



# The Work Survey by ServiceNow

A global survey of 900 C-suite leaders and 8,100 employees across 11 countries on the new ways of working that will last beyond COVID-19, and how executives and employees differ on the best path forward

## The Perfect Environment for Innovation



**92% of execs**

acknowledge that COVID-19 forced them to rethink how they worked



**and 87% of employees**

say it's an improvement



**91% of executives and 87% of employees** say their company transitioned to new ways of working faster than they thought possible

## A New Pace

## Change is Hard

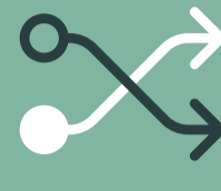
**Employees (60%) want to maintain new ways of working, but some execs are looking to walk them back**



**47% of execs** say their priority is returning to how they worked before COVID-19

## Last Century Tech Means There is More Work to Do

Digital transformation has accelerated, but there is still plenty of runway left

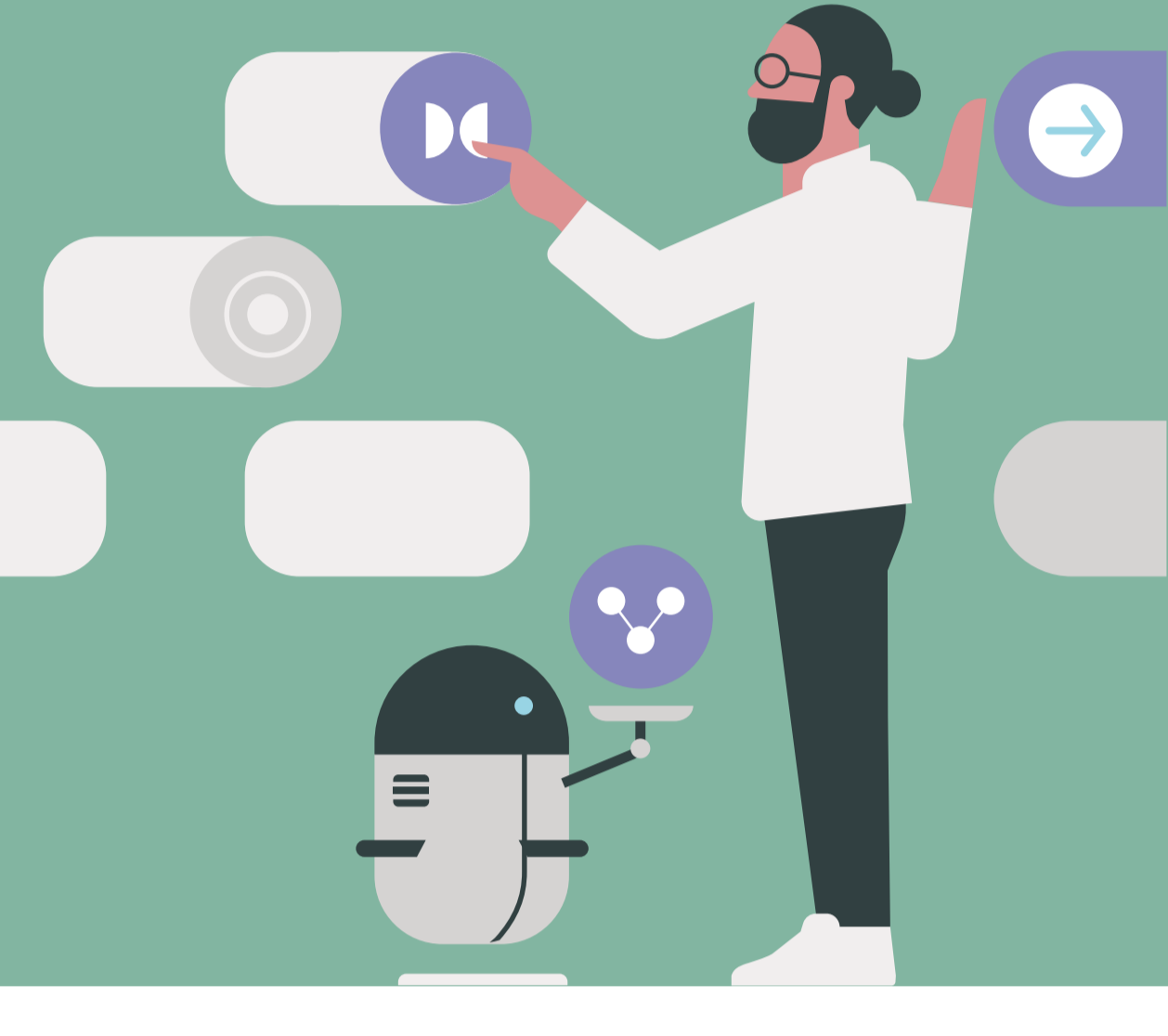


**Months into working from home 91% of executives**

admit they still have offline workflows, including document approvals (51%), IT workflows such as security incident reports (45%), and technology support requests or processing (42%)



