

# Insperity client survey results:

Impacts of COVID-19 pandemic



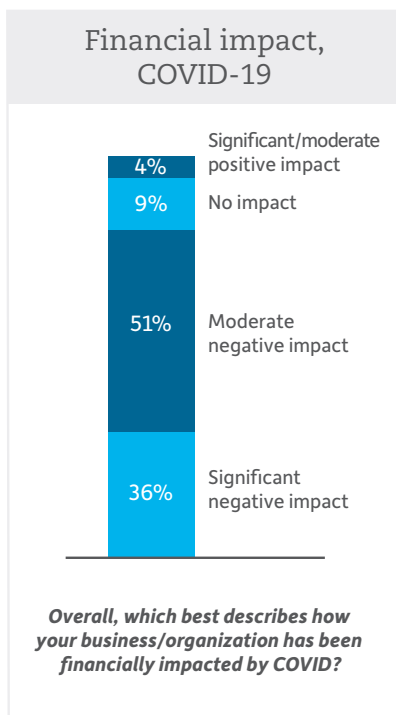
To understand the business impacts of the COVID-19 pandemic on its clients and related client concerns, Insperity surveyed business leaders across a variety of industries from its base of Workforce Optimization® and Workforce Synchronization™ clients throughout the United States.

This survey was conducted during the week of April 27, 2020, and focused on key areas of concern, business impact and response, and expectations going forward.

# Financial impact and top concerns

The COVID-19 pandemic has had a negative financial impact on businesses, leading to a focus on business continuity.

Over a month into the COVID-19 crisis, most respondents (87%) report a negative financial impact on their business. Accordingly, respondents report their top concern is business continuity (82%). However, employee concerns are also top priorities, including employee well-being and mental health (64%), workplace safety (57%) and engagement/culture sustenance (47%).



