

NEOGOV

RESEARCH INSIGHTS:

PUBLIC SECTOR HR PRIORITIES SHIFT

AS A RESULT OF 2020 EVENTS

2020

HOW RECENT EVENTS HAVE AFFECTED

HR GOALS FOR 2020

Given the impact of the COVID-19 pandemic and protests around racial injustice, we conducted a survey to learn how public sector HR leaders had adjusted their plans for the remainder of 2020.

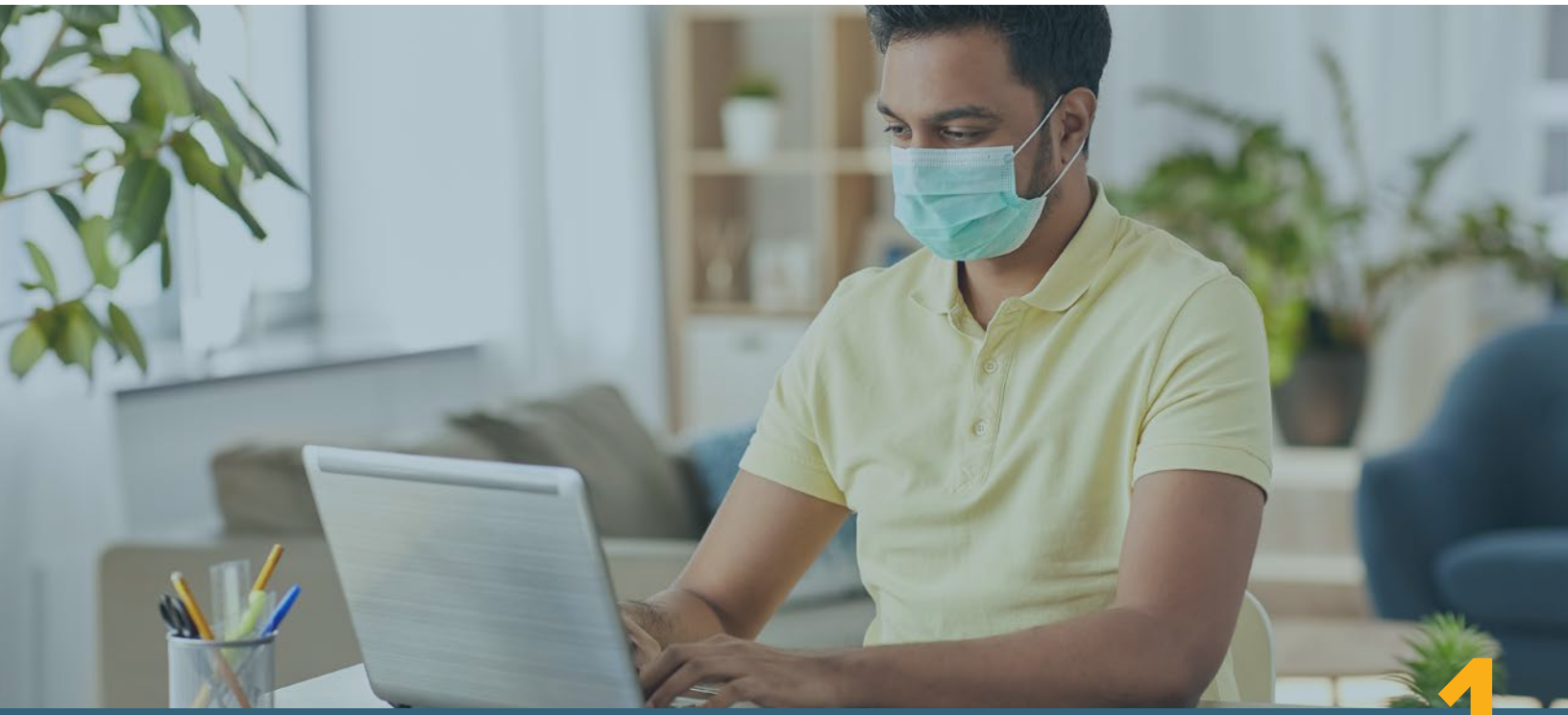
Conducted in June of 2020, the survey asked respondents a series of questions about their priorities at the beginning of the year and how they had changed for the second half of the year. The following data reflects the responses of 117 public sector HR leaders from across the country.

When asked if their HR plans for 2020 had changed as a result of the COVID-19 pandemic, 79% of the survey respondents said yes.

Figure 1

Have your HR plans changed for 2020 as a result of the COVID-19 pandemic?





