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# Quartz/Qualtrics Study

**Race**

# Racial inequality during the pandemic

86% of people say that their company treat people of all races equally. Only 5% disagree.

- 2% of white people disagree while 15% of Black people disagree (14.5X)

83% of people say that their company treat people of all genders equally. Only 5% disagree.

- Black workers in the USA are 3.8X as likely as white workers there to say their company **does not** treat people of all genders equally
- Women are 78% more likely than men to say their company **does not** treat people of all genders equally

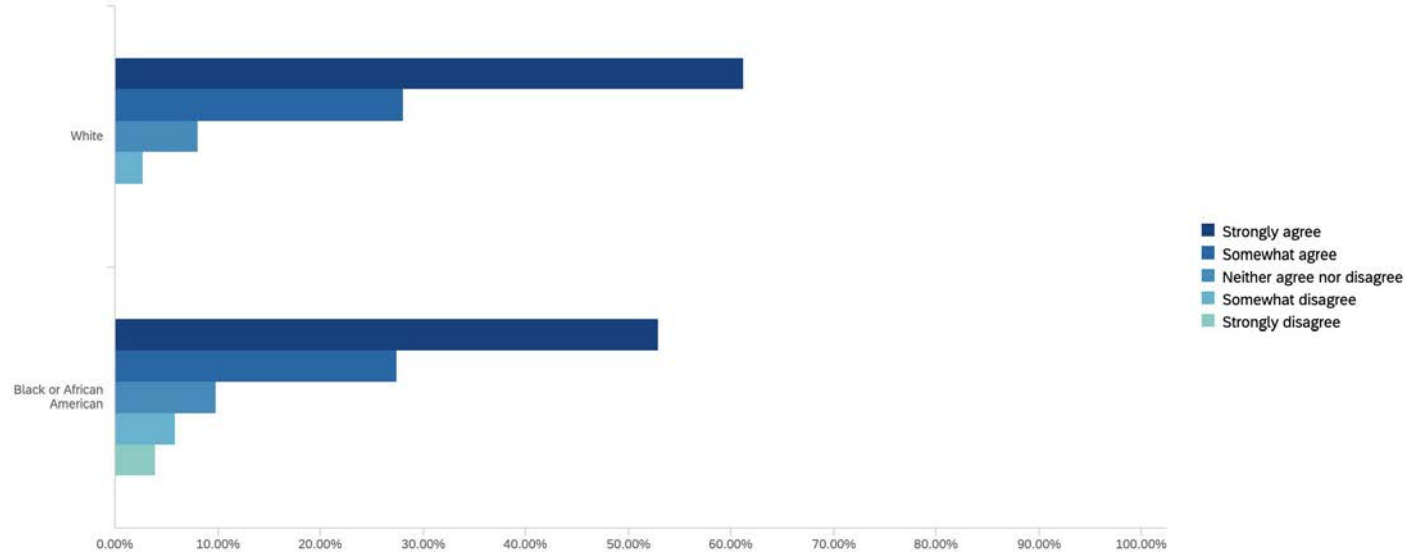
81% of people say that their company treat people of all sexual orientations equally. Only 5% disagree.

- LGBTQ+ workers are 93% more likely than non-LGBTQ+ workers to say their company **does not** treat people of all sexual orientations equally
- Women are 44% more likely than men to say their company **does not** treat people of all sexual orientations equally

# Racial inequality during the pandemic

80% of people say their company provides equal opportunities for different groups

- Black workers in the UK are 3.7X as likely as white workers there to say their company **does not** provide equal opportunities for different groups
- Black workers in the USA are 3.8X as likely as white workers there to say their company **does not** provide equal opportunities for different groups
- North Americans were the most likely to say this (88%) while Asians were the least likely (73%)



# Racial inequality during the pandemic

61% of people say their company's D&I efforts have improved since COVID-19

- Parents are 25% more likely than non-parents to agree
- 70% of North Americans say their companies efforts have improved while only 53% and 54% of Australians and Europeans agree

48% of people say their company's D&I efforts have improved in response to BLM

- 43% of Black people say this
- Parents are 38% more likely than non-parents to say this

57% of people say their company has improved their treatment of Black people in response to the BLM movement

- 48% of Black people say this
- White people are 22% more likely to agree with this Statement than Black people.