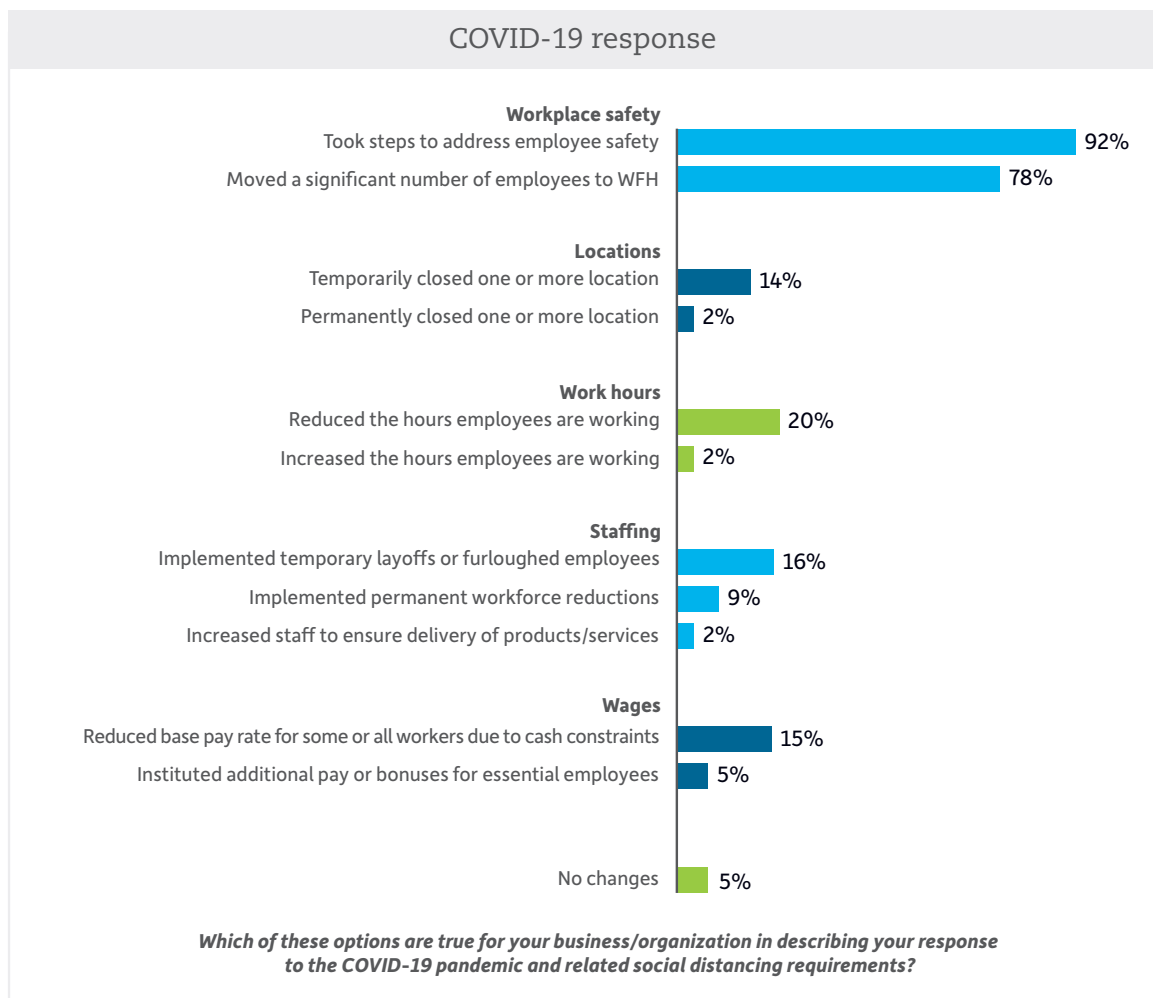
# COVID-19 response

Respondents have taken numerous proactive workplace approaches to respond to COVID-19.

Most respondents (92%) took steps to ensure employee safety, including moving a significant number of employees to a work-from-home model (78%).

Other notable responses include reduced employee work hours (20%), temporary layoffs or furloughs (16%), reduced base pay rates for some or all workers (15%), temporary location closings (14%) and permanent workforce reductions (9%).

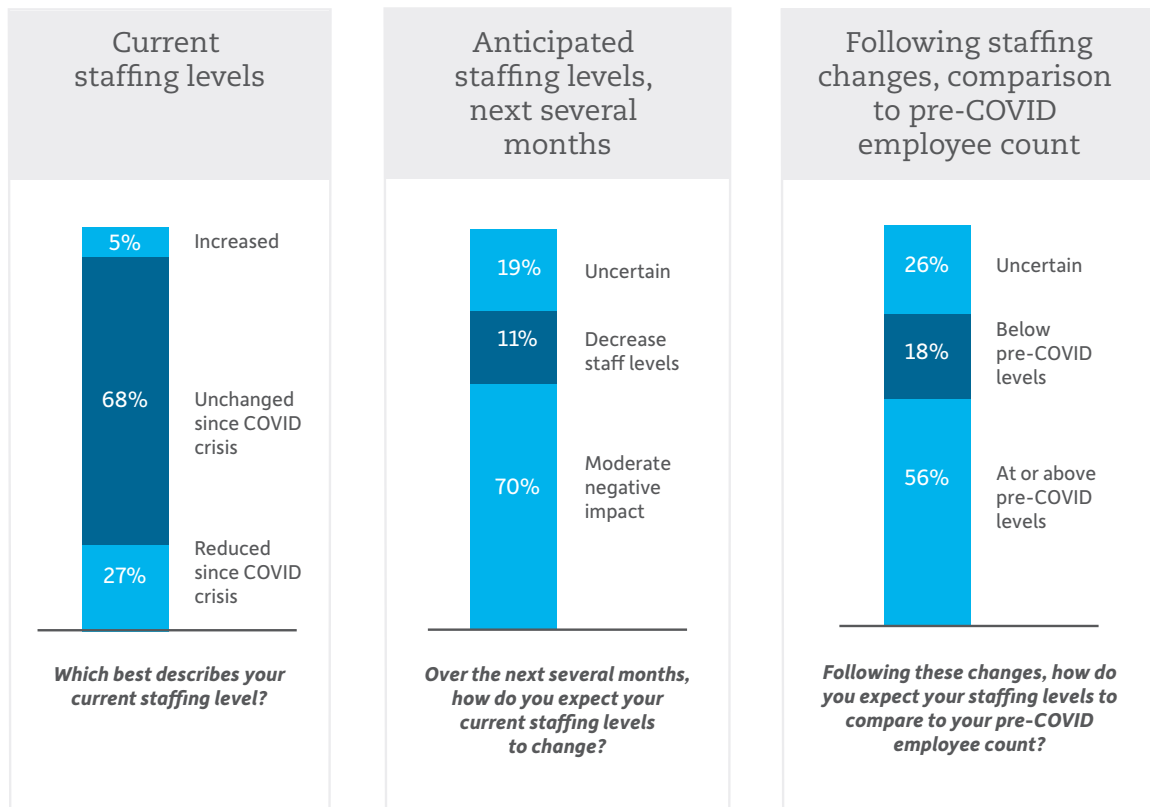
Very few respondents indicate their organizations have not been impacted relative to workplace safety, locations, work hours, staffing, or wages (5%).



