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The Work Survey by ServiceNow

A quantitative assessment on the impact of COVID-19
on innovation, business and the future of work

September 2020

Wakefield Research

Research methodology

The impact of COVID-19 has thrown ways of working squarely into the spotlight. As the leading digital workflow company that makes work, work better for people, ServiceNow has released new data into the divisions between C-suite executives and rank-and-file employees in their visions of the future of work and significant shifts in global expectations for how work gets done.

The 9,000-respondent global survey, fielded by Wakefield Research, shows that technology enabled companies to quickly pivot how they worked during the pandemic, and the importance of being a digitally transformed business.

Fielded:
September 1st to September 10th, 2020

n=900 C-level executives from companies of 500+ employees

n=8,100 employees from companies of 500+ employees

Countries Included:

US	Japan
UK	Singapore
France	Australia
Germany	New Zealand
Ireland	
Netherlands	
India	

Key Industries Highlighted in Analysis:

- Financial Services
- Healthcare
- Telecom
- Public Sector
- Manufacturing

The COVID-19 pandemic ushered in business innovation at speed

Almost overnight, the business world shifted to remote work, at a speed that would have been hard to predict, unleashing a more agile workforce and a period of experimentation and innovation at work.

Changes are surprising and welcome:

- Nearly all executives (92%) believe that COVID-19 has forced their company to rethink how work gets done
- And employees like the changes— 87% believe their company has created new and better ways of working

The speed in which change took place was faster than anyone would have thought possible:

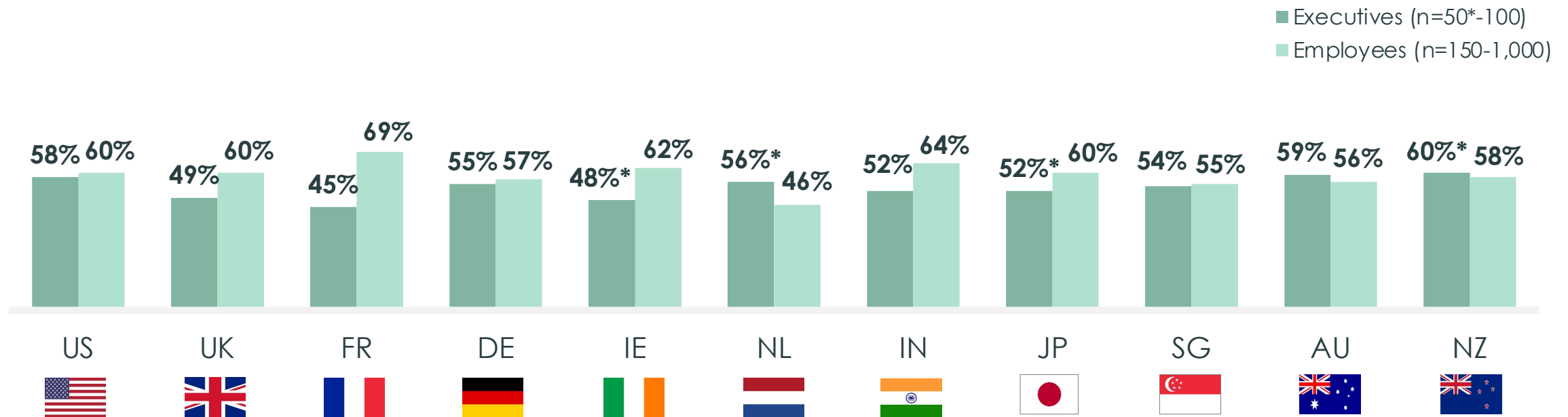
- 9 in 10 executives (91%) and 87% of employees agree



Employees want to maintain new ways of working, while some execs are looking to walk them back

Employees on the ground are seeing just how effective remote work can be. Globally employees (60%) embrace new ways of working, while 47% of execs say their priority is returning to how they worked before COVID-19.

% Who Prefer to Maintain New Ways of Doing Business or Work



How strongly do you agree or disagree with the following? COVID-19 has given my company the opportunity to rethink how work gets done. / How strongly do you agree or disagree with the following? - COVID-19 has made my company create new and better ways of working. *Small base size; findings are directional in nature.

