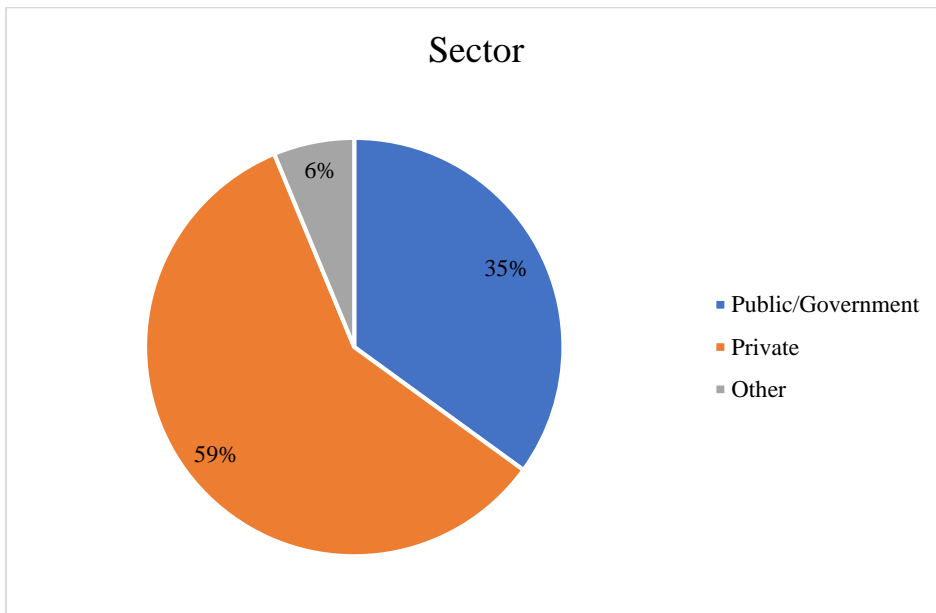




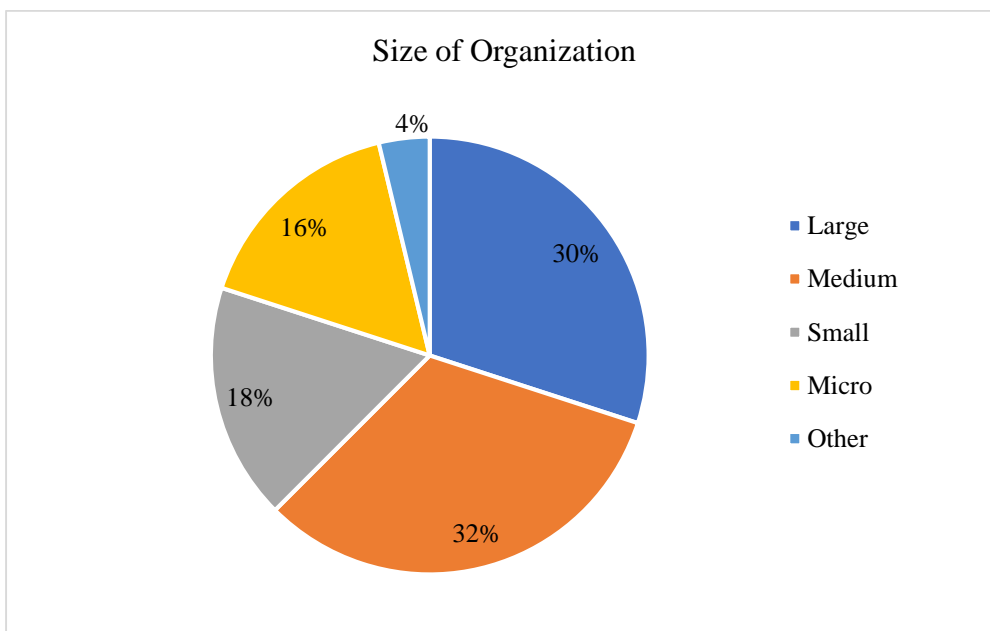
### COVID-19 Impact Survey Preliminary Summary

The Jamaica Productivity Centre conducted an online COVID-19 Impact survey with the aim of recording and collating the experiences and measures taken, as well as the outcome of such actions by organizations. To date, there have been 81 respondents to the survey. The feedback of their responses is shown below.

