

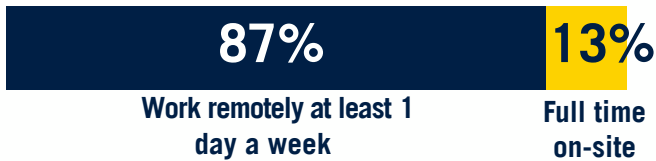
The following results are based on Prudential's Pulse of the American Worker Survey conducted by Morning Consult in March 2021.

Is This Working?

A Year In, Workers Adapting to Tomorrow's Workplace

Workers Want Aspects of Remote Work to Stay

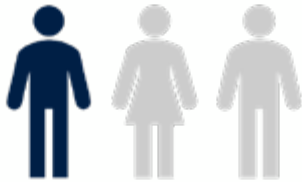
Workers who would prefer to work remotely vs. on-site



A year into the pandemic, the majority of American workers (**68%**) say that having the ability to work both remotely and at the work site is the ideal workplace model.

Of workers who have been working remotely during the pandemic, **87%** want to continue working remotely at least one day a week once the pandemic subsides.

Workers see the benefits of in-person and remote work



1 in 3 would not want to work for an employer that required them to be onsite full time.



2 in 3 remote workers believe in-person interactions are important for advancing their careers.

Will career switching increase?

1 in 5 workers changed their line of work entirely over the past year—**half** say those changes are permanent. The top reasons for these changes include **work-life balance**, **better compensation**, and **trying something new**.

Additionally, **a quarter** of workers (**26%**) say they plan to look for a job with a different employer once the threat of the pandemic has decreased.

#1

Better work-life balance (**27%**)

#2

Better compensation (**26%**)

#3

Wanted to try something new (**26%**)



Workers “Sheltering in Place” Prepare Their Departures

How concerned are you about your career growth?

(All workers)



(Workers planning to look for a new job)



Of the quarter of workers who say they plan to look for a new job, **80%** are concerned about their career growth—compared to only **49%** of all workers. A **third (34%)** say they want to find a job where they can work remotely compared to **18%** of all workers.

Additionally, nearly three-quarters of workers planning to leave their jobs (**72%**) say that the pandemic caused them to rethink their skill sets compared to **46%** of all workers. **6 in 10 (59%)** have sought out skills training on their own since the start of the pandemic compared to **42%** of all workers.



42% of workers who plan to leave their current employer would grade their employer’s efforts to maintain culture during the pandemic as a **“C” or lower** compared to **30%** of all workers.

Retaining and attracting workers

In Prudential’s Road to Resiliency survey,¹ **three-quarters** of all workers factor benefits into their decision about whether to stay or leave a job. Aside from compensation, in this latest survey, workers who are planning to look for new jobs rank **more flexible work schedules, mobility opportunities** and **remote-work options** as the top ways to encourage them to stay with their current employer. **Flexible work schedules** also was at the top of the list of what would encourage all workers to stay with their employer.

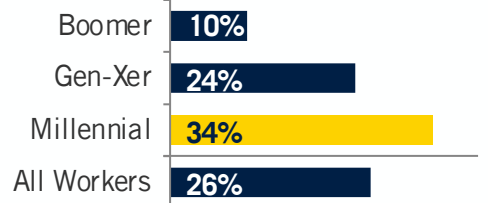
Percentages listed are of those who selected each option as one of their top two choices.

#1 Flexible work schedules (**31%**)

#2 Mobility opportunities (**25%**)

#3 Remote-work options (**22%**)

Millennials are the largest generation in the workforce² and **1 in 3** say they are planning to look for a new job with a different employer once the pandemic is no longer an issue, compared to **a quarter** of Gen-Xers and only **10%** of Boomers.



Percentage of those who “strongly” or “somewhat” agree they are planning to look for a new job.



Remote Work Becoming an Important Employee Benefit

Employers should continue to offer and expand remote-work options even after the pandemic is over

(All workers)



(Remote workers)