Relying on last century tech means there is more work to do

- **Half of all executives (50%) and employees (53%) believe that transitioning to new ways of working will be more challenging than the initial adjustment to remote work**
 - Keeping up with new ways of working is hard because nearly all (91%) executives say their companies have offline workflows including:
 - Document approvals (51%)
 - IT security incident reports (45%)
 - Technology support requests or processing (42%)
- **Progress has been made, but more than half of survey respondents - 60% of executives and 59% of employees - say their companies still do not have a fully integrated system to manage digital workflows**
 - While new systems were quickly put into place to help with new ways of working, most executives and employees say they would not be able to adapt within 30 days in the event of another disruption
 - Customer Service, HR, Finance, and Sales and Marketing are particularly vulnerable - IT is the only department with a majority (over 60%) who say they could adapt quickly



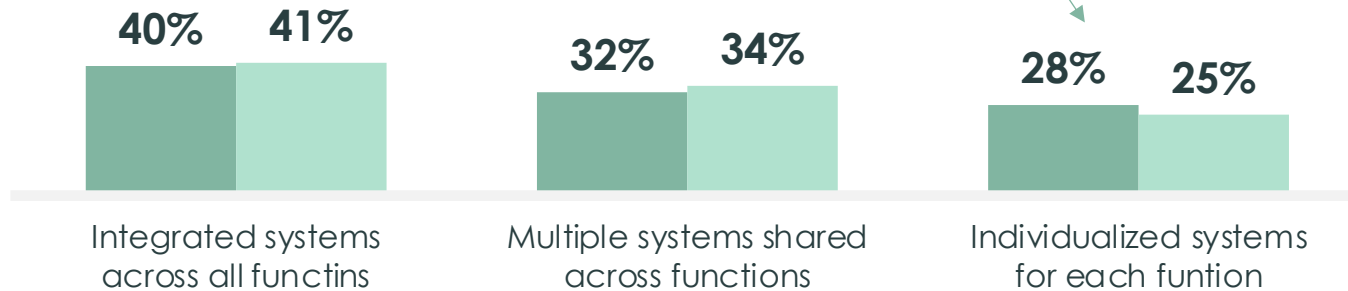
Most companies lack an integrated workflow management system

Despite the abundant lessons learned throughout the pandemic, most businesses are still not positioned to win. They do not have an integrated system to manage digital workflows across all functions. This challenge is most felt among employees in telecommunications and manufacturing.

System for Digital Workflow System

- Executives (n=900)
- Employees (n=8,100)

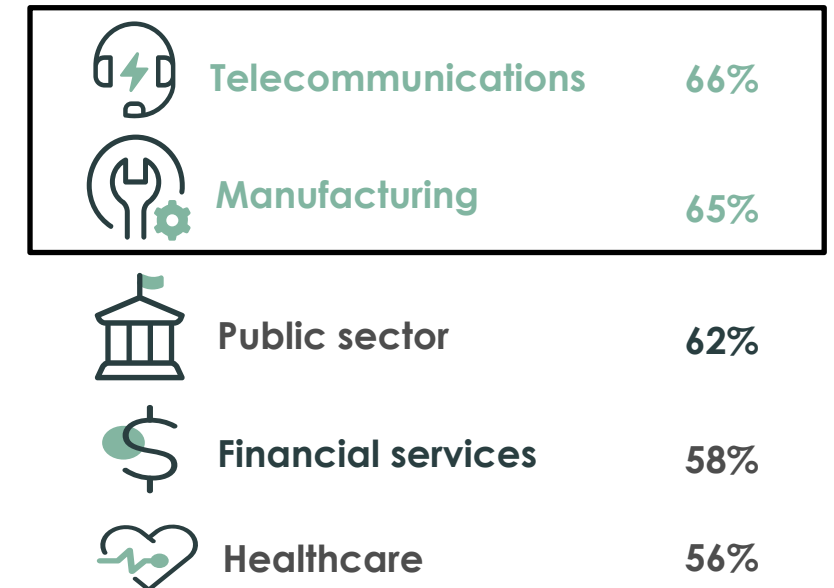
3 in 5 companies do not have a fully integrated workflow system (60% of executives and 59% of employees).



Which of the following best describes how your company currently manages digital workflows?

