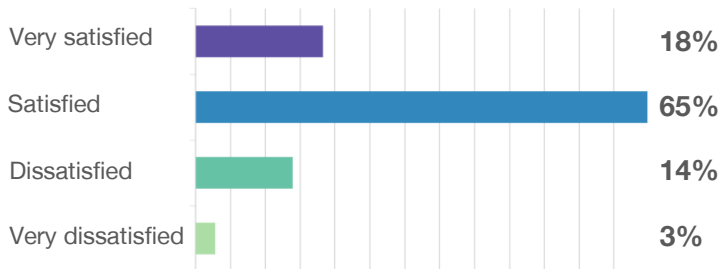


COVID-19: Indonesia Employees' Sentiment on Leadership & Crisis Management



As the pandemic continues to spread anxiety and uncertainty in businesses, resilient management teams are more important than ever before. Are Indonesia's leaders ready for the challenge?

83% of employees are happy with their leadership's overall response to COVID-19



The most popular **internal communication channels** utilized by leadership teams are



#1 Email



#2 Social messaging applications

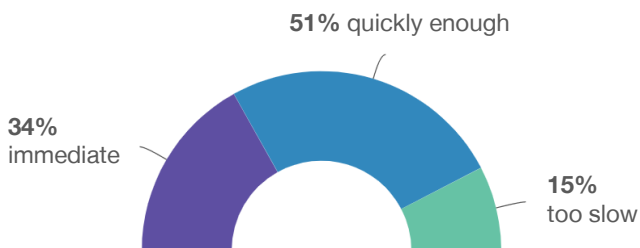


#3 Virtual meetings

Speed of response: **1 in 2**



employees reflected that their companies responded quickly enough



81% feel **taken care of** as an employee during this time of uncertainty

What's their employment status?

Out of the employed professionals surveyed,

31% of are currently job-hunting
9% are serving notice periods



These are the most common responses to what employees **need from their leadership teams right now:**



- Communicate frequently & be transparent
- Empower them to work from home efficiently by ensuring technology infrastructure
- Motivate, support and encourage to keep morale high
- Provide health insurance or relevant medical benefits
- Not for managers to micro manage. Trust that they will step up and pull their weight!
- Avoid assuming that employees are on 24/7, and give them space to have good work-life balance

Survey methodology: A total of 730 respondents employed across various industries in Indonesia were surveyed between 31 March – 10 April 2020.