- Respondents' sectors- Government/Public (35%), Private (59%), Other (6%)

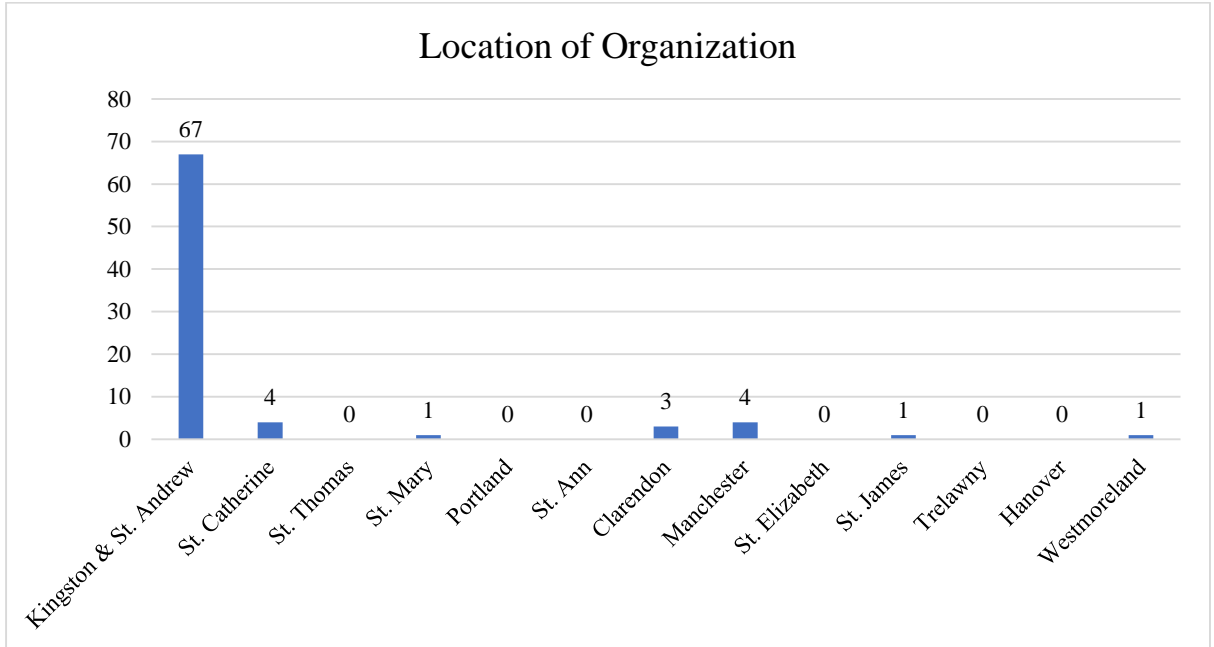


- 30% were large organizations, 32% medium, 18% small, 16% micro and 4% other

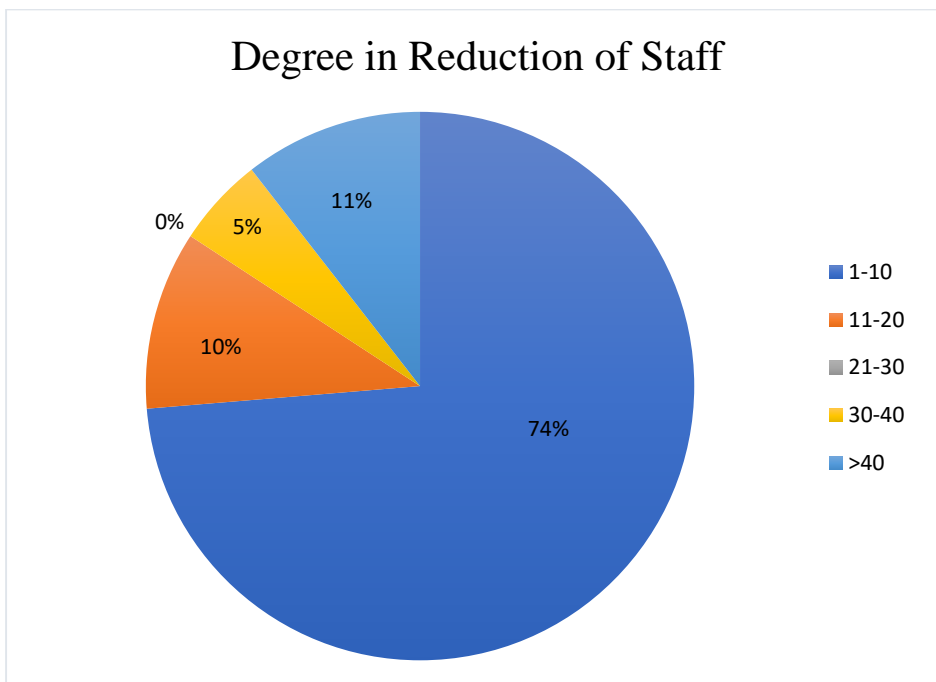