% Not Fully Integrated by Industry

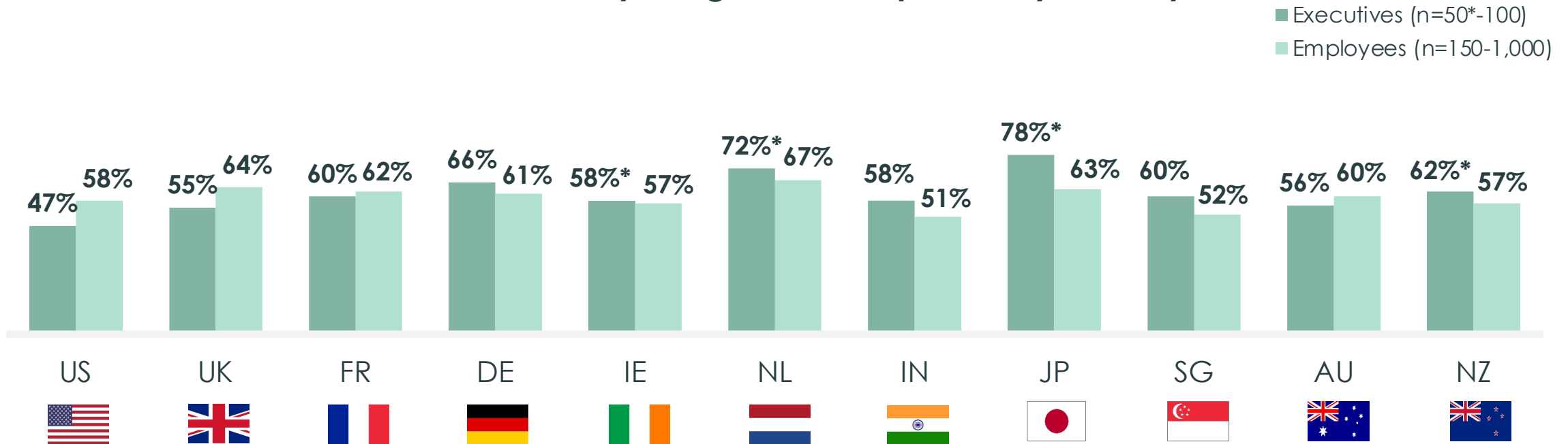
Among Employees, n=8,100



Outside of the U.S., more than half of execs say they do not have an integrated workflow management system

Fully integrated, digital workflow management systems continue to be the exception rather than the rule across most of the world. U.S. executives are the only ones who tipped the scales at just over half who have such a modernized system.

% of Not Fully Integrated Companies by Country



Which of the following best describes how your company currently manages digital workflows? *Small base size; findings are directional in nature.

Most businesses still conduct routine workflows offline

Businesses are not currently set up to withstand another major disruption. Almost all executives (91%) and a vast majority of employees (76%) say routine businesses are still conducted offline at their companies. In fact, according to executives, this offline practice is common across major business functions (e.g. IT, HR, Finance).

Workflows That Take Place Completely or Partially Offline

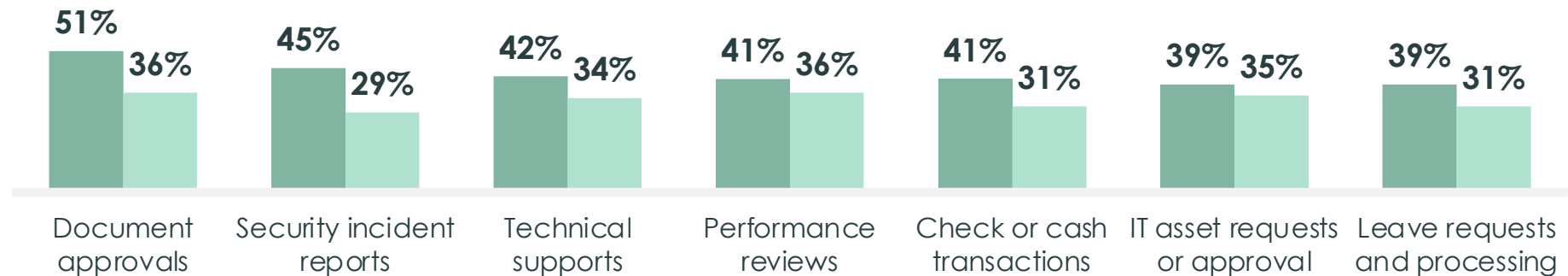
91%

Of executives and 76% of employees say certain routine business workflows are done completely or partially offline at their companies.