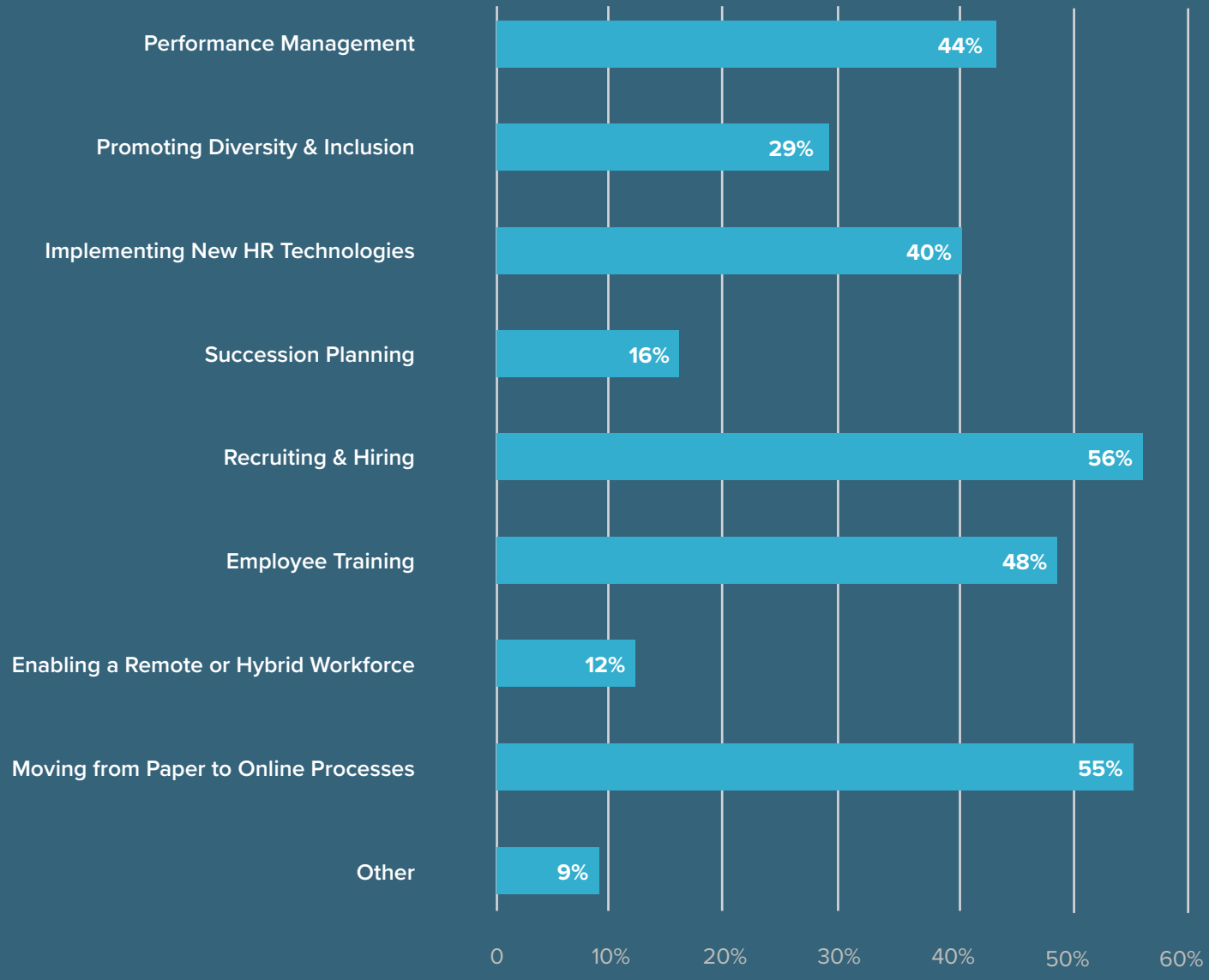
HR LEADERS' MAIN

PRIORITIES FOR 2020

Prior to the unprecedented events of the first half of the year, respondents revealed their top 3 planned priorities for 2020 were recruiting and hiring (56%), moving from paper to online processes (55%), and employee training (48%).

