

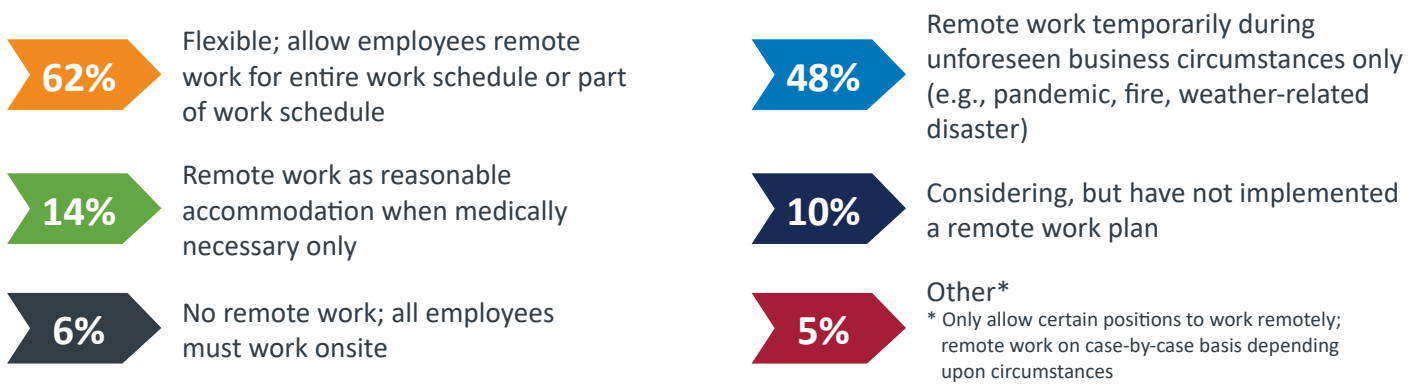
The future of remote work is here. While this work option existed well before the challenges of the pandemic, MRA probed the extent to which remote work has become a component, or an even stronger component, of organizations' workforce planning strategies. What are employers doing? What have they learned? Will organizations broaden their remote work options, rethink their future business model, reimagine their top talent strategies, and become even more flexible? How does remote work align for your organization?

## Remote Work Options

### Managing Remote Work

Sixty-two percent of respondents said remote work flexibility is part of their strategy, compared with 48% who only temporarily employ the strategy during unforeseen business circumstances.

Approaches to managing remote work include:



### Temporary Remote Work During Pandemic

For many employers, a quick solution to adhere to social distancing recommendations and other work protocols was a remote work strategy.

Here's how employers plan to bring employees back to the workplace:



## Why Remote Work?

### Reasons Organizations Allow Remote Work

In addition to ensuring continuity of operations during unforeseen business circumstances or disasters (65%), organizations support remote work as it nurtures recruitment and retention efforts and work-life balance.