Industry Highlight:

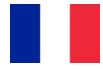
Based on employees, offline practices are more common in Manufacturing (83%) and Healthcare (80%) when compared to other industries (62-69%).

■ Executives (n=900)
■ Employees (n=8,100)



Which of following business workflows, if any, take place completely or partially offline at your company?

Globally, the majority of workflows are offline



Offline Workflows Among Employees	US n=1,000	UK n=1,000	FR n=1,000	DE n=1,000	IE n=200	NL n=250	IN n=1,000	JP n=500	SG n=1,000	AU n=1,000	NZ n=150
Document approvals	30%	34%	30%	39%	39%	31%	39%	43%	41%	37%	49%
Performance reviews	33%	42%	29%	37%	37%	35%	38%	35%	35%	38%	35%
IT asset requests and approvals	35%	34%	28%	32%	43%	33%	44%	24%	38%	37%	51%
Technical support requests/process tracking	30%	31%	26%	29%	41%	28%	40%	24%	41%	40%	52%
Check/cash transactions	28%	29%	24%	27%	34%	25%	34%	36%	35%	35%	45%
Leave requests and processing	22%	31%	31%	33%	34%	31%	29%	36%	32%	32%	37%
Security incident reports	24%	29%	24%	30%	34%	28%	30%	22%	34%	34%	35%
Has workflows that take place offline (net)	69%	70%	67%	76%	77%	72%	77%	80%	84%	81%	89%

Which of following business workflows, if any, take place completely or partially offline at your company? Please select all that apply.

While all see benefits from remote work, concerns abound

- **Everyone sees the benefits of working remotely, but (nearly) all are worried about the ways remote work will impact business in the future:**
 - 99% of executives and 94% of employees see the benefits, and
 - 93% of executives and 83% of employees are concerned for the future of business
- **Benefits and challenges depend on where you sit:**
 - **Executives**
 - Believe that better use of technology has improved their teams' efficiency (50%); but
 - Are most worried about the outputs, such as delays in product or service delivery (54%)
 - **Employees**
 - Really value the time saved from not commuting or traveling (54%); but
 - Are most concerned about the inputs, like reduced collaboration between business units (48%)



The biggest benefits with continued remote work depend on where you sit

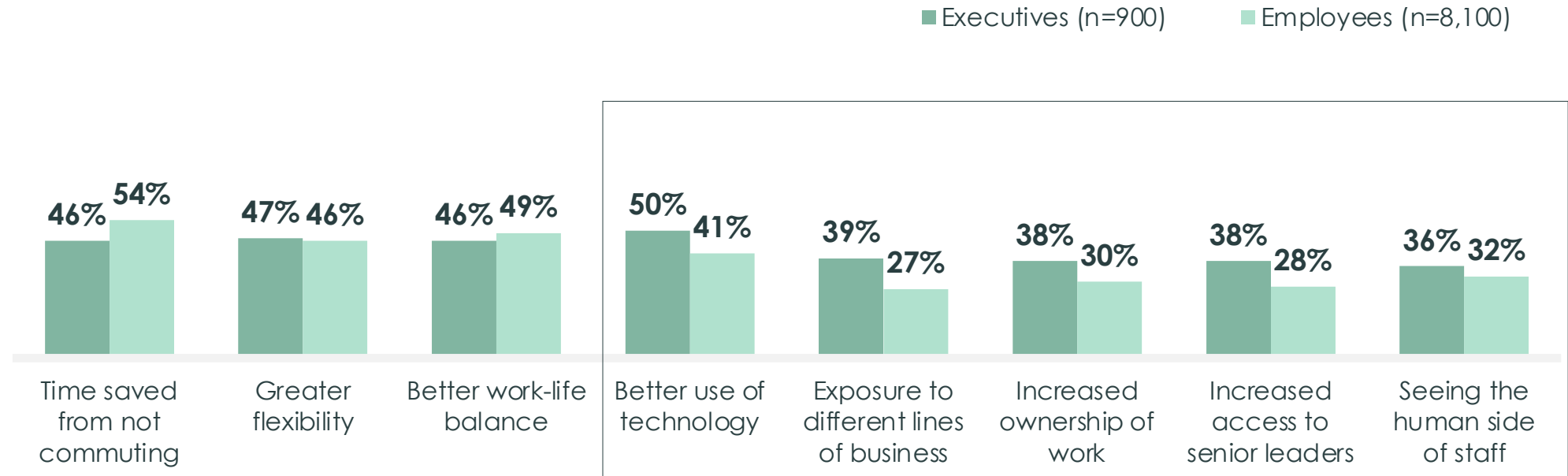
Surviving the pandemic-induced downturn has made many executives overly optimistic. Employee perceptions tell a different story—they are less likely to report seeing benefits in five out of the seven areas in the survey, including the better use of technology (41% of employees vs. 50% of executives).