Figure 2

What were your **main priorities** going into 2020? (Select 3)



HOW HR

PRIORITIES HAVE CHANGED

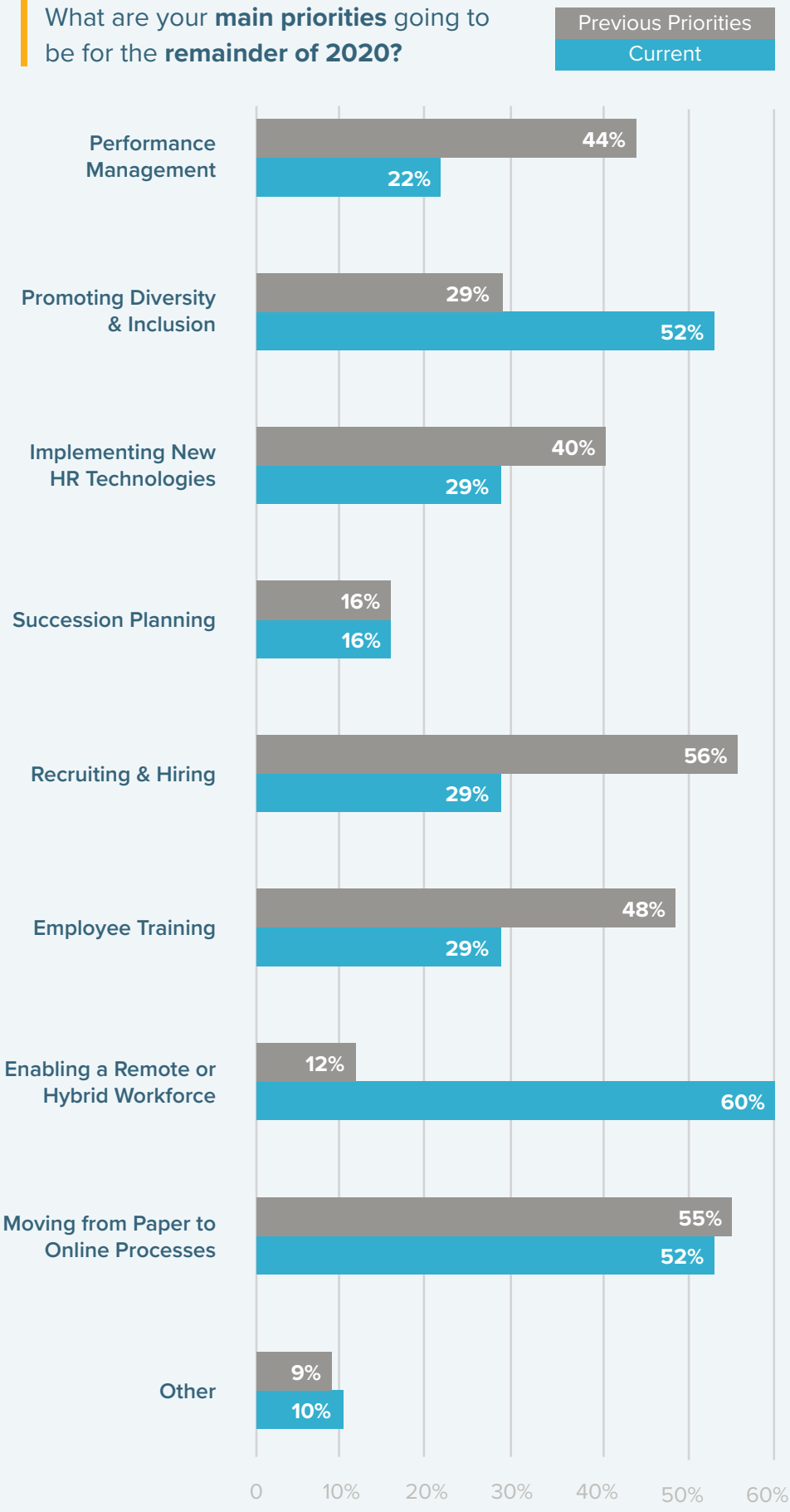
As the COVID-19 pandemic and protests for racial injustice reshaped 2020, HR plans have followed suit. Prior to recent events, only 12% said that enabling a remote or hybrid workforce was a priority. Whereas, 60% said that enabling a remote or hybrid workforce was a priority after the pandemic shutdown, a 48% increase.

At the beginning of 2020, only 29% of HR professionals said that promoting diversity and inclusion was a top priority, versus 52% who said that promoting diversity and inclusion was a top priority when asked in June.

▶ **60% of HR professionals ranked enabling a remote or hybrid workforce as a priority in the second half of 2020.**

Figure 3

What are your **main priorities** going to be for the **remainder of 2020?**



#1 PRIORITY

ENABLING REMOTE WORK

When asked what percentage of their workforce worked remotely due to the pandemic, more than half of the HR leaders said that at least 50% of their workforce worked remotely.