- 67 respondents were companies from the Kingston & St. Andrew region, 4 from St. Catherine, 4 from Manchester, and 3 from Clarendon, and 1 each from St. Mary, St. James and Westmoreland.

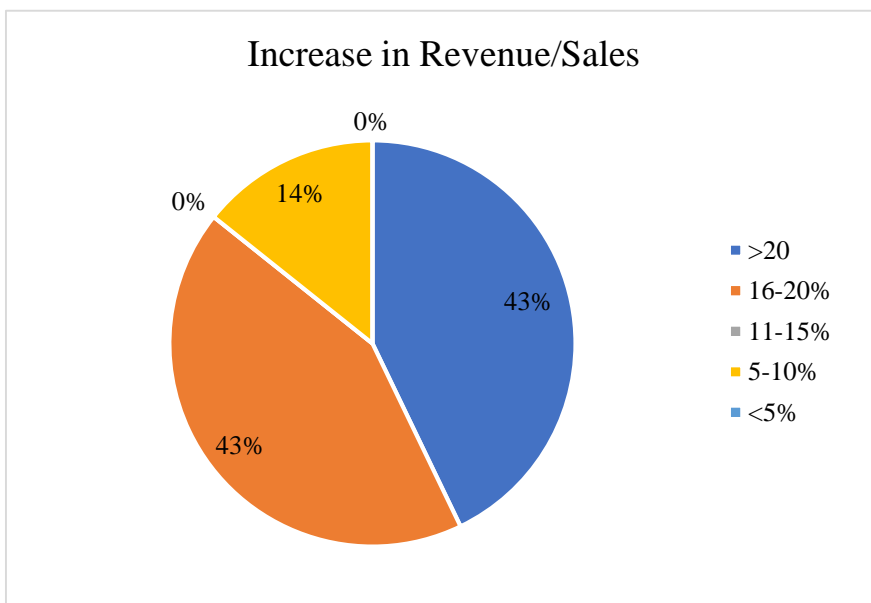
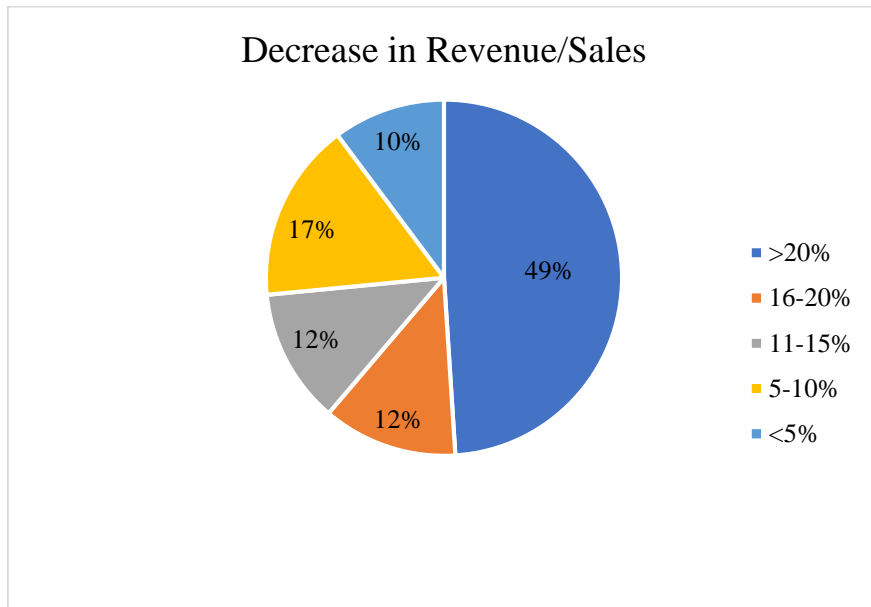