Employee Benefits of Working Remotely

99% Executives

94% Employees

Have seen benefits from working remotely.



What benefits, if any, have your employees experienced from working remotely? / What benefits, if any, have you personally experienced from working remotely?

Employees and execs love remote work, but there are real concerns about its efficacy moving forward

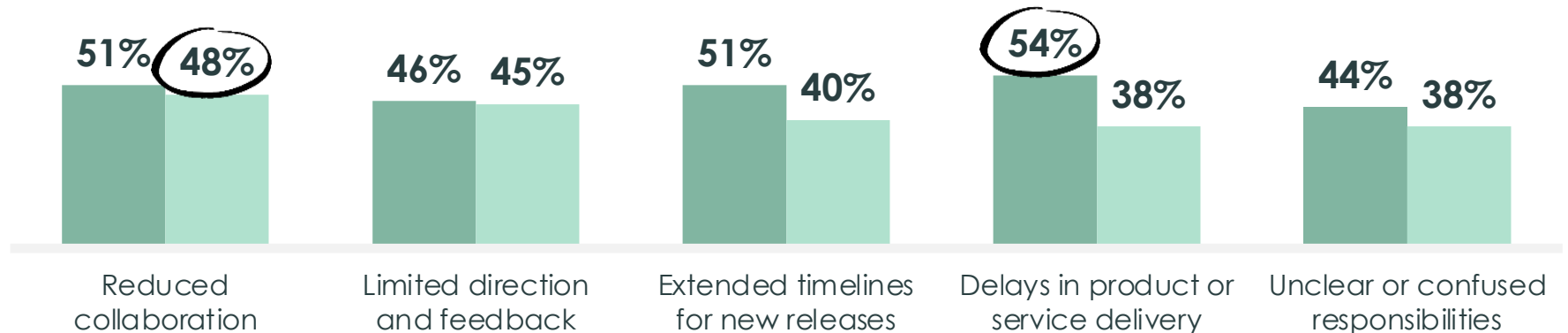
While the quality of life benefits to remote work are universally acknowledged, executives and employees alike realize that good business outcomes will require even more innovative changes. A vast majority of executives (93%) and employees (83%) have concerns about remote work. Executives are most worried about delays in service or product delivery (54%), while employees are most concerned about reduced collaboration (48%).

Concerns Over Remote Work

■ Executives (n=900)
■ Employees (n=8,100)

93%

Of executives and **83%** of employees have concerns for how remote work will impact their companies.



What concerns, if any, do you have for how remote work will impact your company.