Figure 4

Did any portion of your workforce **transition to working remotely** as a result of the pandemic?

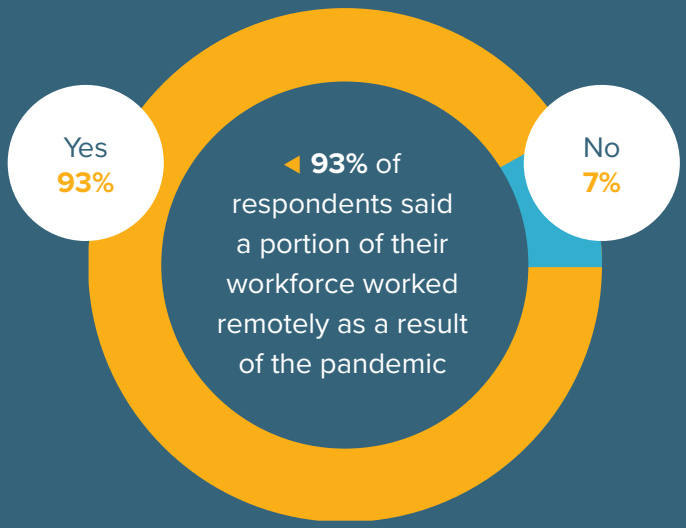
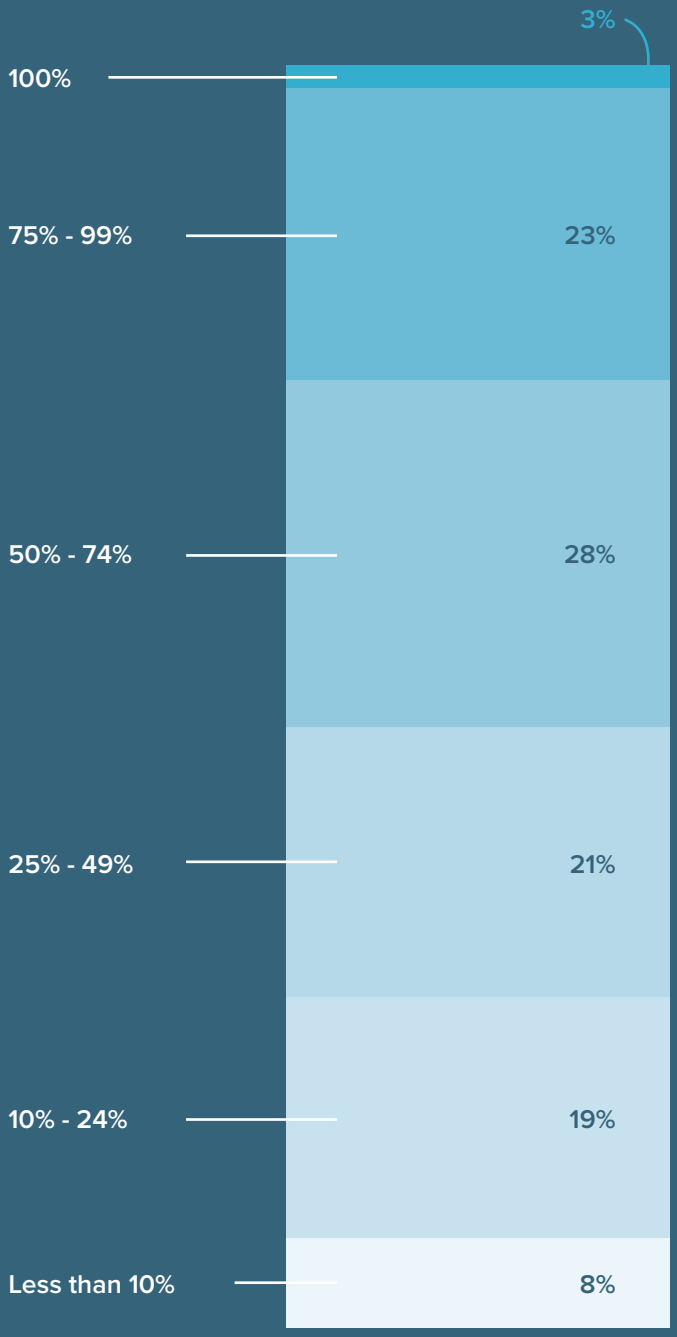


Figure 5

What percentage of your workforce **transitioned to working remotely** as a result of the pandemic?