- 23% of organizations have had to reduce their staff compliment: 1-10 members (74%), 11-20 (10%), 30-40 (5%) and more than 40 (11%).



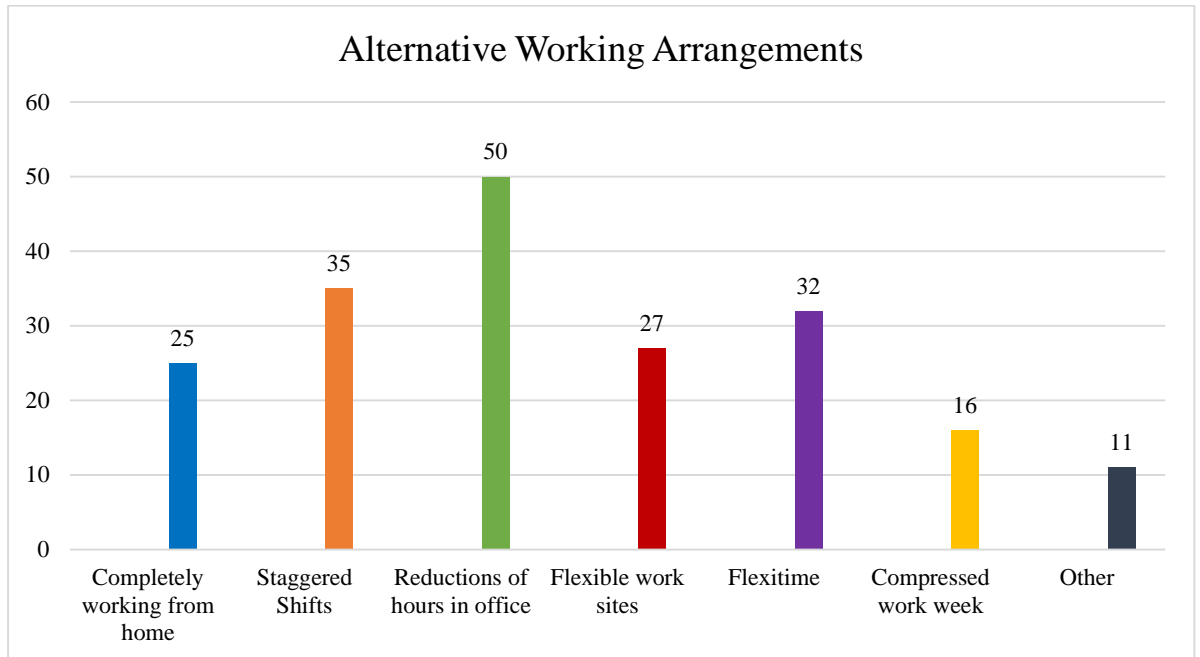


- 70% respondents noted a decrease in revenue or sales, 21% remaining the same, 9% noting an increase.
  - The estimated impact on revenue/sales shows the following:
    - Decrease in revenue or sales- 49% of companies noted that revenue/sales decreased by >20%, 12% noted a 16-20% fall in revenue/sales, 12% a 11-15% dip, 17% saw a 5-10% decrease, and 10% saw <5% decrease.
    - Increase in revenue/sales- 43% had an increase in revenue/sales by >20%, 43% of companies saw a 16-20% increase, and another 14% noted a rise by 5-10%.