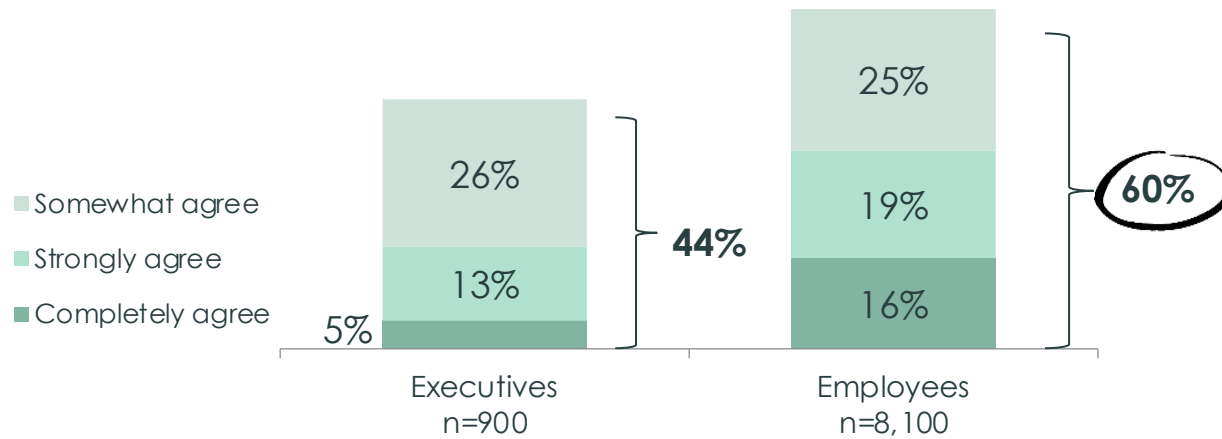
Employees worry that companies won't look out for their best interests

- **Employees are concerned that their companies will put profits and performance ahead of safety**
 - 60% of employees believe their company will prioritize business continuity over workplace safety
 - Surprisingly, 44% of executives believe this as well
- **And employees don't trust that companies will take sufficient safety precautions**
 - 46% of employees and one in three executives (32%)
- **Employees also worry about losing out on job growth and opportunities:**
 - 31% believe the pandemic has reduced opportunities for professional growth
 - And a solid majority of executives (61%) concede that online options for company training programs are still not available online

