Talent Shortage: The New Pandemic

CD C 0709 TS US

Client: Citrix
Date: 8th – 15th September 2021
Sample: 1000
Demographic: US office workers who work for companies with an IT team and 100+ employees
Client contact: david.rodriguez@citrix.com
Summary author: courtney.townsend@onepoll.com

hello@onepoll.com | 020 7138 3053

CMS Communications Management Standard 2022
ESOMAR corporate 2021
Leaving

• Two-fifths (40%) of US office workers have left a job in the last year or are considering doing so
  • 13% have left at least one job in the last year
  • While more than a quarter (28%) have not left a job but are considering doing so

Of those who have left a job or are considering doing so (n=403):

• Motivations for leaving or considering doing so include:
  1. More competitive salary (50%)
  2. I was/am burned out (35%)
  3. To try something new (33%)
  4. Employee experience at my workplace was poor (31%)
  5. Flexibility in when and where I work (30%)
  6. More opportunities to innovate (30%)

Talent Shortage: The New Pandemic (US)
New Roles

Of those who have left at least one job in the past year (n=128):
• 91% had a full time role in place before leaving their job
• Other opportunities include:
  • Part time role (9%)
  • Side hustle/consulting/freelance role (9%)
• While 5% left without having any opportunities in place

• More than half (53%) took a pay cut or demotion in their new role

Of those who took a pay cut or demotion (n=68*):
• 60% did so because their new company is a start up and they see significant upside (given equity)
• Other reasons for doing so include:
  • Working in a new industry/role (51%)
  • Can do more meaningful work (47%)
  • Contributions are valued and recognized (47%)

*Tsample size (n<80) too small to quote with any confidence
Question:
If you have not changed jobs, what is keeping you in your current role?

Of those who have not changed jobs in the past year (n=872):

- 53% have **stayed in their current role** because they **like what they do**
- This was followed by:
  - My **benefits are competitive** and provide for my physical and mental wellbeing (41%)
  - I can **work flexibly** (40%)

**Insight**

Talent Shortage: The New Pandemic (US)
Nearly two fifths (37%) agree that remote workers will be at a career disadvantage for not working out of a central office location.
- 14% strongly agree
- While 43% disagree that this will be the case

Almost half (48%) say their employer currently offers hybrid working.
- One third (33%) are fully in the office
- While 19% are fully remote

Of those who have left at least one job in the past year (n=128):
- 34% were fully remote at their previous role
  - Another 34% were fully in the office
  - And one third (33%) were offered hybrid working by their employer
Question:

Why do you think that remote workers who aren’t working out of a central office location will be at a career disadvantage?

Of those who believe remote workers will be at a career disadvantage (n=370):

- Two thirds (67%) think this is because remote workers will have **less interaction with colleagues/managers**
- Other reasons include:
  - More **difficult to demonstrate** value to their employer (67%)
  - **Reduced access to tools and facilities** needed for work (55%)
  - Less likely to be considered for promotion/advancement opportunities (47%)
  - Negative opinions of remote workers from senior employees/bosses (30%)
  - N/A – no reason in particular / not sure (1%)
Preferences

• 99% say that work-life balance is important to them
  • 81% think this is very important
  • Just 1% admit work-life balance isn’t very important

• 80% say it is important to be able to work from anywhere
  • Over two fifths (42%) believe this is very important
  • While 17% think this isn’t very important
  • 3% say this is not important at all

• Over half (55%) would accept a lower salary in return of the ability to work from anywhere on a flexible schedule
  • Almost a fifth (19%) have done so in the past
  • While 36% would accept this but have not done so

• 63% look for a company culture that is collaborative
• Other preferences in a company culture include:
  • Values align with my own (61%)
  • Measured on outcomes instead of output (40%)
  • Measured on input instead of social (31%)
Question:

What are the most important things you look for in a job?

Insight

- The most important things that US office workers look for in a job include:
  - Competitive salary (61%)
  - Benefits offered (excluding salary) (50%)
  - Flexibility in location and hours (35%)
Any questions?

david.rodriguez@citrix.com
courtney.townsend@onepoll.com

hello@onepoll.com | 020 7138 3053
OnePoll offer unrivalled experience in getting the insight our clients need to guide decision making.

Conducting surveys with over...

2,500,000

consumers a year for clients in industries ranging from banking to media, charity to academic

How?

> We understand that it is vital to connect with your audience and understand their views and motivations but also to stay within your research budget. Whether it be quant or qual, online or face-to-face, we maximise the value of your research to achieve your insight objectives.

> From Omnibus to Bespoke, single to multi-country projects, our researchers are on hand to consult and assist from questionnaire design through to data analysis and interpretation.

> With over 50 years of industry experience, we are the authentic voice of consumer research.

> For more information about how we can help, please contact Russ Budden: russ.budden@onepoll.com - 0207 138 3041