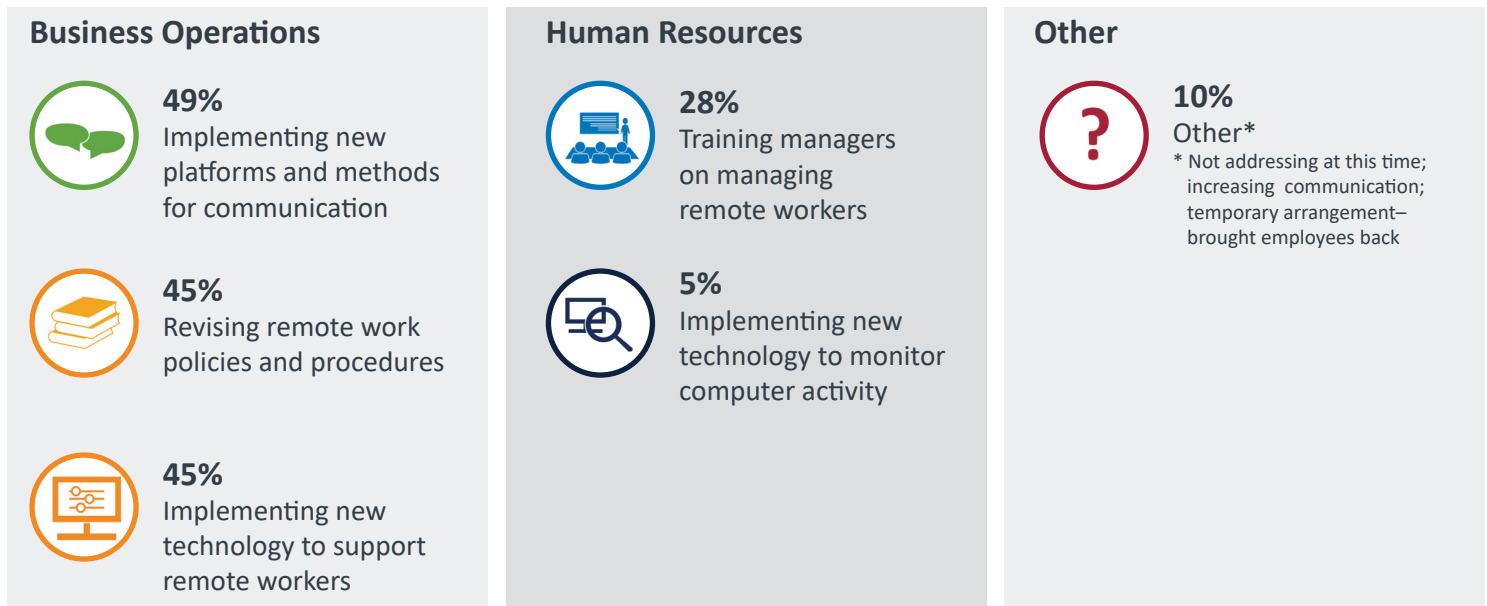
<b>65%</b> Continuity of operations in unforeseen business circumstances or disaster	<b>34%</b> Ability to attract and retain employees	<b>33%</b> Alignment with philosophies around work-life flexibility	<b>21%</b> Company culture fit
<b>11%</b> Overhead costs in the organization's facilities reduced	<b>8%</b> Presence in other geographies	<b>6%</b> Decrease in carbon footprint and environmental impact	<b>20%</b> Other* <small>* Provides employee/client safety during pandemic and helps keep people socially distanced; accommodate employee, family or medical issues.</small>

### Benefits and Challenges of Offering Remote Work

Remote work options can be beneficial, especially in safety (83%), though remote work may also pose challenges for organizations. Understanding potential challenges, addressing them early on, and developing solutions will build resilience for the long term.

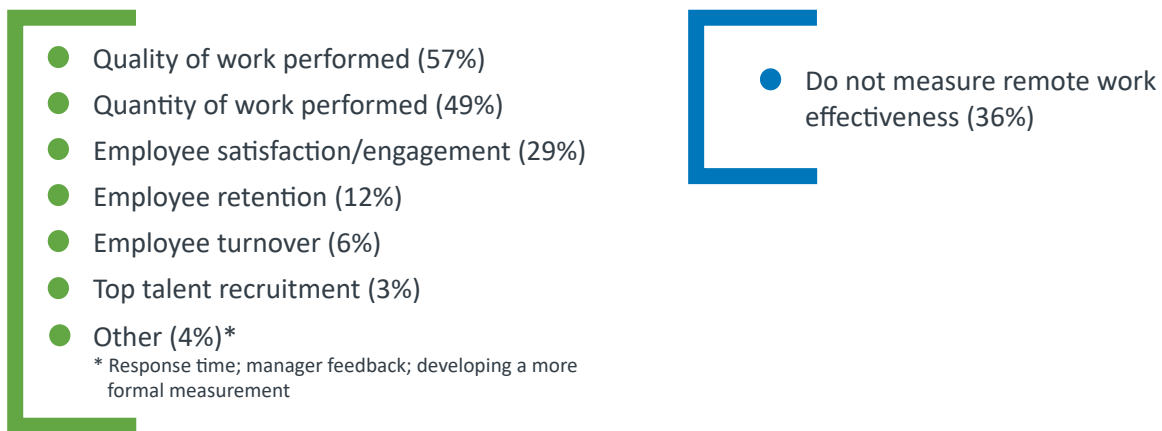
Benefits	Challenges
<h4 style="color: white;">Business Operations</h4> <ul style="list-style-type: none"> <li><b>83%</b> Promotes safety; supports social distancing during the pandemic</li> <li><b>27%</b> Increases employee productivity</li> <li><b>13%</b> Reduces overhead costs</li> <li><b>8%</b> Expands geographical territory/presence</li> </ul> <hr style="border-top: 1px dashed white;"/> <h4 style="color: white;">Human Resources</h4> <ul style="list-style-type: none"> <li><b>51%</b> Increases employee morale, satisfaction, and engagement</li> <li><b>27%</b> Reduces unscheduled absences</li> <li><b>17%</b> Lowers employee turnover</li> <li><b>16%</b> Attracts a larger and stronger talent pool</li> </ul> <hr style="border-top: 1px dashed white;"/> <h4 style="color: white;">Other</h4> <ul style="list-style-type: none"> <li><b>5%</b> Other* <small>* Flex scheduling is family friendly; increases communication and collaboration; allows for medical necessity; useful for sales teams</small></li> </ul>	<h4 style="color: white;">Business Operations</h4> <ul style="list-style-type: none"> <li><b>66%</b> Managing performance/productivity</li> <li><b>40%</b> Communicating with remote workers</li> <li><b>36%</b> Wi-Fi, VPN, video conferencing</li> <li><b>16%</b> Technology – confidentiality/security of data</li> </ul> <hr style="border-top: 1px dashed white;"/> <h4 style="color: white;">Human Resources</h4> <ul style="list-style-type: none"> <li><b>66%</b> Teamwork/collaboration</li> <li><b>57%</b> Perceived fairness among employees who can/cannot work remote</li> <li><b>48%</b> Separating work/home life</li> <li><b>34%</b> Scheduling and monitoring hours worked</li> </ul> <hr style="border-top: 1px dashed white;"/> <h4 style="color: white;">Other</h4> <ul style="list-style-type: none"> <li><b>3%</b> Other* <small>* Lack of company culture; equipment cost/availability; business not conducive to remote work</small></li> </ul>