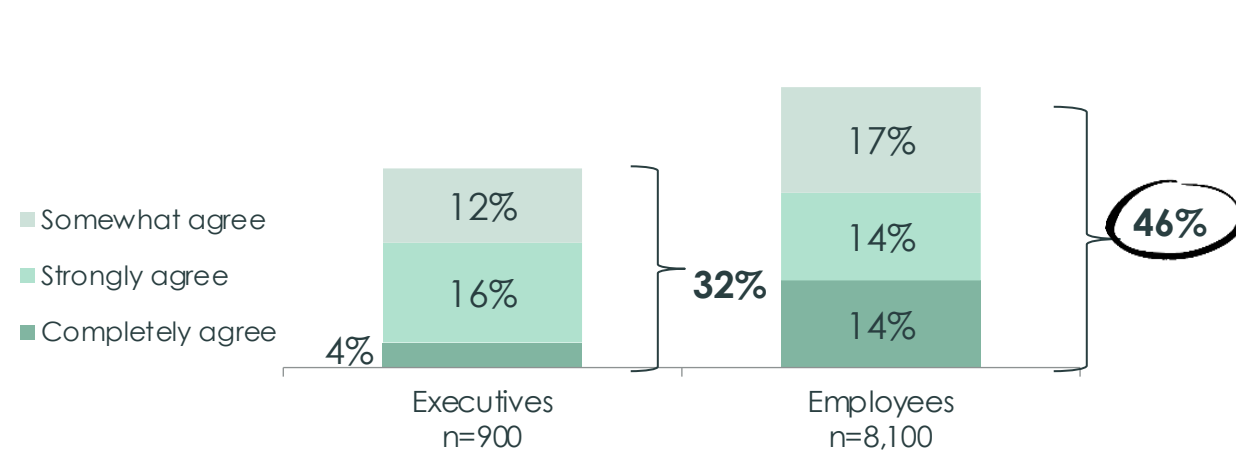


Employees want their personal safety prioritized

My Company will Prioritize Business Continuity Over Workplace Safety



My Company Will Not Take All the Necessary Steps to Keep Employees Safe



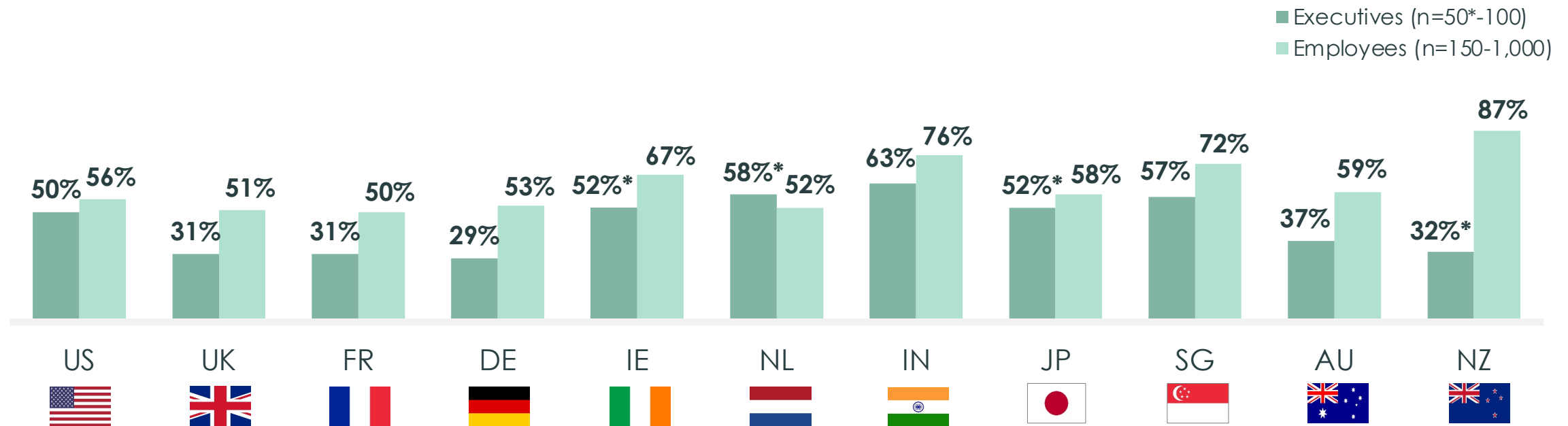
	Healthcare	68%
	Manufacturing	64%
	Public Sector	55%
	Telecom	51%
	Financial Services	43%

	Healthcare	60%
	Manufacturing	47%
	Public Sector	45%
	Telecom	43%
	Financial Services	31%

More than half of employees in each region fear company profits will be prioritized over their safety

With the exception of the Netherlands, employees around the world have real worries about companies placing business priorities ahead of worker safety. Surprisingly, executives share this concern.

Concerns That Company Will Prioritize Business Continuity by Country

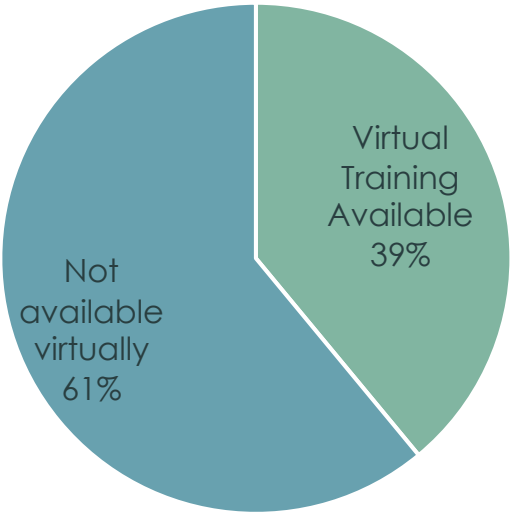


How strongly do you agree or disagree with the following? I'm concerned that my company will prioritize business continuity over workplace safety. *Small base size; findings are directional in nature.

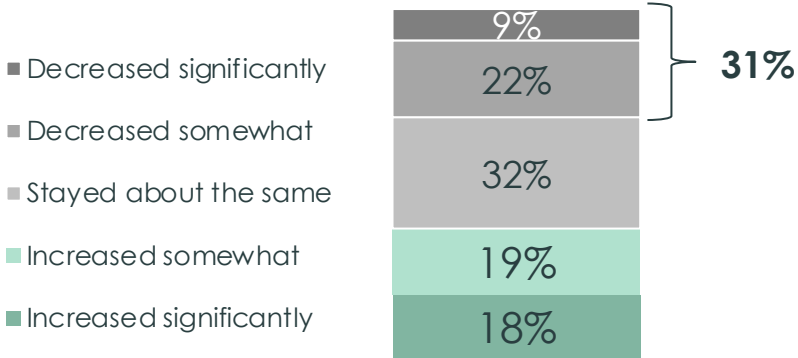
Employees worry about losing out on career growth opportunities

Employees have real concerns about stagnating professional development and growth opportunities in the wake of COVID-19 and a shift to remote work. 31% of employees say their growth opportunities have decreased during the outbreak. This is exacerbated by the fact that most training and professional development courses (61%) are still not available online.