# Current and anticipated staffing levels

For most respondents, current staffing levels are unchanged since the COVID crisis, and more than half expect that over the next several months their employee count will be at or above pre-COVID levels.

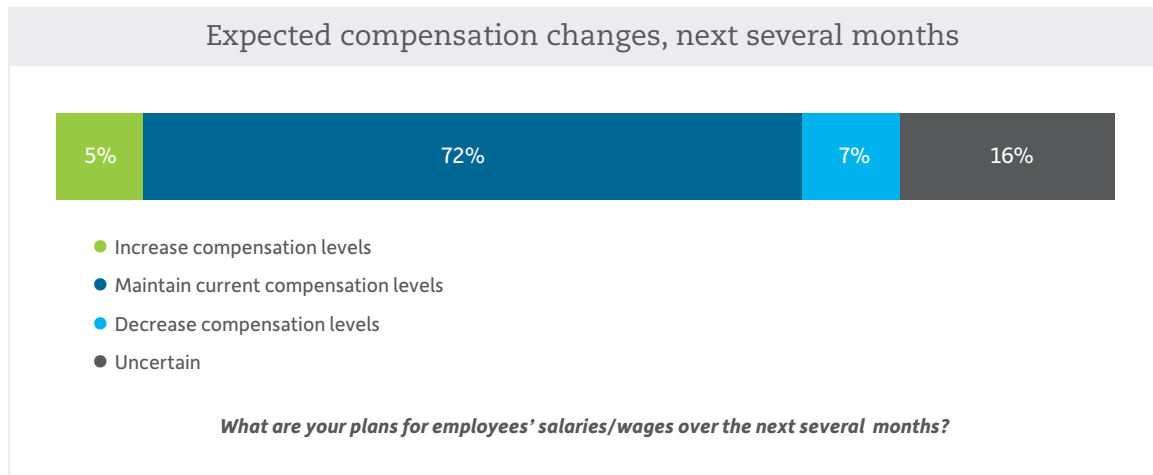
At the time of this survey, 27% of respondents indicated that they have reduced their staff as a result of the COVID-19 pandemic. Following near-term staffing level changes, half (56%) of respondents expect their employee count to be at or above pre-COVID levels, and 18% expect their employee count to be below pre-COVID levels.





