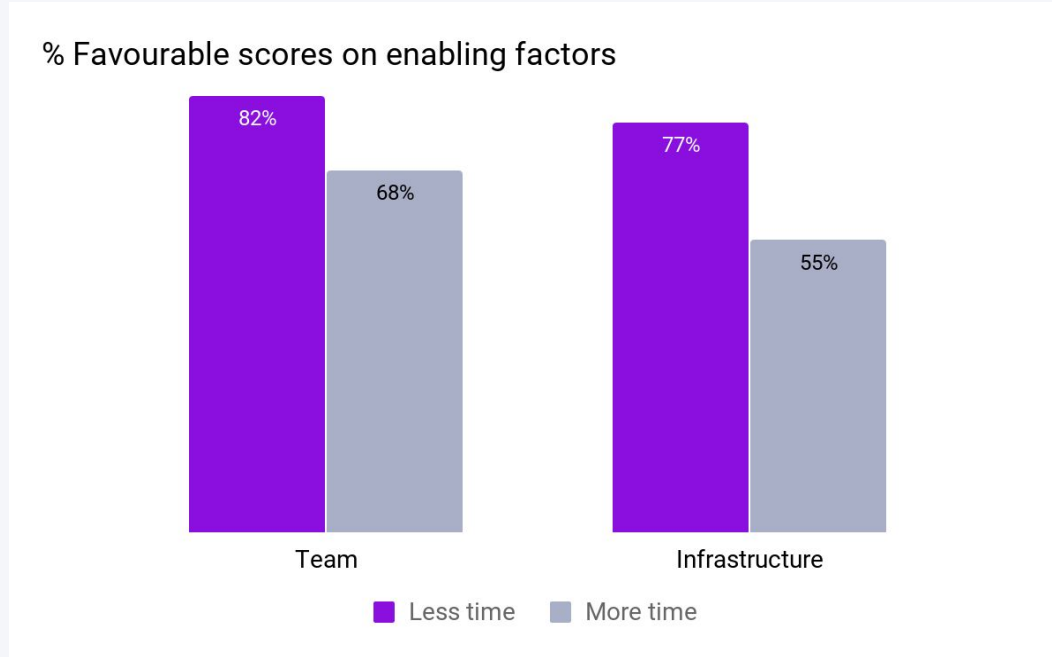


Source: Microsoft Workplace Analytics





# Productivity driven by ways of working & digital infrastructure



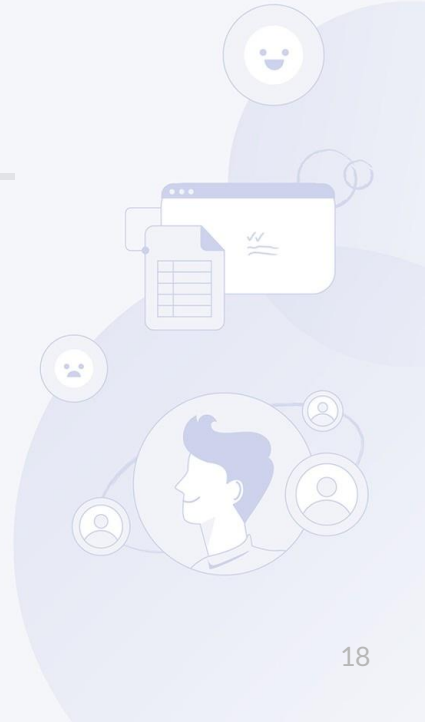
**Team:** “My colleagues remain committed to quality deliverables while working from home.”

**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.”



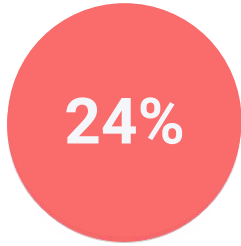
# Recovery: engagement & resilience

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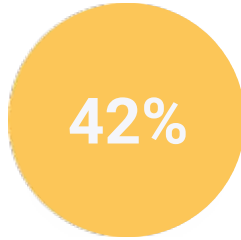


## Employee Net Promoter Score (eNPS)

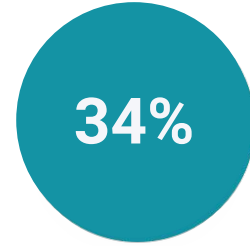
How likely are you to recommend this organisation to friends or family as a place to work?