% of Company Trainings Available Virtually



Impact of Remote Work on Professional Growth



Industry Highlight:
40% of employees from Financial Services say their professional development opportunities have decreased, the most across the five industries.

What percentage of your company's training and professional development programs are available completely virtual? / How has remote work during COVID-19 impacted professional growth and learning opportunities at your company? When answering, think about both formal and informal training. The opportunities for professional growth have...

Operating expenses are decreasing for a majority of businesses

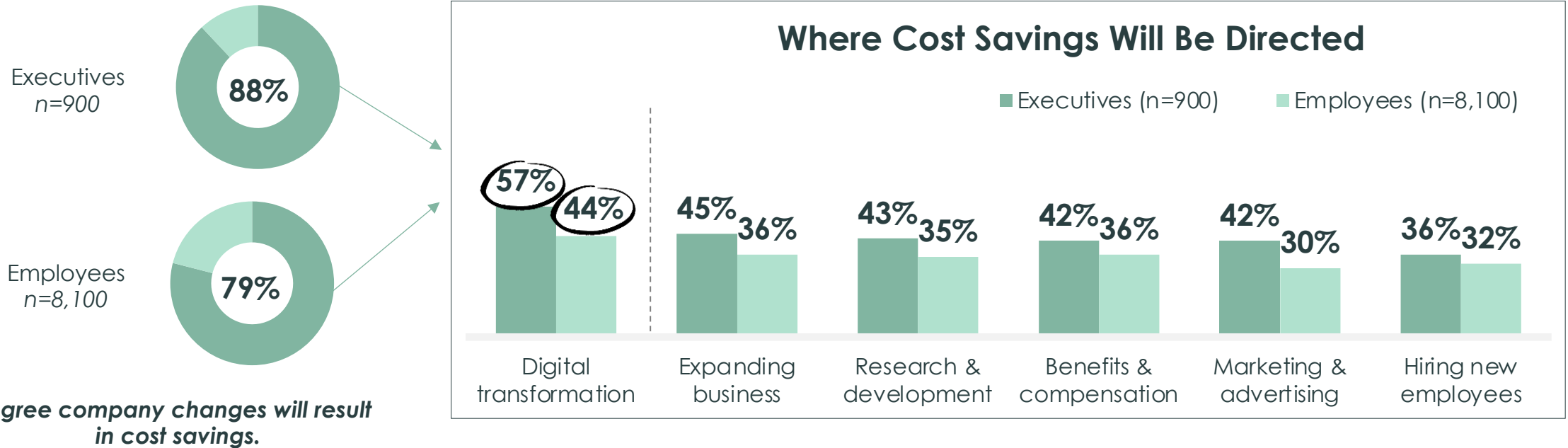
Companies will reinvest these dollars into digital transformation.

- **The vast majority (88%) of businesses expect to see a reduction in operating expenses, freeing up resources for innovation, resilience, recovery and growth**
- **A distributed workforce has highlighted the need for businesses to prioritize digital investments in order to ensure efficient operations**
 - Both executives (57%) and employees (44%) rank digital transformation at the top of their investment wish list
 - Investing in digital improvements and processes are seen as most important, beating out new business (45% of execs; 36% of employees); R&D (43% of execs; 35% of employees); and marketing and advertising (42% of execs; 30% of employees) to top their wish lists



Top priority for operational savings: streamlining digital transformation

The lessons of COVID-19 have helped to highlight a clear path to winning in a post-pandemic world. The outbreak will ultimately lead to cost savings across businesses, and most (57% of executives and 44% of employees) understand that investing in digital transformation is the clear path to winning in a post-COVID world.



	US	UK	FR	DE	IE	NL	IN	JP	SG	AU	NZ
Savings directed to digital transformation (execs)	n=100	n=100	n=100	n=100	n=50*	n=50*	n=100	n=50*	n=100	n=100	n=50*
	46%	41%	54%	70%	46%	54%	69%	60%	68%	64%	48%

For more information, please visit:

<https://www.servicenow.com/solutions/reopen-return.html>