

the impact of COVID-19



on workers and
organisations.

about the survey.

In June 2020, Randstad New Zealand surveyed 1000 workers about the impact of COVID-19 on their job prospects and working lives.

We also surveyed 500 employers about how they managed their workforce through lockdown and how their people strategies are set to change in the emerging 'new normal'.



calm before the storm.



So far, the impact of the COVID-19 pandemic on employment here in New Zealand has been less severe than many other developed economies. As our survey highlights, New Zealand workers are notably less concerned about the impact of COVID-19 on their job security than their counterparts in Australia.

Our research also underlines the resilience and resourcefulness of businesses and employees as they quickly adapt to workplace changes and plot new career paths.

Yet, unemployment could begin to rise in the face of uncertain domestic demand, the global economic downturn and the eventual phasing out of wage subsidies.

Moreover, employer sentiment is mixed. Some are looking to expand headcount, while others anticipate lay-offs, continued hiring freezes and face the risk of losing talent to better performing sectors.

Looking ahead, many employers believe the experience of lockdown has provided the catalyst for developing more agile and productive ways of working.



key findings.

The economic uncertainty caused by COVID-19 continues to affect the future of working New Zealanders.



33%

of New Zealand's workers are concerned that COVID-19 will negatively impact their job security, which while significant, is much less than the 64% recorded in Australia.



61%

of employers have introduced measures to protect workers from unemployment.



52%

of workers feel their employer has taken care of their emotional wellbeing during the pandemic.



30%

of workers are considering a career change – 10% with their current employer and 20% elsewhere.



36%

of employers expect to make significant changes to their workforce, either now or in the longer term.



85%

of employers are focused on boosting employee performance and productivity.

“The pandemic has caused a significant shift in the way New Zealanders work and their perceived feelings of job security. The employers in our survey also highlight the challenges they face in keeping their organisations operational.

It is therefore heartening that employers are fighting so hard to protect employees.

Workforce adaptability and organisational agility are critical in driving productivity, responding to emerging opportunities and hence safeguarding jobs.

It is vitally important for employers to provide transparent communications and, if possible, assurances about job security to avoid losing their best people to the competition.”

Nick Pesch, CEO of Randstad New Zealand and Australia

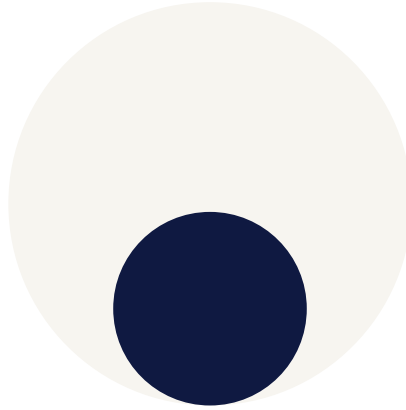


“it is heartening that employers are fighting so hard to protect employees.”

adapting the organisation.



94% of employers see their biggest challenge during the pandemic is keeping the organisation operational.



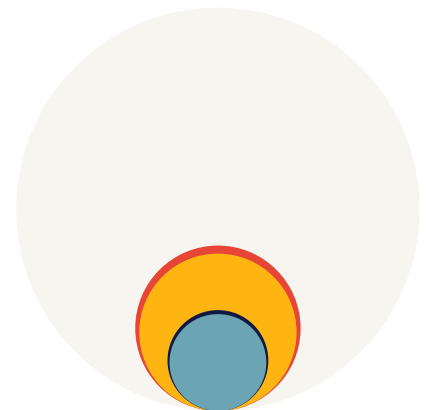
48% of employers have upgraded their technology (e.g. cloud and teleconferencing).



45% of employers have implemented shift/split team workforce arrangements to reduce the number of employees in the office at any one time, and 36% have introduced shorter working days with an earlier departure.



84% of employers have invested in safety to ensure the health of employees and 52% of employees feel their employer has taken care of their emotional wellbeing during the pandemic.



41% of employees have spent less time in meetings and 39% have been able to make more time for themselves as a result of working remotely. But 25% have ended up working longer hours, and 24% procrastinating more.



"During the early days of the COVID-19 outbreak, our internal Diversity and Inclusion Council brought forward Randstad's Wellness Month from September to April.