## Strategies to Address Remote Work Challenges



## Measuring Remote Work Effectiveness

Sixty-four percent of organizations measure remote work effectiveness, yet 36% do not. Here is what they measure:



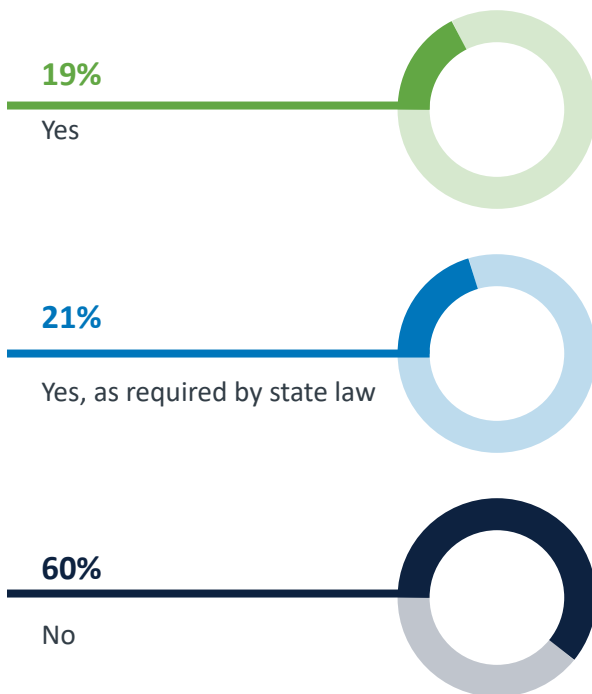
## Impact of Remote Work on Business Metrics

	Improved	No change	Declined	Unsure
Employee satisfaction/engagement	57%	23%	4%	16%
Quantity of work performed	19%	47%	15%	19%
Employee retention	18%	56%	1%	25%
Quality of work performed	14%	60%	6%	20%
Employee turnover	9%	61%	4%	26%
Recruiting top talent	8%	55%	1%	36%

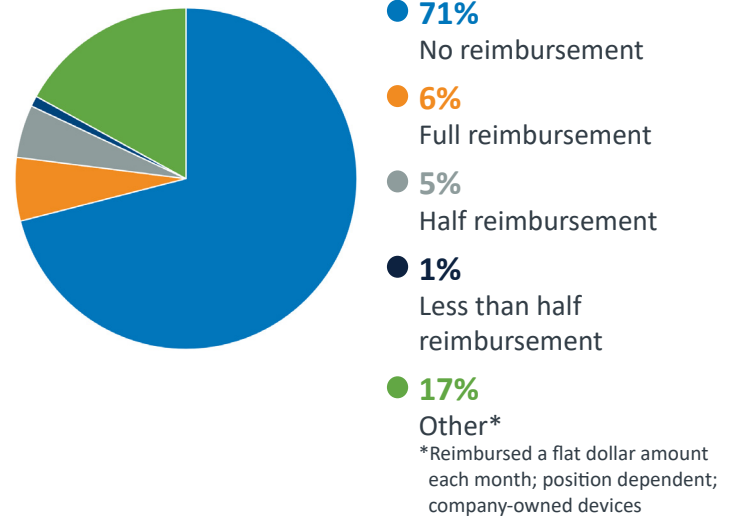
## Reimbursement for Remote Work Expenses