**60% of executives and 59% of employees** say their companies still do not have a fully integrated system to manage digital workflows



**Confidence is low that departments could adapt and implement new workflows within 30 days of another major business disruption**



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

## Repeatable Success Not Guaranteed

## It's Not Remote vs. Return: It's an Entirely New Way of Working



**Workers love the flexibility that remote work and flex scheduling have provided, and they aren't going to give it up**



### Employees

(55%) say it's essential for companies to provide for flex working hours, and guaranteed remote work (47%); otherwise they'll walk



**Yet 93% of execs and 83% of employees**

express real concerns about how remote work will impact the business moving forward

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

### Challenges:



Execs are most worried about delays in product or service delivery (54%)



While employees are most concerned about reduced collaboration between business units (48%)

### Benefits:



Employees enjoy time saved from not commuting or travelling (54%)

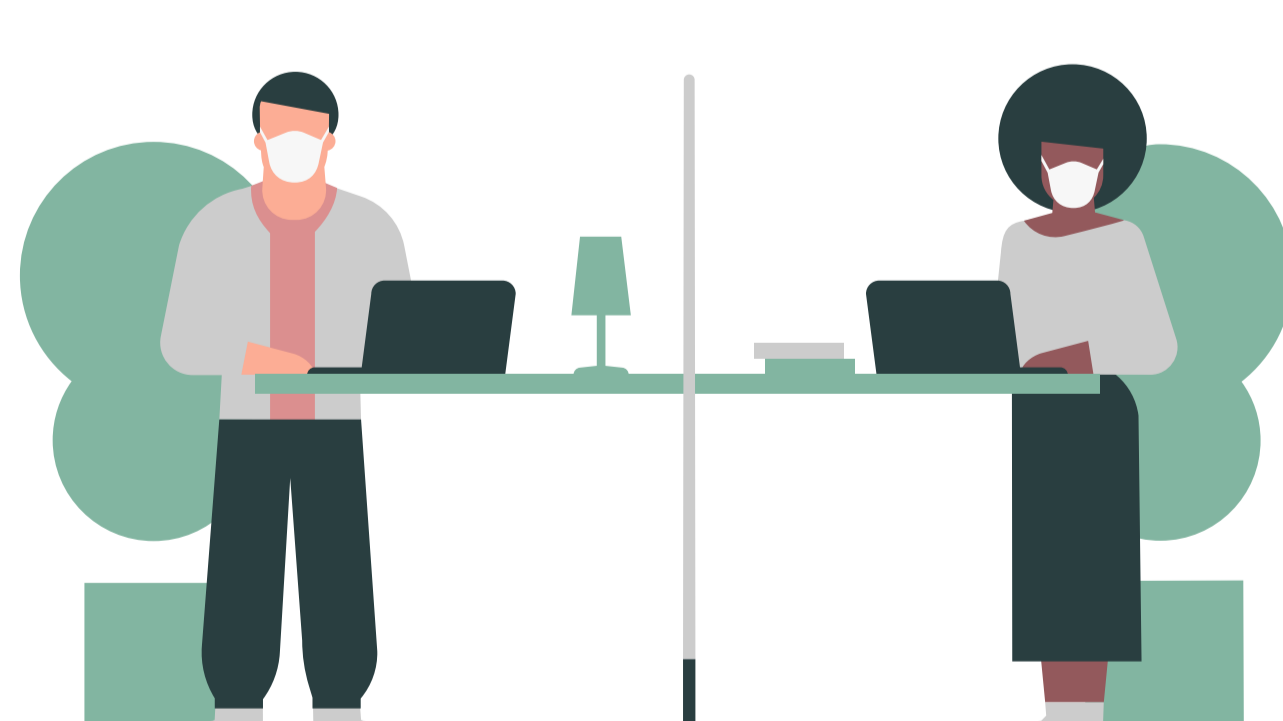


Better work-life balance (49%)



Greater flexibility managing personal responsibilities (46%)

## Employees Want Their Personal Safety Prioritized



**60% of employees** believe their company will prioritize business continuity over workplace safety

**And 44% of execs actually believe this as well**

**Even if a company makes an effort to put safety first, employees don't think they can pull it off**

**46% of employees**

don't believe their company will take the necessary steps to ensure their safety

**Nearly a third of execs (32%)**

admit they don't think their company will take the appropriate steps for safety

## Digital Workflows Will Lead the Way Forward

**COVID-19 has reduced operational expenses for 88% of businesses, freeing up resources for innovation, resilience, recovery and growth**



**Execs (57%) and employees (44%)** both agree that those cost savings should be redirected into digital transformation



**Beating out new business** (45% execs; 36% emp)



**R&D** (43% execs; 35% emp)



**and marketing and advertising** (42% execs; 30% emp)