



# Has COVID-19 changed who we are and how we work?

A research paper by Dr Stewart Desson,  
Dr Joana Suta, and Dr Tatiana Schifferle Rowson



# Researchers



## Dr Stewart Desson

PhD, FCIPD

Stewart is an experienced Business Psychologist, the CEO and founder of Lumina Learning, and the author of the innovative Lumina Spark psychometric. He has a PhD in Business Psychology and is a Chartered Fellow with the CIPD. His PhD has shown that 'adaptive' and 'maladaptive' traits can be measured at both ends of the Big Five's polarities. He created the hugely successful Lumina Spark psychometric which is used with clients across the globe.

Stewart has a passion for building a community of like-minded professionals innovatively applying Lumina Learning's suite of Products and Solutions. He is particularly focused on looking at how personality can help and hinder people's application and effectiveness in terms of personal and professional development, innovation, leadership, engagement and dealing with pressure.



## Dr Tatiana Rowson

PhD, Fellow, UK HEA

Tatiana is Lecturer in Coaching at Henley Business School and a business and coaching psychologist with international academic and consulting experience.

Originally trained as a counselling psychologist, Tatiana worked for over 12 years in industry. Her area of practice includes executive coaching, executive assessment and learning and development solutions.

Tatiana has acted as a consultant for high profile organisations in the UK, Brazil and the United Arab Emirates, ranging from national, international, public and private and operating in various sectors including banking and finance, pharmaceuticals, healthcare, media, energy and manufacturing. In 2014, Tatiana joined academia, where she combines her practical experience and academic knowledge in her teaching.

Tatiana is a Fellow of the Higher Education Academy (HEA). Her research interests are in the areas of ageing, career and well-being.



## Dr Joana Suta

PhD, BPP University

Joana is a Business Psychologist with international experience in consultancy and research, particularly in Italy and the UK. During her career as a consultant and a researcher, she has managed projects while delivering and sharing results with stakeholders, helping them to gain new insight on their business and organisation efficiency. She has worked for private and public sector organisations providing high-impact organisational efficiency solutions. She is also involved in voluntary activities with the Albanian community on well-being.

Joana is a lecturer with the Department of Psychology at BPP University in London, UK. Her research interests are in the areas of individual differences, inclusivity, and well-being.

# Research Population

- SMEs and Large Corporations asked to make available to staff
- Sectors: Government, Technology, Banking, Manufacturing, Pharmaceuticals, Education
- 5 continents, translated into 10 languages
- Global reach across Americas, EMEA & Asia Pacific
- Focus on Leaders, Managers & White-Collar workers
- Data was gathered between May and September 2020