# Anticipated compensation adjustments

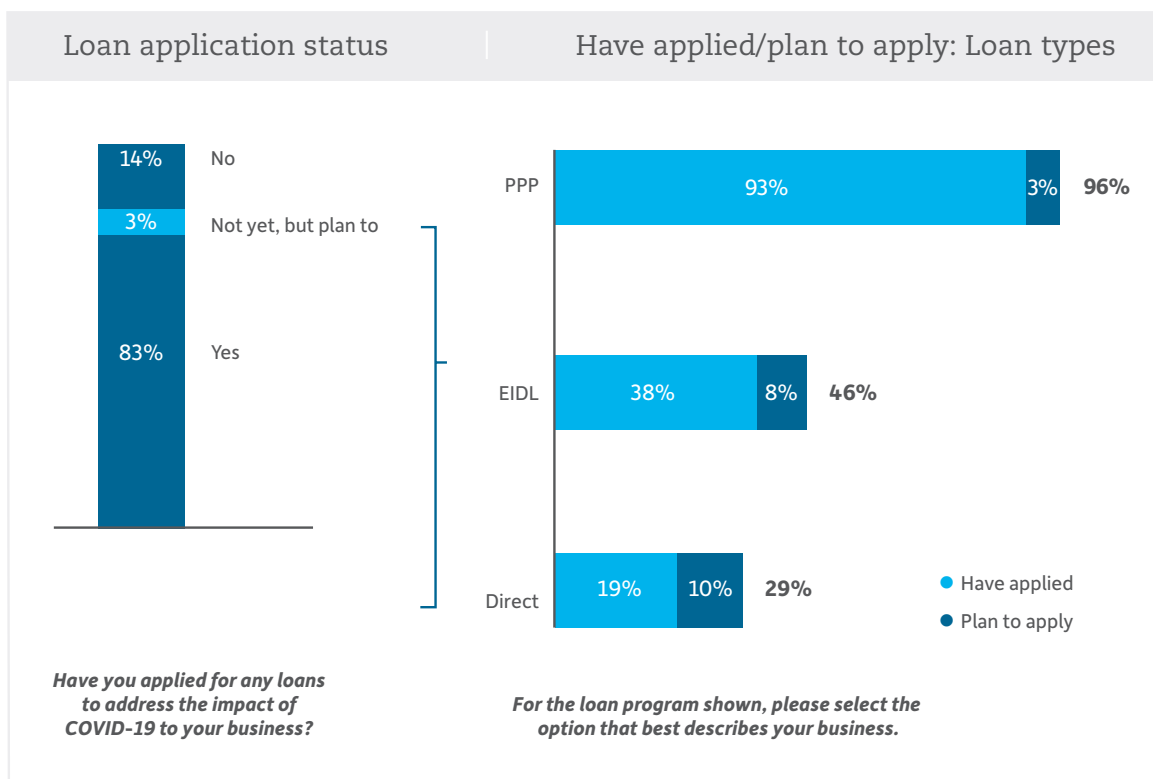
Most respondents (72%) expect to maintain current compensation levels.



