How Coronavirus forced us to be better leaders

Management is listening to employees demands and needs

In March 2020, 60% of employees were satisfied with their physical work environment, **which rose to 74% after that month. There could have been latent WFH expectations, which are now fulfilled.**
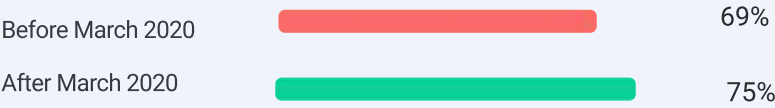
Companies are also aware that the physical work environment is more important than ever.

They also recognized the need for extended support, which is why 75% of employees felt their managers provide adequate support after March, compared to 69% before that period.

% of employees satisfied with their physical work environment

Before March 2020	60%
After March 2020	74%

% of employees satisfied with manager support

Before March 2020	69%
After March 2020	75%

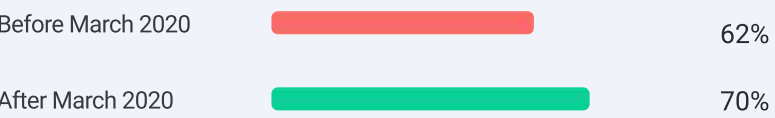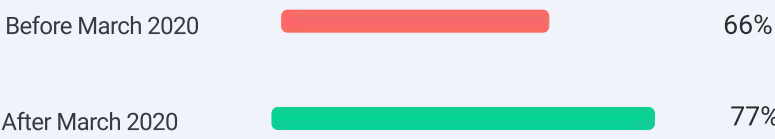## Companies are able to foster purpose and drive fulfilment

One would imagine that full-time remote work and almost zero in-person communication would make people fall out of sync with their employers' mission. Our findings suggest quite the opposite.

70% of employees firmly believe in their organisational mission – an 8 percentage point uptick from the previous month. Similarly, **66% felt a sense of accomplishment from their jobs in the months before March 2020, compared to 77% afterward.**

% of employees that believe in their organisation mission

Before March 2020	62%
After March 2020	70%

% of employees that feel a sense of accomplishment from their jobs

Before March 2020	66%
After March 2020	77%

Good leadership has increased employee loyalty and engagement

A key indicator of employee loyalty and, consequently, engagement is employee Net Promoter Score or eNPS. eNPS captures what part of your workforce would recommend the company/paint it in a positive light (promoters) vs. how many employees would actively speak against it (detractors).

The number of promoters went up in every demographic before and after March 2020, while the number of detractors came down.

It is interesting to note the variance among detractors is more than the promoters. Companies would be well advised to initiate a two-pronged strategy:
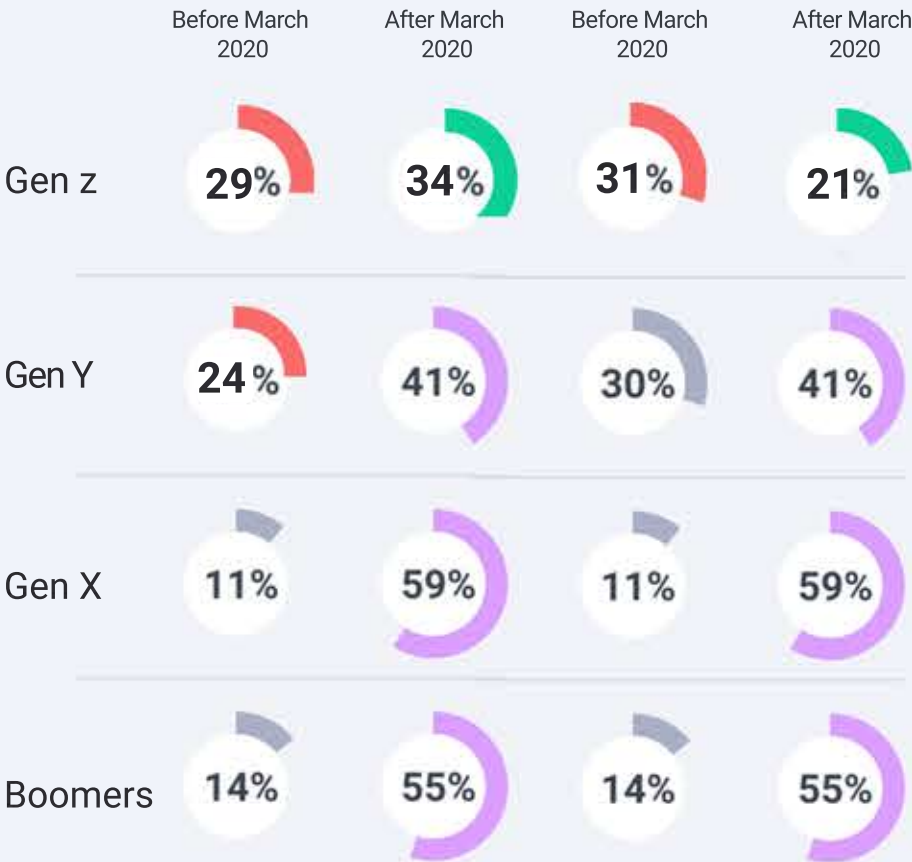
- Set regular targets, maintaining productivity while offering employees clear goals and a purpose for each day.

- Reinforce the above with engagement and belonging, creating that vital sense of community and "collaborative sustenance."

	Promoters		Detractors	
	Before March 2020	After March 2020	Before March 2020	After March 2020
Gen z	29%	34%	31%	21%
Gen Y	24%	41%	30%	41%
Gen X	11%	59%	11%	59%
Boomers	14%	55%	14%	55%

Methodology

EngageRocket collected over 1.4 million responses to 11 targeted questions to arrive at these findings. Before March 2020 refers from May 2019 to 1 March 2020. After March 2020 refers from March 2, 2020, to September 15, 2020. We analysed the results as per response per question and response per four age segments covering Boomer, Generation X, Generation Y (millennials), and Generation Z.

EngageRocket is APAC's fastest-growing employee experience solution provider that helps leaders and organisations make better people decisions using real-time data. Learn more at www.engagerocket.co