Forty percent of organizations reimburse employees for expenses related to remote work as part of their company policy or as required by state law, whereas 60% do not reimburse remote work employee expenses.

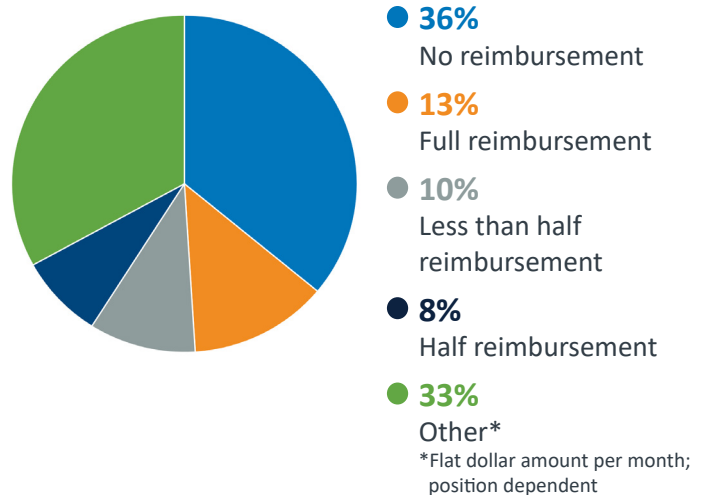
### Offer Reimbursement to Employees



### Cell Phone/Service Reimbursement



### Wi-Fi Service Reimbursement



## Conclusion

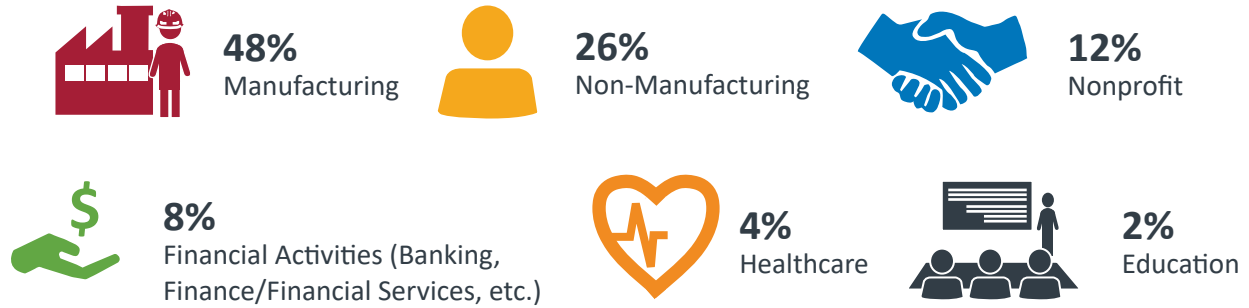
The future of work most likely will look different as a result of the pandemic. Emerging trends in remote work are taking on greater focus for many organizations. Renewed emphasis on remote work offers organizations a key to attract talent, exercise flexibility, remain competitive long-term, and engage employees; however, a remote work strategy may not work for all organizations. Finding the balance right for your organization is important.

MRA is committed to helping organizations grow stronger. We will continue to partner with you and provide the resources necessary to help you navigate through remote work and other workforce planning strategies—and beyond!