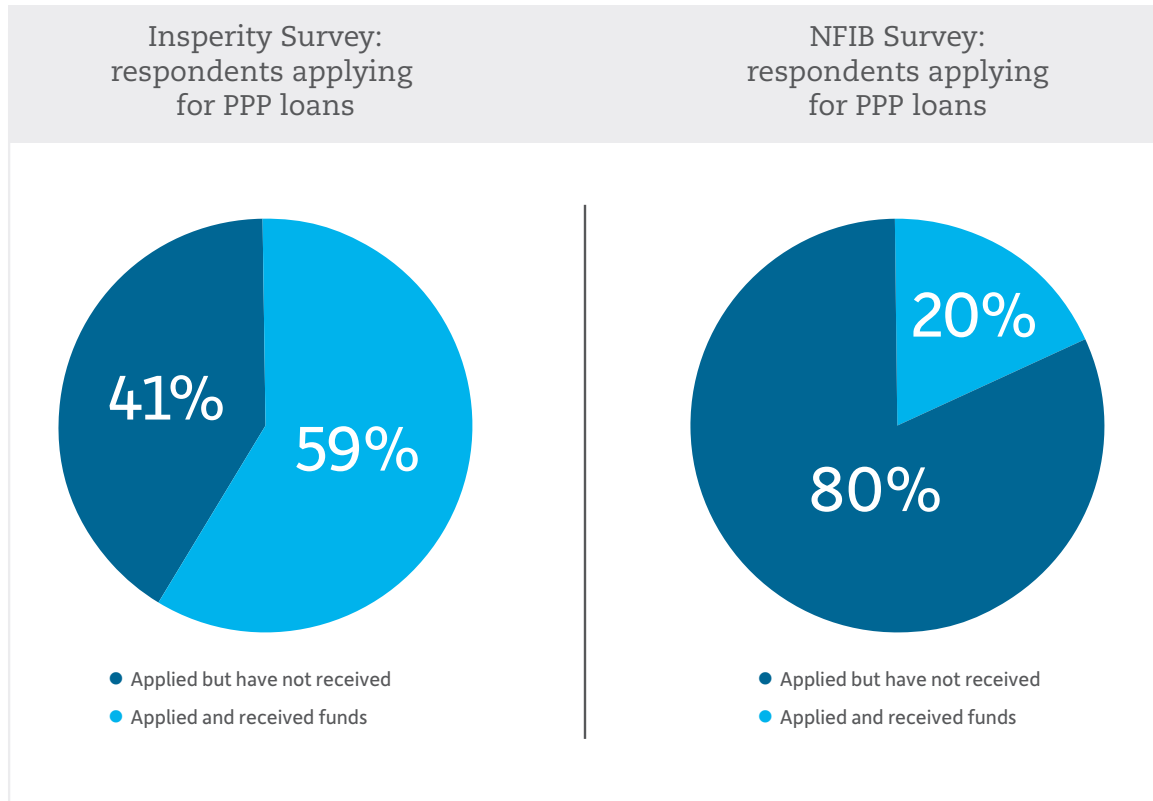
# Emergency loans

Most responding companies have applied for emergency funding due to the COVID crisis; the PPP loan is the most commonly applied-for emergency loan.

The majority of respondents (83%) have applied for emergency funding, and an additional 3% of respondents still plan to apply. Among those seeking loans, most (96%) have applied or plan to apply for the PPP loan, 46% have applied or plan to apply for Economic Injury Disaster Loans from the SBA, and 29% have applied or plan to apply for direct business or personal loans.



A recent study by the National Federation of Independent Businesses (NFIB), widely reported in the media, found that only 20% of applicants had received PPP funds by April 17, when the program ran out of money (<https://www.nfib.com/content/press-release/economy/80-of-ppp-applicants-are-still-urgently-waiting-for-financial-assistance/>). By contrast, the Insperity survey found that Insperity clients may have been much more successful receiving these loans in the first funding cycle, compared to the general market – 59% of applying respondents have received their funds.



Survey results reflect the responses of 555 business owners and on-site supervisors in a variety of industries from its base of Workforce Optimization and Workforce Synchronization clients throughout the United States on April 27- May 1, 2020. The national survey has a statistical confidence level of 95% with a margin of error of 4.0%.

**Please note that the information contained in this report summarizes opinions of the survey respondents, and not those of Insperity, and the results are not a guarantee of any future performance or events.**



## ABOUT INSPERITY

### A company with a track record of excellence

Since 1986, Insperity has been showing companies how to harness the power of human resources to improve business success. Offering an array of HR services and technology to help you minimize risk and maximize profitability, we started as a two-person business and have since grown into a public company with offices across the country.

#### YEAR ESTABLISHED

1986



#### CLIENTS/EMPLOYEES

Insperity serves 100,000+ businesses with more than 2 million employees.

We serve businesses with employees from 5 to 5,000

NSP  
LISTED  
NYSE

Publicly traded on  
NYSE under ticker  
symbol NSP



ACCREDITED  
BUSINESS



#### 2019 REVENUES

\$4.3 BILLION

80+ offices across the United States  
with 3,200+ corporate employees

CPEO

Insperity has been designated a  
certified professional employer  
organization (CPEO) by the IRS\*

\* The IRS does not endorse any particular certified professional employer organization. For more information on certified employer organizations go to [www.irs.gov](http://www.irs.gov).

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can benefit with Insperity?

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