**DETRACTORS**



**PASSIVES**



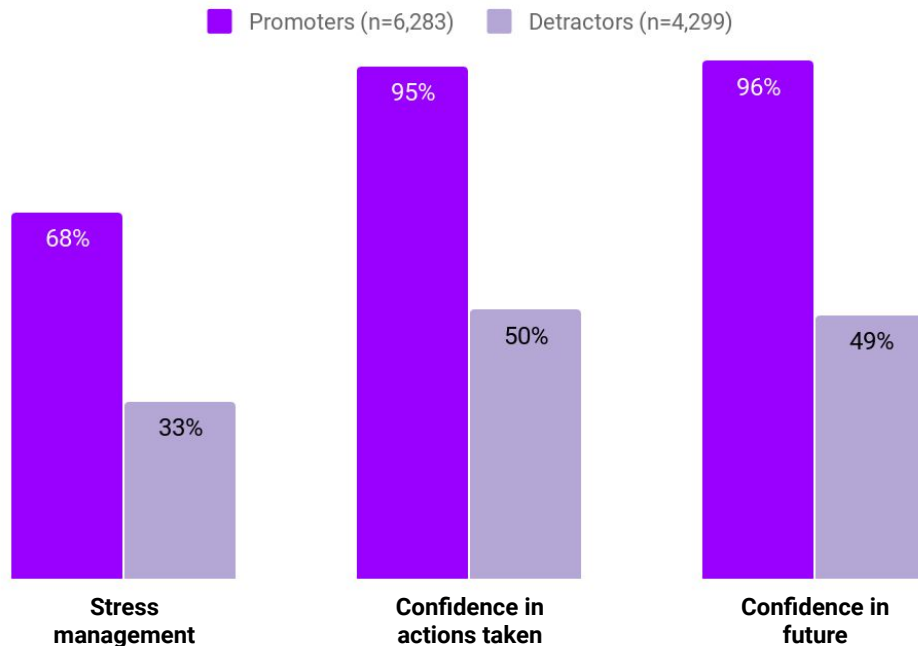
**PROMOTERS**

$$34\% - 24\% = +10$$



# 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."

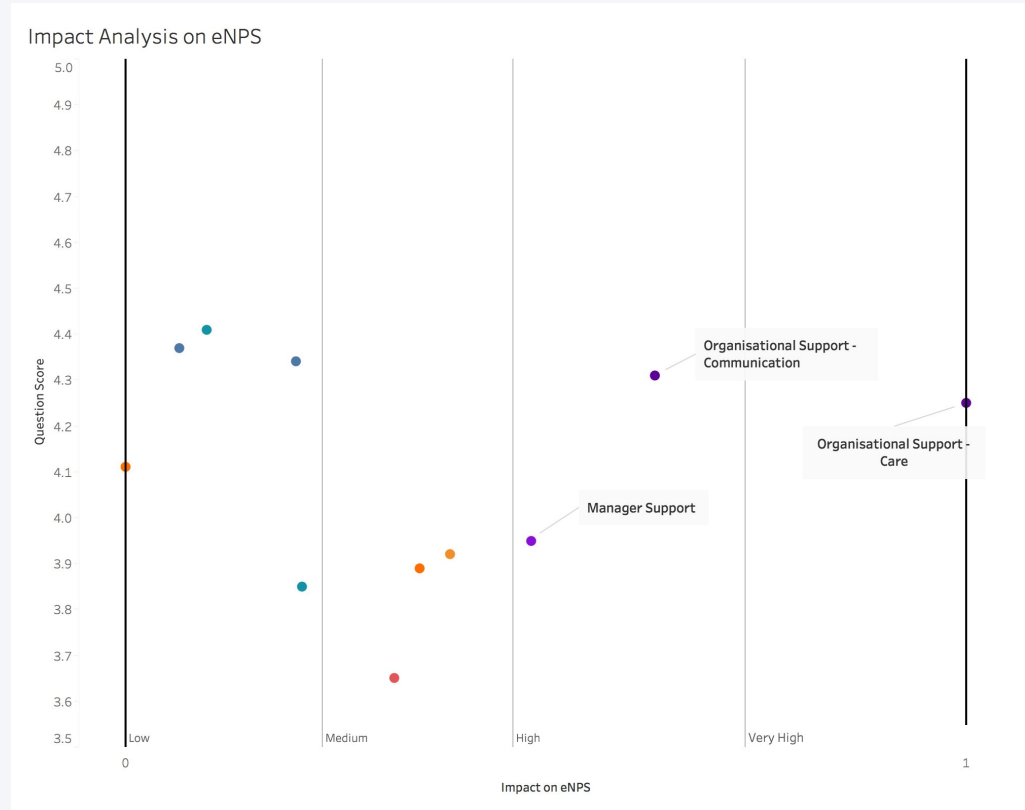
**Confidence in future:** "I am confident of the future of my organisation."



# 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.)

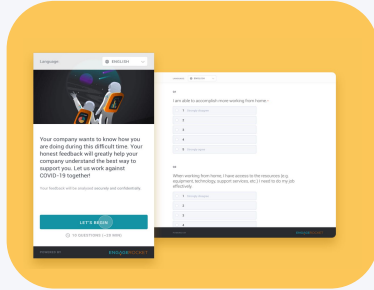


## Build Resilience @Work

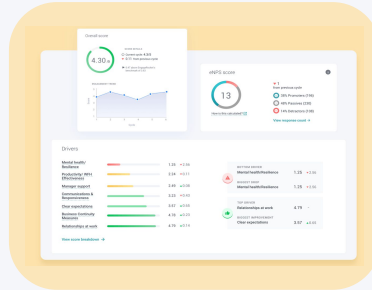
EngageRocket continues to support resilience in *your* organisation



# Resilience @Work Package



Access Singapore-leading pulse surveys



Get powerful workplace insights



Access comprehensive benchmarks

## EXCLUSIVE OFFER:



EngageRocket people analytics now more accessible to help leaders **navigate the new normal** and **enhance team resilience**. For as little as the price of a *kopi* per person each month!

**APPLY NOW** (limited time only)



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**ENGAGEROCKET**  
Webinar The Resilience of the Singapore Workforce through the crisis of a generation



**[Webinar] The pulse of the Singapore workforce through the crisis of a generation**  
We'd love to hear what you thought of the event.  
\* Required

Email address \*  
Your email

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/)



# Perspectives



**Alvin Aloysius Goh**  
Executive Director



Alvin is an accomplished international senior business manager with over 15 years' of experience in the financial and consulting industry where he played key roles in various business and human capital transformation projects.



**Mayank Parekh**  
Chief Executive Officer



Mayank has over 20 years of experience in regional, global HR and general management roles prior to joining Institute for Human Resource Professionals (IHRP) as CEO in June 2017.

# Panel Discussion



Wei-Ling Poon, Patricia

Head Leadership  
Development Asia



Michael Jenkins

CEO  
MSHRI



Shawn Tan

HR Director SEA  
IHRP-SP



Daniel Chia

Head of HR  
IHRP-CP, MSHRI



*Views expressed are the panelists' own, and may not reflect those of their organisations*

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