CHALLENGES OF

SUPPORTING A REMOTE WORKFORCE

As the COVID-19 pandemic forced many organizations to evaluate their work-from-home plan, many found that their workforce was not prepared to work remotely. HR leaders who supported remote workers during the pandemic cited their top 3 challenges as lack of hardware such as laptops and printers, converting from paper-based to online processes, and measuring employee performance remotely.

Figure 7

What were the **biggest challenges** for managing a remote workforce?

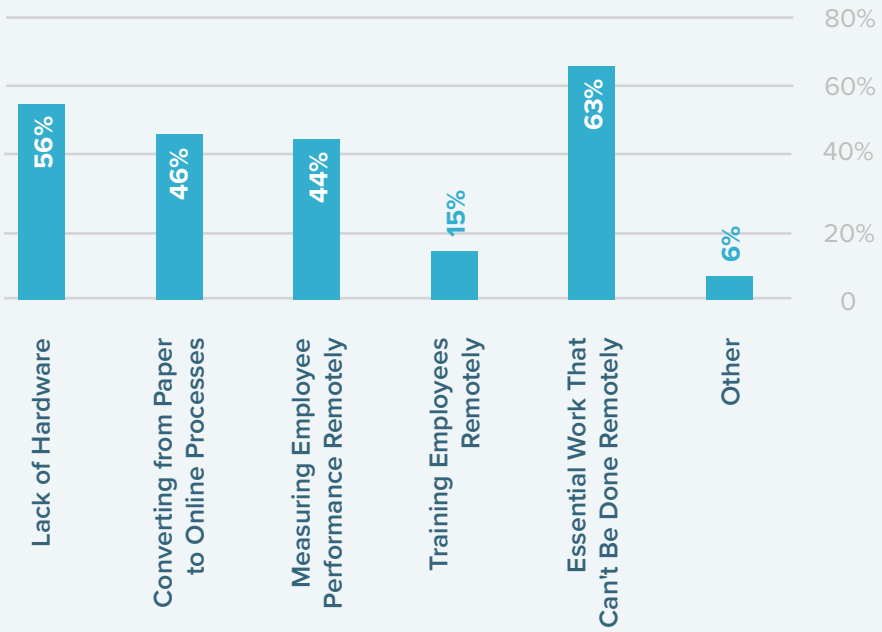
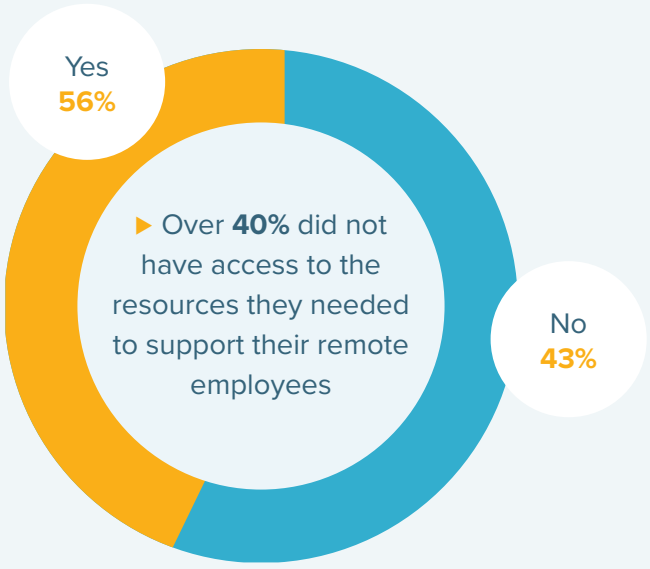


Figure 6

If your workforce worked remotely during the pandemic, did you have **access to all the resources you needed** to fully support your employees?



CHALLENGES OF

SUPPORTING A REMOTE WORKFORCE

The HR leaders who found it challenging to support their employees remotely revealed many technologies that, if implemented, would help them to better support a remote workforce. These technologies included electronic form routing (50%), employee self-service portals (33%), payroll, timekeeping, and benefits software (23%), and online performance management (14%).

▼ **50% of HR professionals said that electronic form routing would have helped them better adapt to remote work.**

Implementing these technologies and providing these resources is a top priority for HR leaders to be prepared and adaptable if a pandemic or another event requires supporting remote employees in the future.

"Having updated systems and software, as well as the knowledge of how to use them, is paramount."
- Ashley Saltzman, City of Gilbert

Figure 8

What tools was your department missing that would have helped them better **adapt for working remotely?** (Select all that apply)





NEOGOV conducted a survey of HR leaders in June of 2020 and received responses from 117 public sector HR leaders.

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