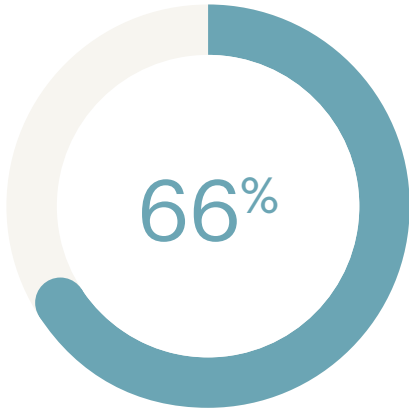
It allowed us to support our people with initiatives that helped them transition to remote working, having kids at home, feelings of isolation and keeping healthy."

Madeline Hill, National Lead for D&I Randstad

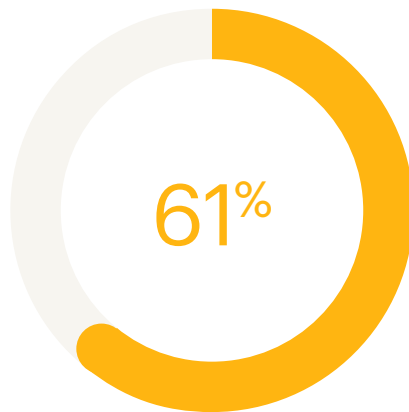


“wellness month allowed us
to support our people.”

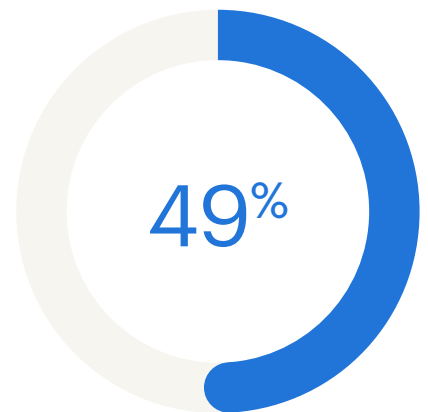
new ways of working.



66% of employers want to keep remote working at the forefront of operations even after the COVID-19 pandemic subsides, but the rest only want select workers and functions to work this way.



61% of employers have upskilled their workforces to help them adapt to the changing nature of work.



49% of workers report that their employer has provided the technological equipment needed to carry out their jobs to the full extent from home or another location.

“Organisations and their employees are adapting well to new ways of working with high uptake in tech solutions and flexible working arrangements to ensure business continuity.

Rather than being a temporary solution, this highly flexible and tech-enabled approach is set to become the new normal within many industries.

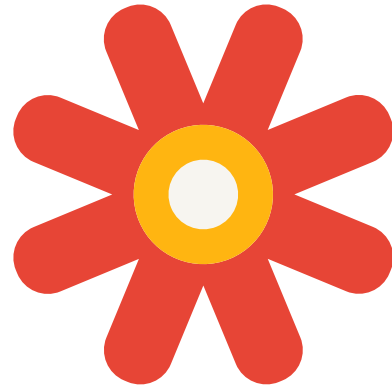
These new ways of working not only require appropriate technology, but new ways of managing and engaging with employees.”

Katherine Swan, Country Director New Zealand



“Supporting our workforce to be able to adapt rapidly to changing conditions is the new normal.”





fears for the future

Uncertainty and anxiety are growing, with 33% of workers now concerned that COVID-19 will have a negative impact on their job security.

36% of employers believe they will have to make significant workforce changes (e.g. redundancies, redeployment, earlier retirement, restructuring or outside resourcing).

64% of employers plan to save costs by freezing hiring and replacement.

32% of employers are concerned that their sector won't recover from the COVID-19 pandemic, spurring key talent to move to other sectors.

protecting jobs

61% of employers have put measures in place to protect employees from unemployment. These include paid and unpaid leave, redeploying to support active parts of the business, reducing hours of work and secondments.

85% of employers are focused on boosting employee performance and productivity, and 76% plan to develop their company culture to support this.

This reflects the importance of culture in strengthening workforce agility and readiness to embrace new ways of working, which will be key in driving improved productivity.