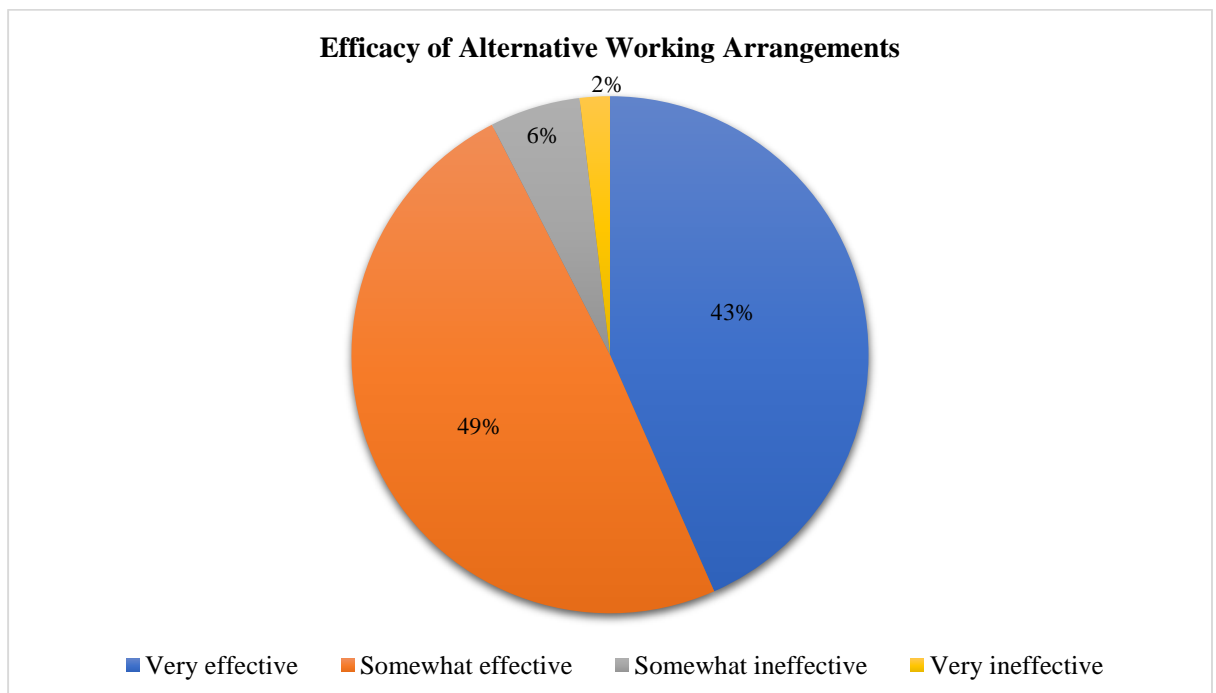




- 96% of organizations have implemented adjustments to their working arrangements:
  - 50 reduced hours in office, 35 facilitated staggered shifts, 32 using Flexitime, 27 flexible work sites, 25 completely working from home, 16 having a compressed work week and 11 having other arrangements.