73% of people are satisfied with their company's D&I efforts

- Black Americans are 2.3X as likely as white Americans to be dissatisfied with their companies D&I efforts

# Perceptions of treatment

22% of people say they have felt unequally treated at work because of their race

- Black people are 52% more likely than white people to cite this
- LatinX/hispanic people are 2.5X as likely as non-latinX/hispanic people to have felt like they've been treated unequally at work

29% of people say they have felt others were unequally treated at work because of their race

- Black people are 37% more likely than white people to cite this
- LatinX/hispanic people are 69% more likely than non-latinX/hispanic people to have felt like they've been treated unequally at work
- More than 1 in 3 workers in Africa and North America feel others have been treated unequally bc of their race
- Those in urban areas are twice as likely to feel this way as those from rural areas

25% of people say they have felt that they were treated unequally at work because of their gender

- White women were 5.5X as likely as black women to say they have been treated unequally because of their gender

27% of people say they have felt others were unequally treated at work because of their gender

14% of people say they have felt unequally treated at work because of their sexual orientation

18% of people say they have felt others were unequally treated at work because of their sexual orientation

31% of people say conversations about racial inequality have increased at work while 19% say they have decreased

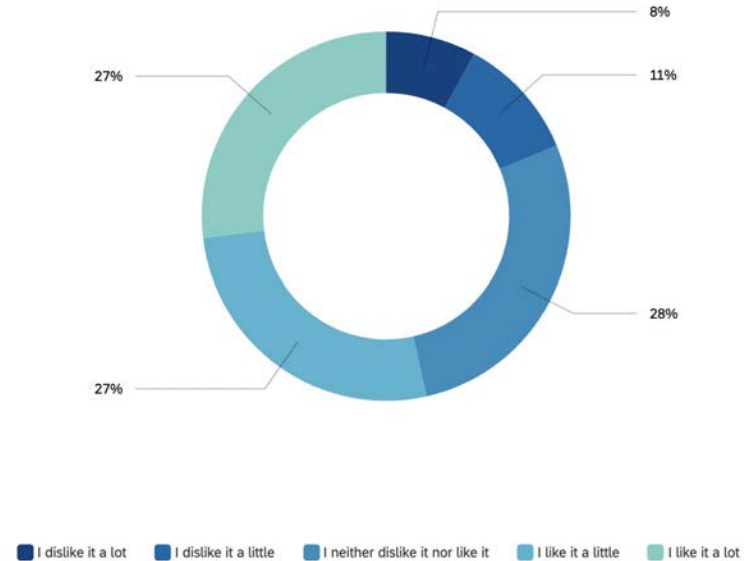
- Black workers are 37% more likely than white workers to say there's been an increase in the conversations around them at work about racial inequality since BLM. Meanwhile white workers are 51% more likely than black workers to say there's been no change in the number or frequency of conversations on the subject
- 51% of people claim the majority or all conversations are supportive of the BLM movement while 12% say they are more or all negative

# Reopening

## Are people ready to return?

19% dislike working from home. 54% like it.

- 55% people who switched from working outside the home to remote work at home said they prefer working from home when polled in early June.
- Only 39% of europeans like working from home. Corresponding numbers in other regions: North America-60%, Australia-55%, Asia-66%, Africa-67%
- 62% of workers at large companies like working from home while only 46% of workers at small companies do
- People in urban areas are 33% more likely than people living in rural area to like working from home. Suburban areas fall in between