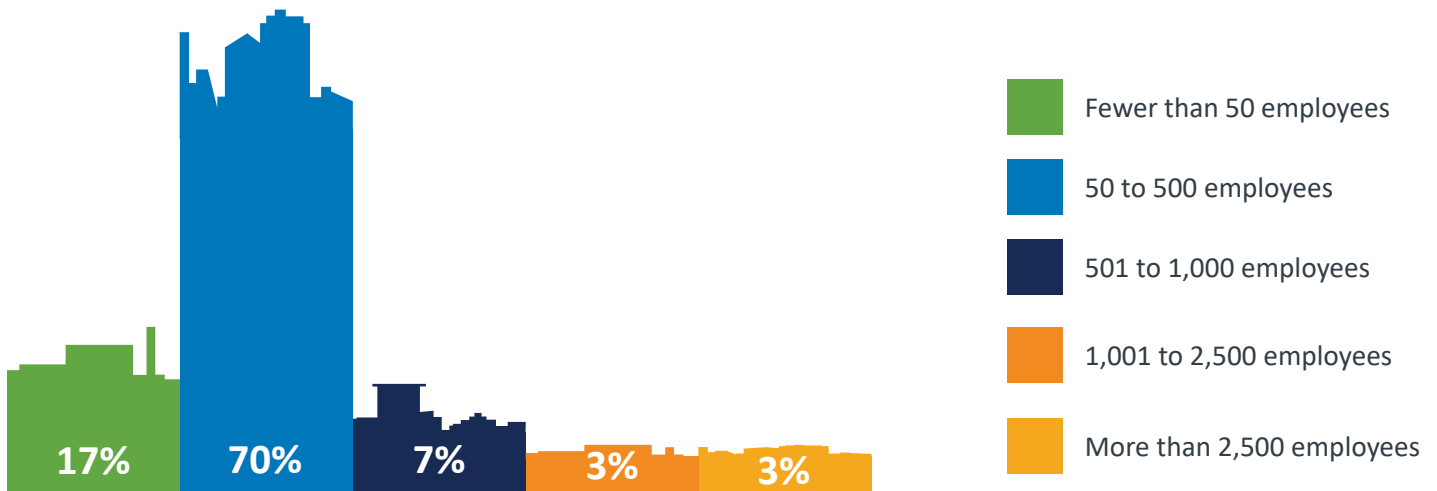
## Demographics

Survey participation continues to align with characteristics of MRA’s membership: nearly 50/50 manufacturing and non-manufacturing (with a plus or minus 3% margin of error), and employers of 500 or fewer employees.

### Industry Type



### Size of Organization



## Methodology

**481**  
MRA Participating Organizations

**Brief**  
13 Question Survey

**June 11 – 15, 2020**  
Data Collected

Questions regarding this survey? Contact the Survey Department at [Surveys@mranet.org](mailto:Surveys@mranet.org) or 800.488.4845, ext. 3508.

# MRA's Total Rewards Team Focuses on Solutions

## Our Currently Published Surveys

### Compensation Surveys

- Benchmark Compensation\*
- Industrial & Production Trades\*
- National Executive Compensation
- National IT & Engineering Compensation\*
- National Sales Compensation
- National Wage & Salary

### Policy & Benefit Surveys

- Health & Insurance Benefits
- Holiday Practices
- National Policies & Benefits

### Business Trend Surveys

- Compensation Trends
- National Business Trends
- Turnover

### Industry Surveys

- Healthcare Compensation Survey\*
- Logistics & Construction Compensation
- Nonprofit Compensation & Benefits\*

### Hot Topic Surveys

- Advancement of Women in the Workplace Survey
- Business Continuity Coronavirus Workplace Realities—Series
- Compensation Besides Base Pay Survey
- Compensation and Talent Insights for 2020 and Beyond
- Diversity and Inclusion—Best Steps Forward
- Don't Underrate the Power of Soft Skills
- Employee Turnover Survey
- Hiring Interns Survey
- Variable Pay: Your Advantage in a Competitive Labor Market
- Opioid Epidemic Survey
- Sexual Harassment in the Workplace Executive Summary
- Wellness and Wearable Technology Survey
- Your Competitive Edge in Attracting, Retaining, and Rewarding Top Talent

\* MRAPay and On-Demand Salary Tool available for these surveys

## Rely on MRA Surveys

From strategy to tactics, how do you apply these insights to your organization's total rewards story?

Known for local, regional and national, employer-matched, employer-reported data—with MRA surveys, you can be confident your organization is making vital business decisions based on solid, high quality market data.

## Participate in MRA Surveys

- Free survey results for member participants
- Data analytics at your fingertips via MRA's online survey tools—MRAPay and On-Demand Salary Tool
- HRCI credit for recertification or SHRM Professional Development Credit (PDC) for qualifying surveys

## Turn to MRA to build your powerful data analytics!

## Questions?

Contact the Survey Department at:

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 [Surveys@mranet.org](mailto:Surveys@mranet.org)

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