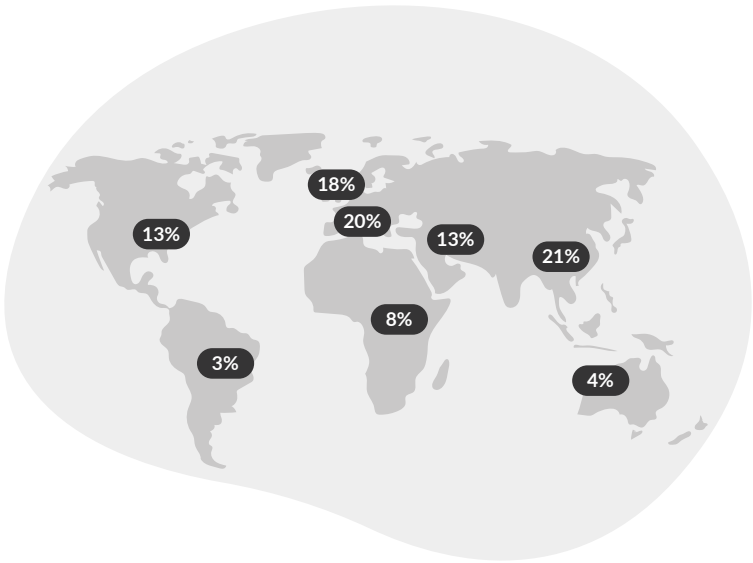
## Education

**82%** Have a degree

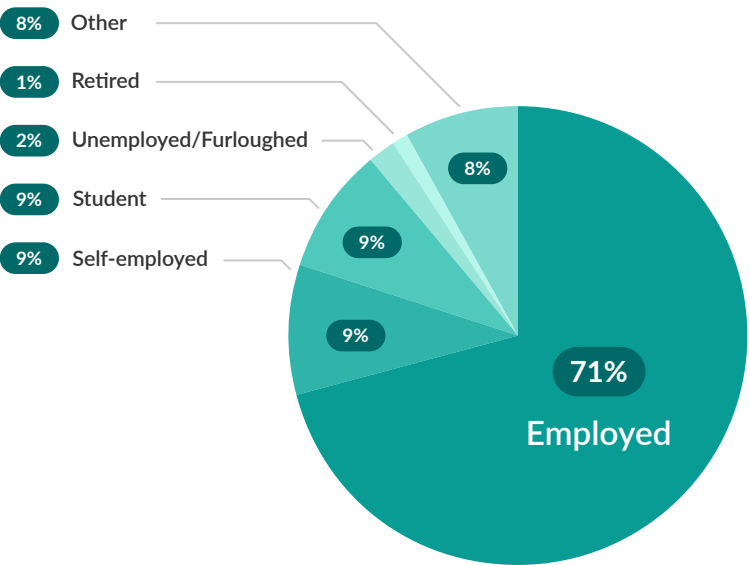
**18%** Do not have a degree

**100%** Total

## Global Breakdown of Data, N > 5,000 Participants



## Employment Status



## Percentage of people who experienced a mental health issue during lockdown

**17%** Australia

**16%** India

**16%** Hong Kong

**15%** Canada

**14%** South Africa

**11%** United Kingdom

**10%** United States

**10%** Mexico

**9%** Taiwan

**9%** Poland

**6%** China

**5%** Albania

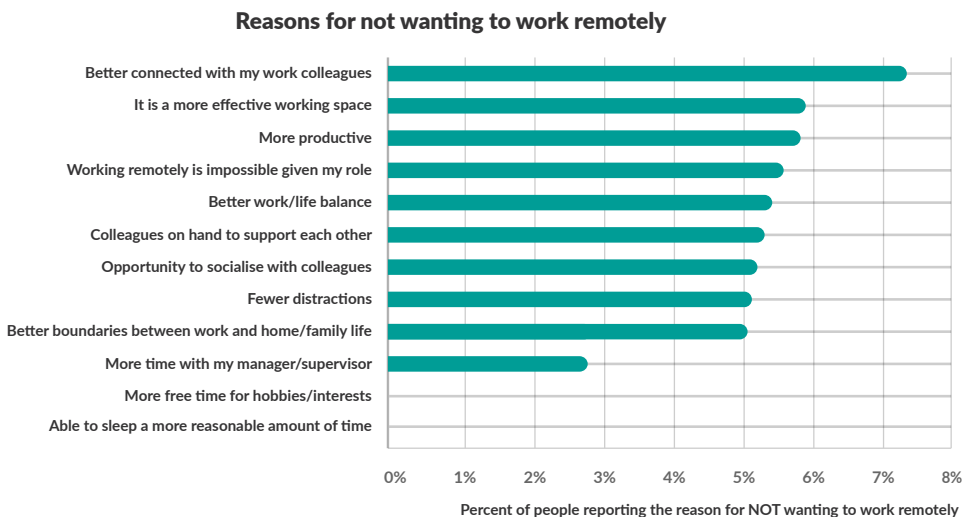
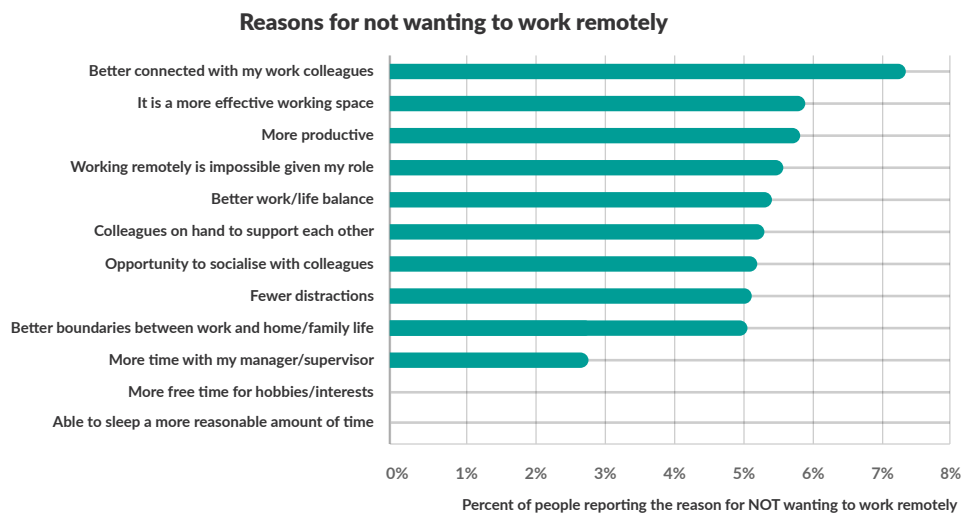
**11%** Global Average