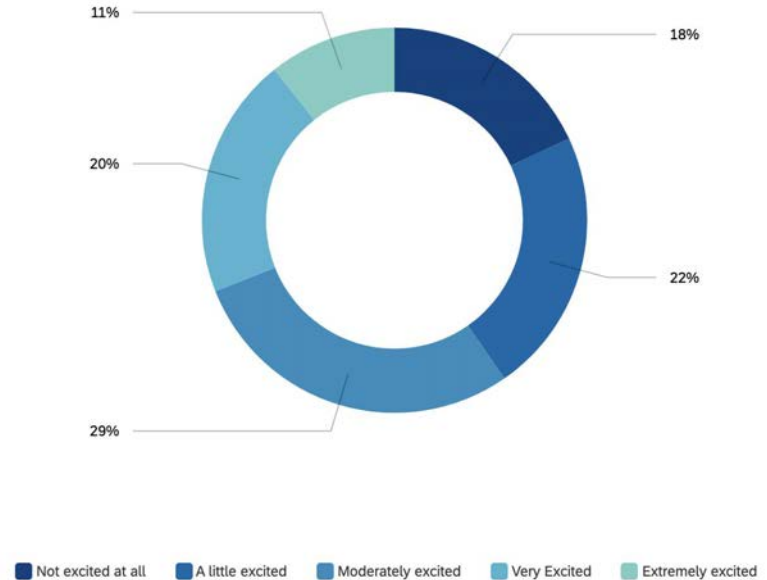




## Are people ready to return?

60% of people still working remote are at least moderately excited to return to the office. 18% are not excited at all.

- Men are 22% more likely than women to be excited to return to the office
- 70% of North Americans are at least moderately excited to return compared to 55% and 53% of Europeans and Asians
- Married people are 48% more likely than divorced people to be excited to return to the office
- In the US, White workers are 35% more likely than Black workers to be excited to return to the office
- Millennials are 33% more likely than Baby Boomers to be excited to return to the office



# Are people ready to return?

51% say their company is flexible about how soon they need to return to work. 23% say their company has not been.

- 2 in 3 North Americans (67%) say their company has been flexible about how soon they need to return to the office while just over 1 in 3 Europeans agreed (34%)

35% of people say their company has not and will not give them a choice on when to return to the office

68% of people are interested in working remotely some or all of the time going forward

- In early June: 59% of workers said they would like to work remotely some or all while an additional 28% said they would like the option to do so occasionally
- 72% of millennials are interested compared to 50% of baby boomers
- 75% of employees at large companies are interested compared to 61% at small companies
- 72% of Urban workers are interested while only 64% of Suburban and 61% of rural workers agree

# Commuting

Top 3 methods cited for how they got to work pre-pandemic:

1. Driving themselves - 57%
2. Train - 11%
3. Bus - 10%
4. Walk - 7%
5. Subway - 6%

15% of people are uncomfortable using their typical means of transportation to return. 70% are comfortable.

- People from Urban areas are 2.2X more likely to be uncomfortable using their typical means of transport than those from rural areas

20% of people plan to change how they travel to my workplace

Of those who plan to change how they get to work, they expect to:

1. Driving themselves - 58%
  - a. 61% of people living in urban areas compared
2. Carpool with other people - 8%
3. Bike or Scooter - 7%
4. Walk - 6%
5. Train - 6%