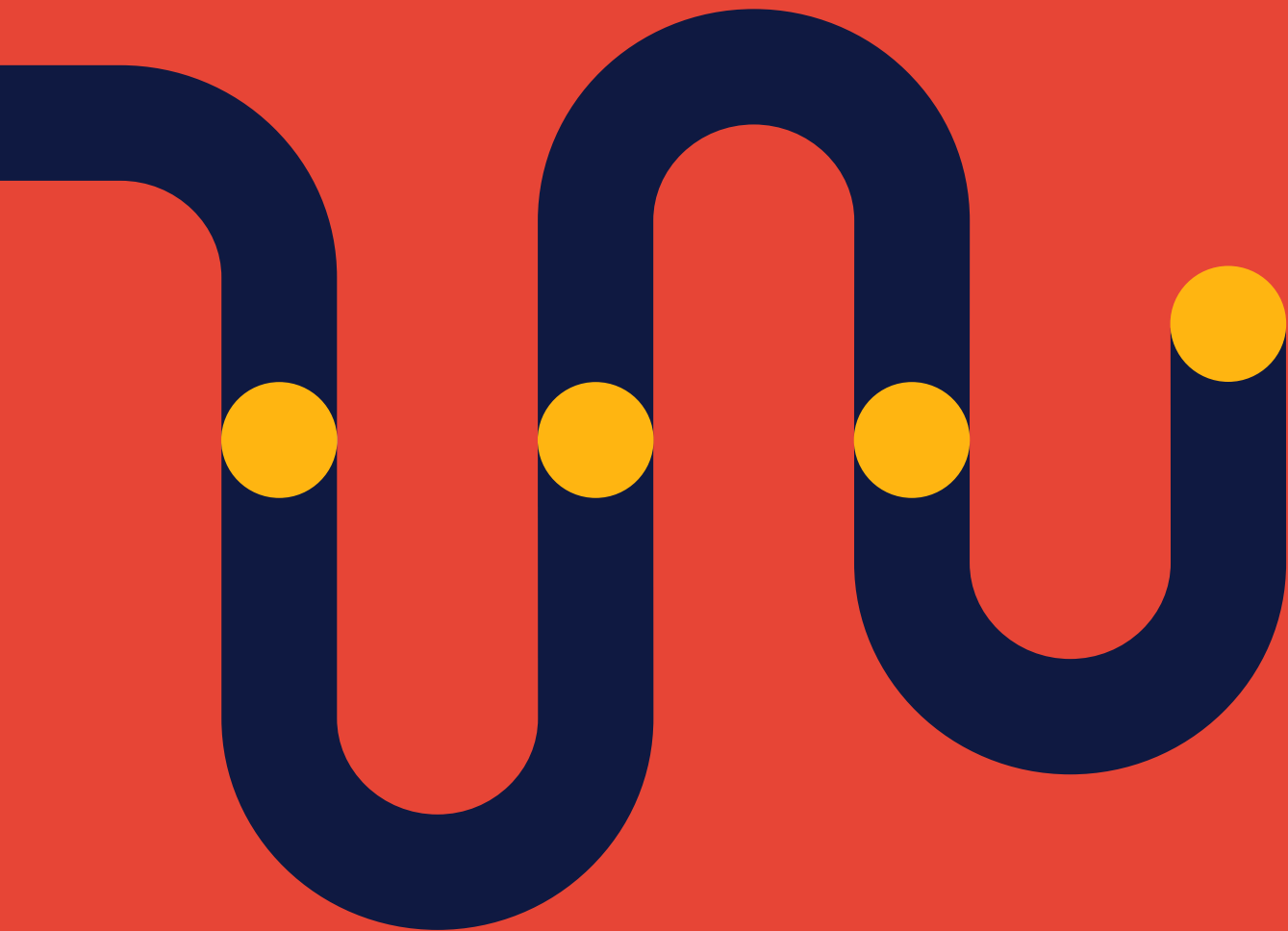
Only 24% of workers believe that if they lose their job that their employer would support them in finding a new position, via outplacement.



“Change arises from times of uncertainty. Around one in three workers in New Zealand are prepared to switch jobs, with many of them contemplating a whole new career direction.

Although a threat to some organisations, this kind of talent mobility presents an opportunity for others that invest in training, offer superior prospects and put employee satisfaction at the top of their priorities.”

Angela Anasis, Executive General Manager of
Randstad Sourceright New Zealand



“change arises from
times of uncertainty.”