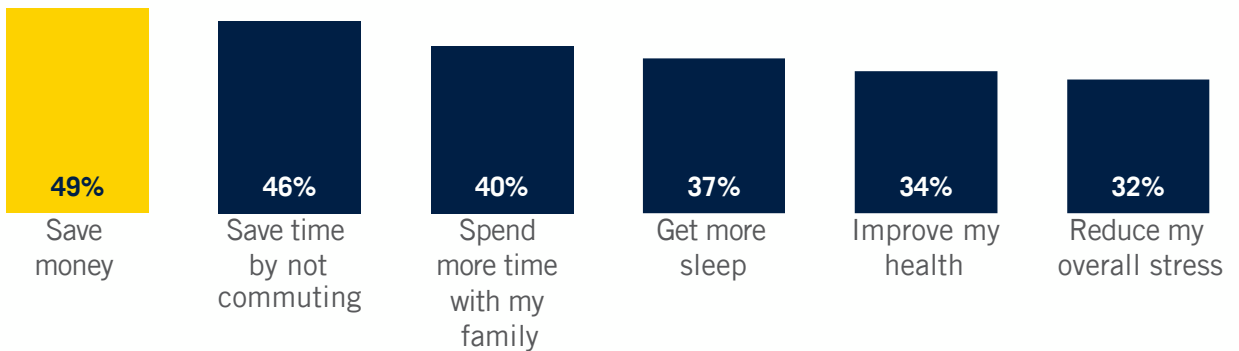


Nearly three-quarters (**73%**) of all workers say employers should continue to offer and expand remote-work options even after the pandemic is over—among current remote workers this percentage is even higher (**83%**).

Moreover, **nearly half** of current remote workers (**42%**) say if their current company doesn't continue to offer remote-work options long term, they will look for a job at a company that does.

The benefits of remote work

By working remotely, the number one most common benefit experienced by workers is **saving money**. Other advantages include **saving time** as well as **health and wellness benefits**.



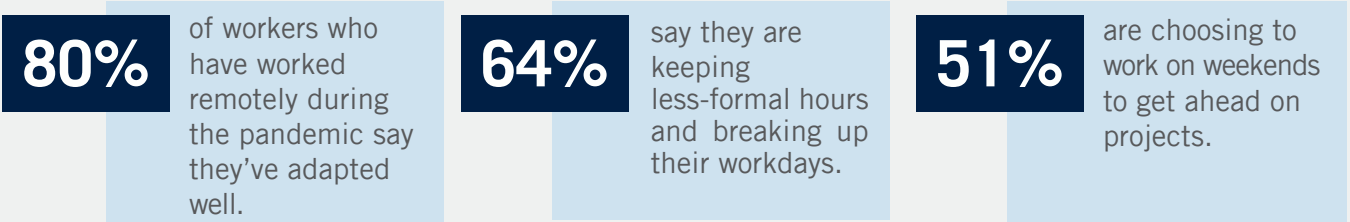
How employers can support remote work

Remote workers rank **embracing more flexible schedules**, **increased resources to set up a home office** and **help subsidizing their remote-work expenses** as the benefits that would support them working remotely.

- #1** Embrace more flexible schedules (**37%**)
- #2** Resources to set up a home office (**34%**)
- #3** Subsidizing expenses (**33%**)

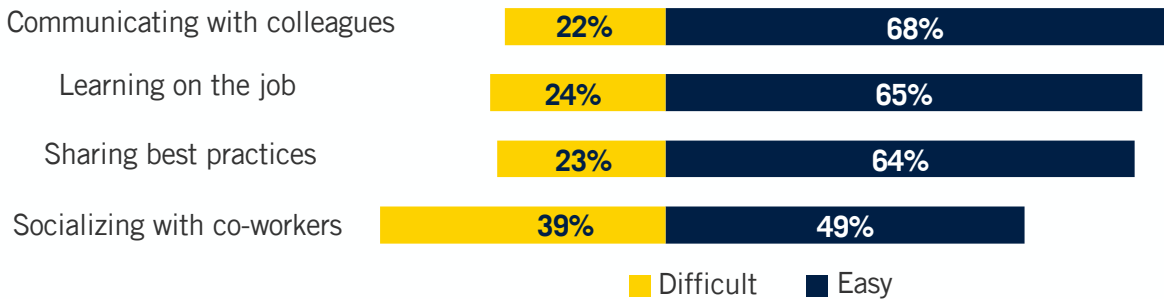


Remote Workers Adapting Their Work Habits



What's easy and difficult with remote work

In general, remote workers report that **communicating with colleagues**, **learning on the job**, and **sharing best practices** have been easy to do remotely. **Socializing with co-workers**, which is important for building and maintaining culture, was reported as the most difficult part of work to replicate in a remote environment.



I have taken less paid time off because I'm working remotely



I feel more pressure to be online all the time while working remotely



Remote workers still face some challenges

41% of all workers say they would not want to work for a company that is entirely remote. While the remote experience is largely working well, there are still challenges.

More than half of remote workers say they've taken less time off and **about half** feel pressure to be online all the time. **Over one-third (35%)** report working more hours. More than **1 in 4** say isolation is a challenge they face working remotely—this ranked as the top challenge remote workers face.