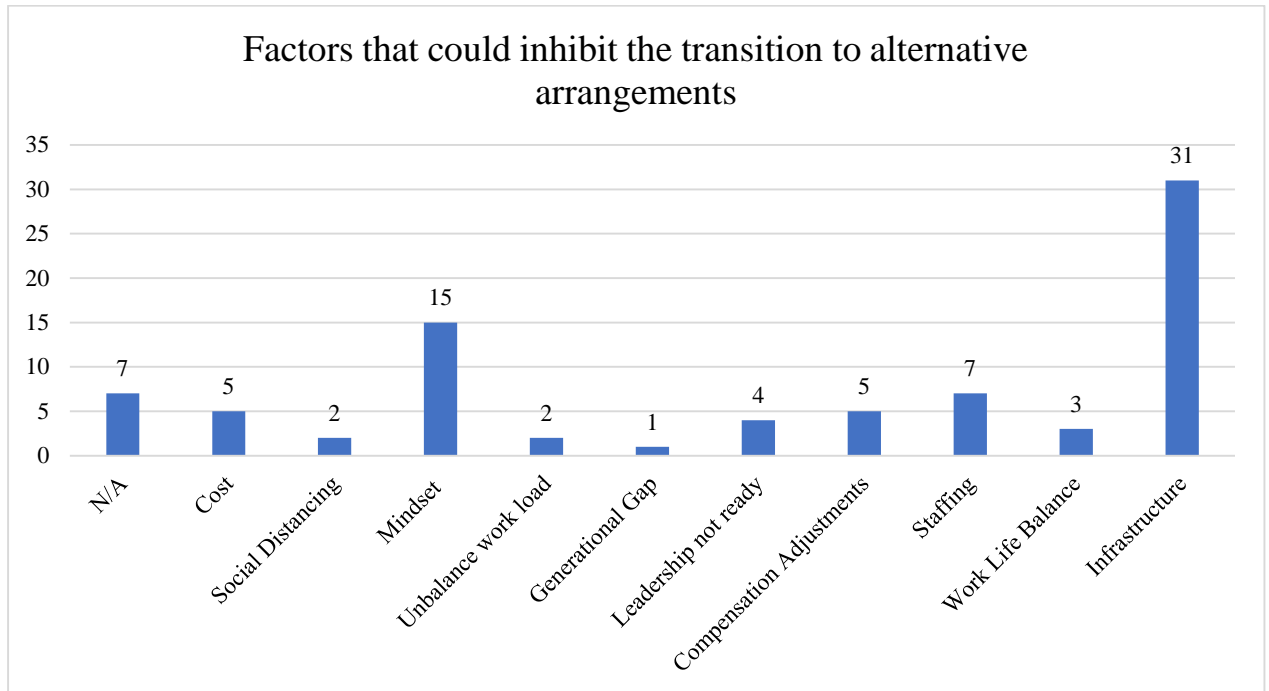


- These measures have been said to be very effective (43%), Somewhat effective (49%), somewhat ineffective (6%) and very ineffective (2%).





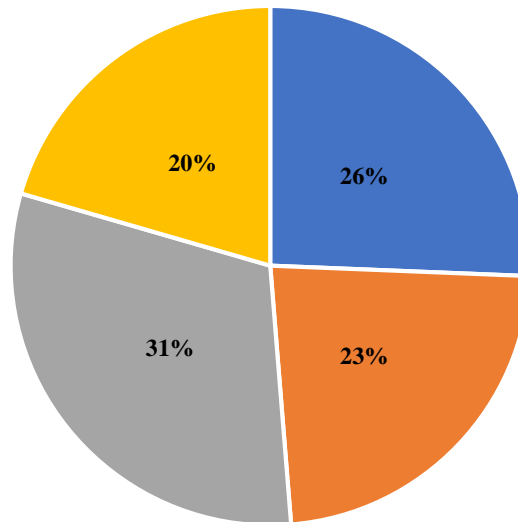
- Respondents noted inhibitors to transitioning to alternative working arrangements: Infrastructure (31) Mindset (15), Costing (5), Leadership (4), Compensation (5), Staffing (7), Work-life balance (3), Social Distancing (2), Generational gap(1), Unbalanced work load (1), while 7 respondents saw no inhibitors.



- 75% of respondents would keep these measures in effect post-COVID. The measure they intend to keep post-COVID are broken down as follows: Reduction in office hours (31%), completely working from home (26%), Staggered shifts (23%) and other arrangements (20%).



### **Alternative Working Arrangements Considered Post-Covid-19**



■ Completely working from home ■ Staggered Shifts ■ Reductions of hours in office ■ Other