**Culture**

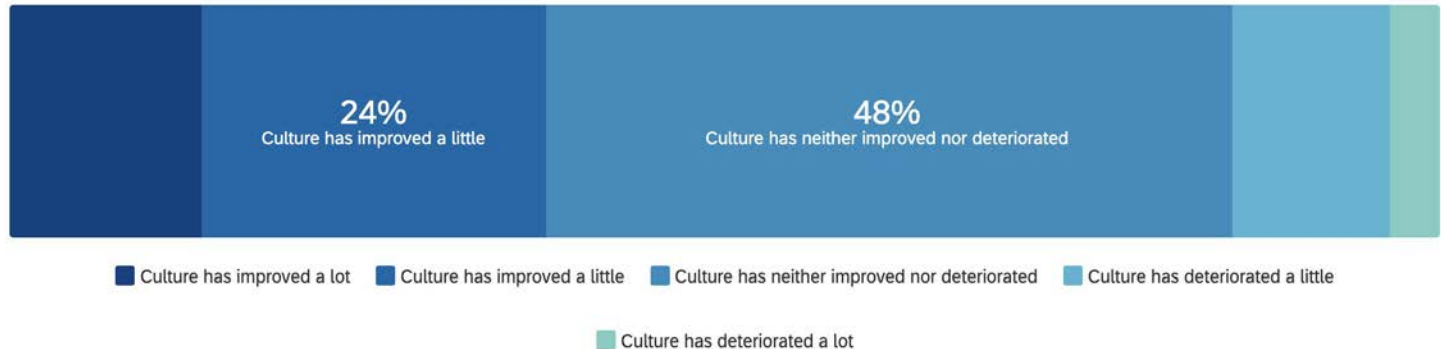
# The COVID-19 impact on culture

70% of people say their company culture was positive before COVID-19

- Men are 14% more likely than women to say their company culture was positive before COVID-19

37% of people say their company culture has improved since COVID-19. 15% say theirs has deteriorated.

- Men are 41% more likely than women to say it has improved since COVID-19
- Those who said their company culture was positive before are twice as likely to say it has improved since. Those who said their company culture was negative before are 3.4X as likely as those who said it was positive to say it has deteriorated since.
- North American respondents were most likely to sight improvements in culture since COVID-19 (45%)
  - Other Regions: Asia 36%, Africa 36%, australia 33%, Europe 34%
- Millenials are over 2X as likely as baby boomers to say their company's culture has improved.
- Men are 39% more likely than women to say their company's culture has improved since COVID-19



# The COVID-19 impact on culture II

48% of people say that, since the beginning of the COVID-19 crisis, they feel more connected to those in their organization. Only 18% disagree.

- 76% of those who say their company culture have improved since COVID-19 agree while only 32% of those who say it has deteriorated agree
- 55% Married workers say this while only 28% of divorced workers do
- 53% male workers say this while only 28% of female workers do

51% of people say that, since the beginning of the COVID-19 crisis, they feel more loyal to their organization. Only 15% disagree.

- 63% of those who say their company culture was positive before COVID-19 agree while only 22% of those who say it was negative agree (a 2.9X difference!)
- 77% of those who say their company culture have improved since COVID-19 agree while only 39% of those who say it has deteriorated agree (or “those who say their company’s culture has improved are 97% more likely to have felt increased loyalty than those who said their company’s culture has deteriorated”)

52% of people say that, since the beginning of the COVID-19 crisis, they feel more purposeful in their work. Only 15% disagree.

- 77% of those who say their company culture have improved since COVID-19 agree while only 43% of those who say it has deteriorated agree

# The COVID-19 impact on culture

Top 5 things people say their company does to try and strengthen its culture:

1. Sending regular emails
2. Finding new ways to connect employees with each other
3. More contact with managers than before
4. Organising online social events
5. Informal chat channels (e.g. Slack channels or chat rooms)

“Have the following increased or decreased?”

	Kind	Generous	Demanding	Transparent	Loyal	Callous	Disconnected	Supportive	Political
Increased	51%	46%	39%	40%	45%	26%	29%	53%	30%
Neither increased nor decreased	43%	45%	46%	49%	46%	57%	45%	37%	57%
Decreased	6%	9%	15%	11%	9%	17%	26%	11%	13%