Managers have added responsibility in a remote setting—**over half (52%)** report they feel more pressure to maintain company culture now than before the pandemic and **4 in 10 (39%)** say mentoring has been more difficult.

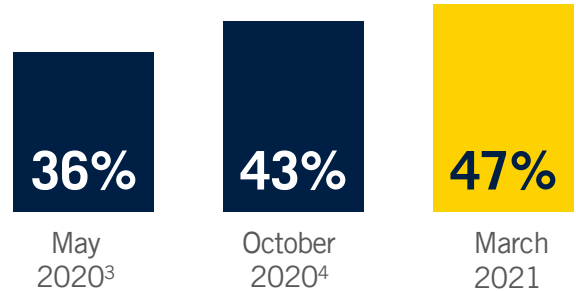


Caring for Culture in a Remote Environment

Remote workers' connection to company culture has improved with **almost half (47%)** saying they feel connected to their company while working remotely—up from **36%** at the start of the pandemic. However, **45%** of remote workers still report feeling disconnected.

70% of workers—including remote workers—grade their employer's efforts to maintain company culture throughout the pandemic as an "A" or "B."

I feel connected to my company while working remotely



How employers can strengthen culture among remote workers

85% of remote workers say that their managers are responsible for connecting workers to their company's culture, and **8 in 10** say senior leaders also have a responsibility.

Remote workers say the top ways employers can strengthen company culture are **offering remote-work resources**, **updating policies to reflect the way work has changed** (e.g., flexible schedules, no-meetings days) and **increasing communications from leaders**.

#1 Remote-work resources (**42%**)

#2 Updating policies (**33%**)

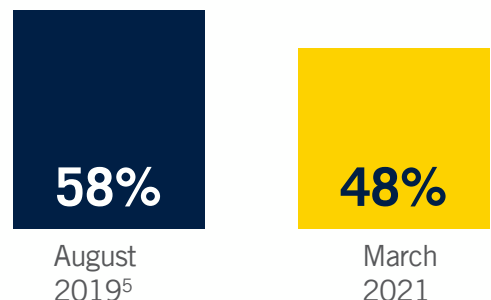
#3 More communications from leadership (**30%**)

Workers prioritize skilling and employers must play a bigger role

Nearly half of workers (**46%**) say the pandemic caused them to reevaluate their skill sets, and **1 in 5 (19%)** say it has made pursuing education or learning a new skill a greater priority. Many workers continue to see adaptability and a willingness to learn (**40%**) as one of the most important skills workers will need in their careers.

However, only **48%** participated in employer offered skills training in the past year—**down 10 percentage points** from 2019.⁵

Fewer workers have participated in employer-sponsored skills training in the past year





Returning to the Future Work Site

My company is going through a lot of changes beyond adjusting to the pandemic



Companies undergoing significant change

More than half of workers say their company is going through significant changes beyond adjusting to the pandemic.

Changing workplace dynamics call for increased employer communication

75%

of remote workers say their employers have communicated their long-term workplace plans. **76%** of these workers grade their employer's strategy an "A" or a "B."

73%

of remote workers say the more time their employer gives them to understand their plan for returning to the work site, the more comfortable they will feel in doing so.

43%

of remote workers say that they would be nervous about their job security if they worked remotely while others returned to the work site.

Returning to the work site

From a health and safety perspective, **44%** of remote workers have concerns about returning to the work site. Workers who would like to remain remote after the pandemic say **having vaccines more widely available** and **updating work-site procedures** to enhance cleaning and limit interactions would make them feel most comfortable returning.

- #1** They and/or their co-workers are vaccinated (**55%**)
- #2** Work-site safety/cleaning policies and procedures (**44%**)
- #3** Improved population trends (e.g., fewer cases) (**37%**)

¹ Pulse of the American Worker Survey: [Road to Resiliency](#), January 2021.
² According to Pew Research Center.
³ Pulse of the American Worker Survey: [Living the Future of Work](#), May 2020.
⁴ Pulse of the American Worker Survey: [Work in Progress](#), October 2020.
⁵ Pulse of the American Worker Survey: [The Future of Work](#), August 2019.

The Pulse of the American Survey was conducted on behalf of Prudential by Morning Consult from March 5 to 7, 2021, among a national sample of 2,000 self-identified full-time employed adults (age 18 and over). This sample included 1,046 full-time employed adults who worked remotely at some point during the pandemic. The interviews were conducted online, and the data was weighted to approximate a target sample of adults based on age, educational attainment, race/ethnicity, and gender. Results from the full survey have a margin of error of ±2 percentage points. Percentages may not total 100 percent due to rounding.