# The Genie is out of the bottle!

- 90% of staff who experienced remote working for the first time want to continue working remotely
- 10% However, hate it and never want to leave the office

## After the COVID-19 crisis is over, would you prefer to work remotely?

- 10% I do not want to work remotely at all
- 48% I want to work remotely some of the time
- 30% I want to work remotely most of the time
- 12% I want to work remotely all the time



In summary, the benefit of remote working is saving time on the commute, which can be reinvested into:

- 1. Family and Friends/Hobbies
- 2. Sleep
- 3. Working Longer Hours

# During lockdown, those still in work are earning less money and working longer hours for it

## Has your household income changed in the last 4 months?

- 21% Decrease by **over 35%**
- 26% Decrease by **5-35%**
- 46% Remained roughly **the same**
- 6% Increase of **5-35%**
- 1% Increase of **over 35%**

## While working remotely during the last 4 months, how would you describe the amount of time you work each day?

- 43% Working more hours
- 36% Working roughly the same hours
- 21% Working fewer hours

### Personality Factor:



**Discipline Driven** (High Conscientiousness) correlates positively with working more hours ( $r=.126^{**}$ )

**Inspiration Driven** (Low Conscientiousness) correlates negatively with working more hours ( $r=-.125^{**}$ )

## And our personality impacts how we respond to the crisis

- Some of us are more prone to becoming workaholics
- While others are prone to becoming less productive
- Your personality is a highly predictive of whether you wear masks and socially-distance, or whether you have a strong desire to take risks and break rules
- Extraverted people were found to be more optimistic of the crisis resolving itself and getting back to normal
- While others could become more pessimistic and depressed about the situation

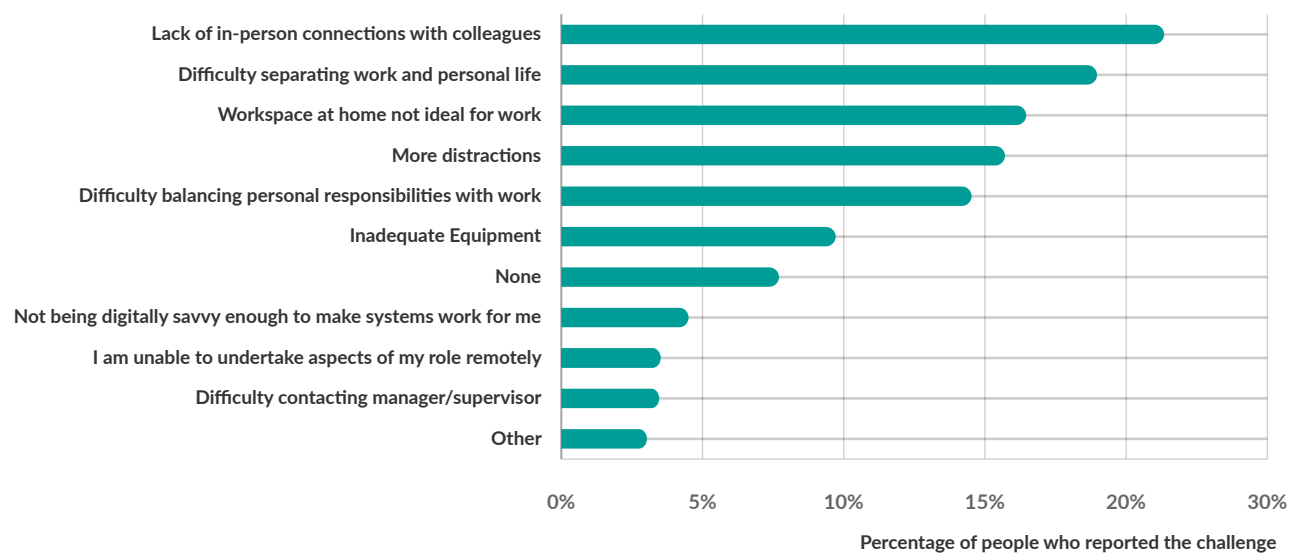
# Employers need to support their new-found remote workers with:

1. Increased communication with colleagues and managers

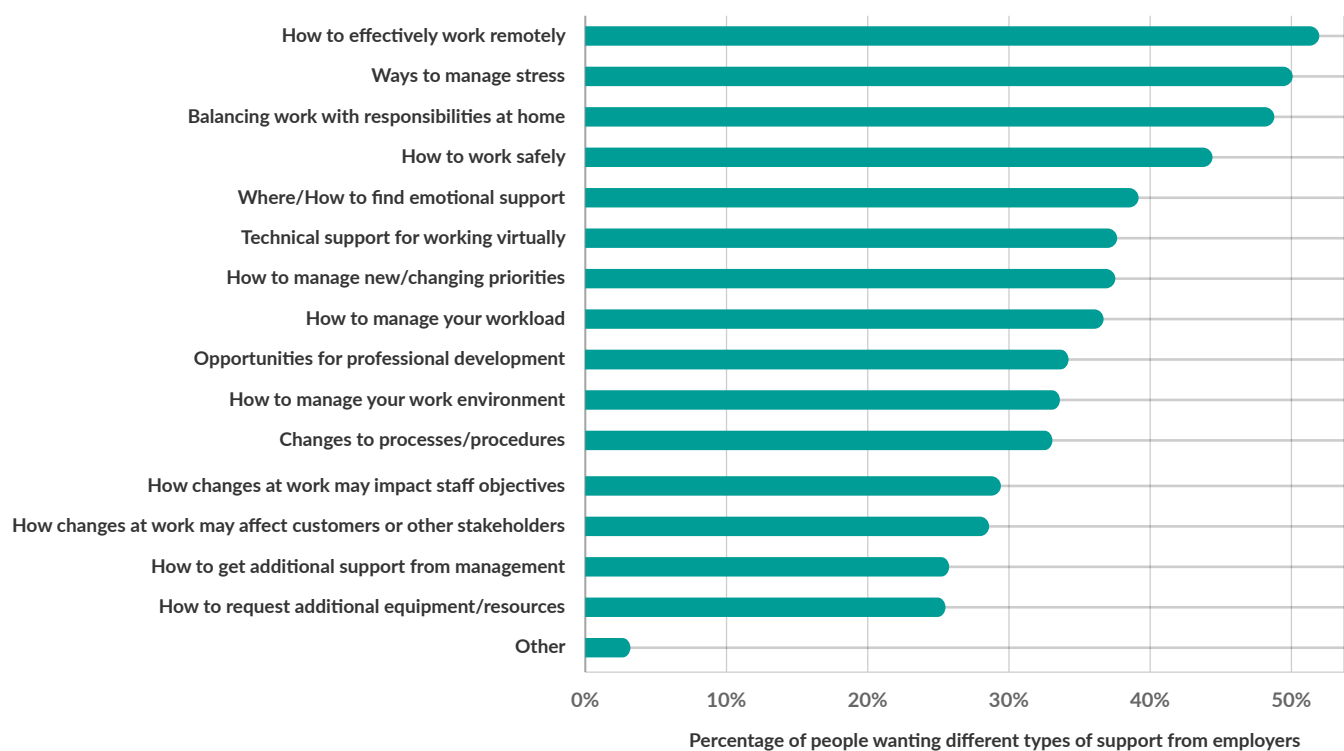
2. Coaching for Emotional Well-Being

3. Enhanced practical support on how to work effectively remotely

## What challenges have you faced since starting to work remotely?



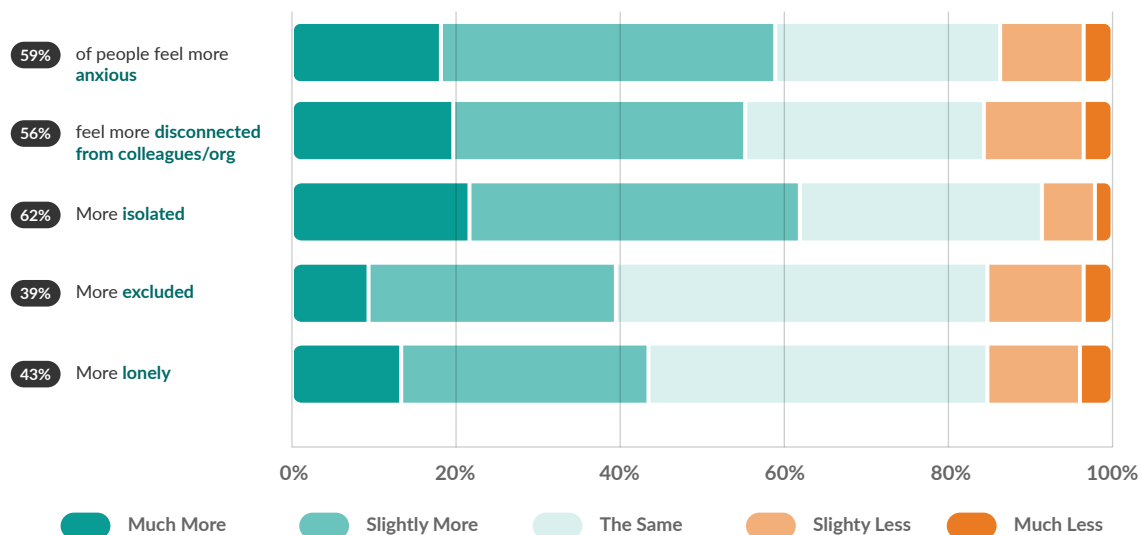
## What kind of additional support should employers provide their employees with?



# The crisis has also impacted our personality

- We are less extraverted and less spontaneous than we were before
- We are more reflective and vigilant
- However, negative feelings of anxiety, disconnection, and isolation have spiked

## Negative Feelings have **INCREASED** during the crisis - compared to before the crisis

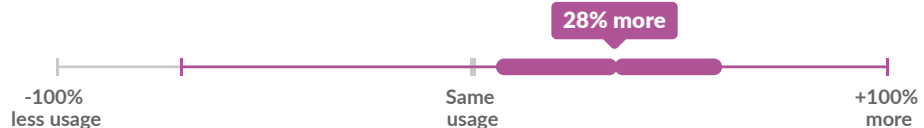


## Increase in 2 key Personality Traits During the Crisis

### Introverted & Reflective



### Risk Reacting & Vigilant

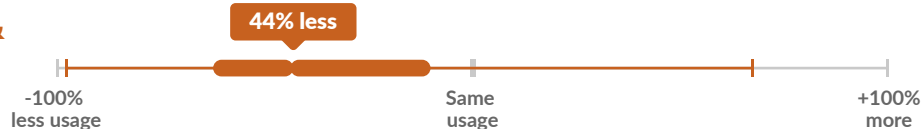


## Decrease in 2 key Personality Traits During the Crisis

### Inspiration Driven & Spontaneous



### Extraverted & Sociable





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