open to change

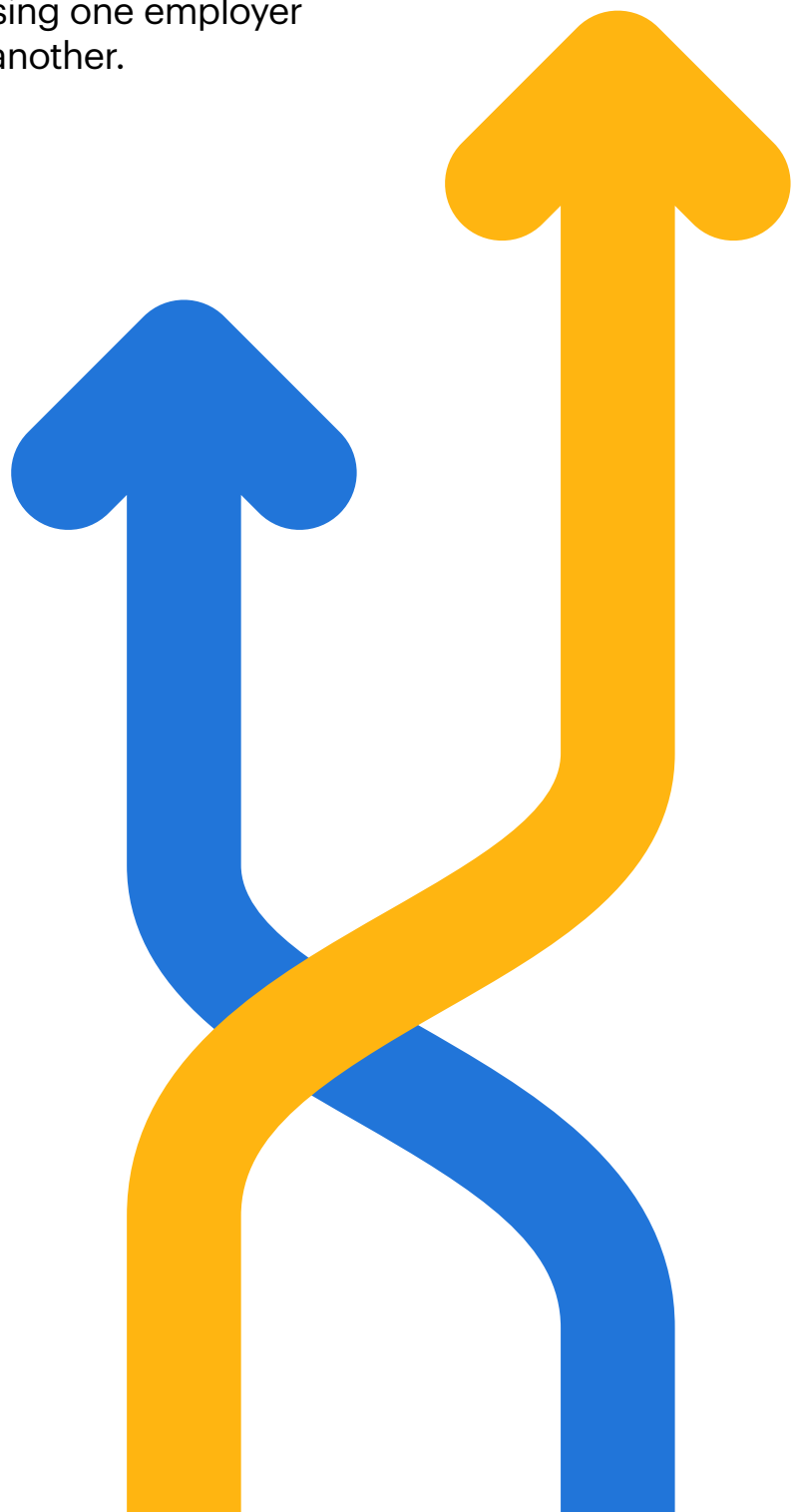
20% of workers are currently considering, or actively looking for another job with another organisation, while a further 10% are seeking a new role within their organisation.

Following COVID-19, 26% of employers think there will be a huge demand for jobs in their sector and therefore there will be more competition to attract talent.

Employers expect the pandemic, and any changes in the economy which follow, will most positively impact the information technology and telecommunications sector, followed by life sciences and healthcare.

The hospitality, tourism, food and beverage sectors are expected to feel the most negative impact, followed by aviation and transport.

Flexible working is the most important factor for workers when choosing one employer over another.





discover our solutions

Our workforce and sector experts are working with employers and employees to help them adapt to new ways of working in order to navigate through the uncertainties ahead.

To find out more about the impact of COVID-19 and responding to the change go to the [Accelerating Business Recovery](#) section of our website.

Discover our [Virtual Solutions](#) with cost minimised solutions to help companies and employees get back to work.

If you have any queries about developments outlined in this survey or how they affect your organisation, please feel free to get in touch.



contact your local office today.

Auckland
(09) 336 0399

Christchurch
(03) 335 3810

Wellington
(04) 473 6223