# The COVID-19 impact on culture

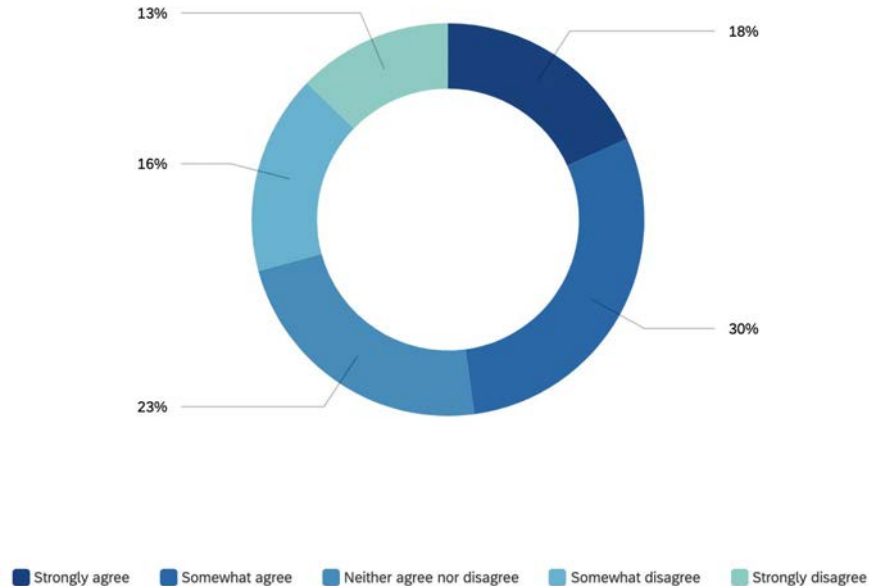
“Have the following increased or decreased?”

- 80% of people who say their company culture has improved say that the people and culture around them at work have been kinder while only 45% of those who say their culture has deteriorated agree
  - Those who say their culture has deteriorated are 4.8X as likely to say the people and culture around them at work have become less kind
- 71% of people who say their company culture has improved say that the people and culture around them at work have been more generous while only 37% of those who say their culture has deteriorated agree
- 62% of people who say their company culture has improved say that the people and culture around them at work have been more transparent 34% of those who say their culture has deteriorated agree
- 71% of people who say their company culture has improved say that the people and culture around them at work have been supportive while only 45% of those who say their culture has deteriorated agree
- Men are 31% more likely than women to say loyalty has increased in their company culture
- Men are 35% more likely than women that their company culture have become a great deal more supportive



# Burnout

# Burnout before and after COVID-19



47% of people report that they've felt burned out since the beginning of the COVID-19 crisis

- Those under 40 (Millennials and generation z) are 89% more likely to have experienced burnout than those over 55 (baby boomers)
- Those who are married are 29% more likely to have experienced burnout than those who are divorced

# Burnout before and after COVID-19

49% say their companies take active steps to help employees avoid burnout

“Which of these activities, if any, has your organization provided since the beginning of the COVID-19 crisis?”

1. Offered flexibility around working hours
2. Changed performance expectations / goals
3. Provided resources to improve remote working environment / office
4. Made counseling or mental health benefits available
5. Provided additional paid time off

Average hours worked per week:

- Pre-COVID-19: 34.5 hours
- Since: 30.3 hours
  - The average work week dropped in length for all levels of education by a similar margin

Household tasks:

- Pre-COVID-19: 12.7 hours
- Since: 15.3 hours

# Beating burnout in the future

58% say their Organization will allow them to be more flexible with working hours following the COVID-19 crisis

55% say their Organization will allow them to be more flexible with where they work following the COVID-19 crisis

The top 5 symptoms of burnout and the portion of workers who experienced them recently:

1. Changed your sleep habits 34.7%
2. Found it hard to concentrate 32.7%
3. Lacked the energy to be consistently productive 31.7%
4. Dragged myself to work and have trouble getting started 30.4%
5. Have become irritable or impatient with co-workers, customers or clients 25.8%

The top 5 approaches to managing burnout that workers have tried and the portion who tried them recently:

1. Tried a relaxing activity 36.8%
2. Started regular exercise 35.9%
3. Started sleeping more 30.0%
4. Sought support from co-workers, friends or loved ones 25.4%
5. Taken regular breaks from work during the day 23.4%

# Demographics & Representation

## Demographics & Representation

This study was conducted July 13-20 among n=2100 adults globally

### Respondents by region:

- Africa — South Africa, Kenya, & Nigeria
- Asia — Hong Kong, Singapore
- Europe — United Kingdom, France, & Germany
- North America — Canada & USA
- Oceania — Australia

### Respondents by gender:

- Female: 54%
- Male: 46%