



Resilience in Manufacturing

5 Key Findings to Guide Effective People Management

How have manufacturers fared during the COVID-19 crisis? The Workforce Institute at UKG surveyed 300+ hiring decision makers representing a mix of U.S.-only manufacturers and multinational manufacturers with a strong U.S. presence to understand the people-related challenges these organizations faced throughout the first full year of the pandemic.

Here are five key takeaways from the study, along with strategies bolstered by people-centric technology, to help you strengthen people operations and bridge the talent gap.

1

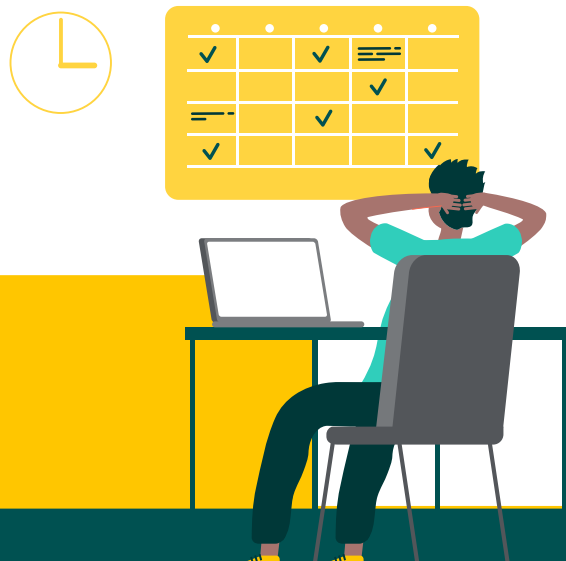
Attendance is a persistent problem

COVID-19 intensified attendance challenges as quarantining thinned the labor force and employees were forced to prioritize home-life demands over work.



said employees called out of scheduled shifts with **less than 24-hour's notice** at least several times a month.

Simplify smart staffing: Empower supervisors to quickly create, view, and edit employee schedules with UKG™ workforce solutions. Real-time shift-coverage visibility and built-in intelligence let managers see who's available, make team or line updates, and better comply with labor laws.



2

The talent gap is getting wider

Manufacturers have long struggled to recruit skilled talent while retaining valued employees — and the pandemic only made things harder.

3 out of 5

experienced **higher-than-average turnover** — up 15% from the year before.

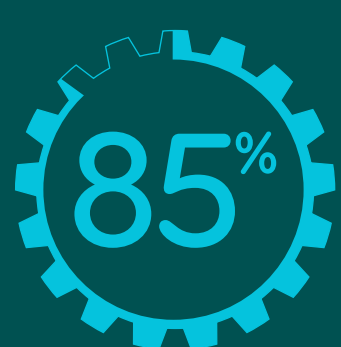
Close the talent gap: Gain real-time insights into workforce trends, including employee turnover and flight risk, with UKG people analytics. Employee pulse surveys keep your people feeling valued and engaged, while a personalized candidate experience helps you recruit talent with the right skills.



3

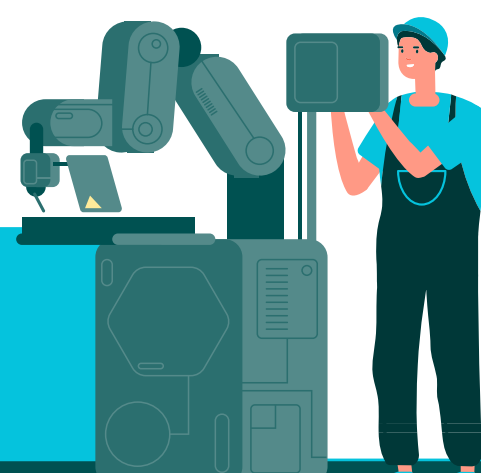
Workforce development is a growing priority

To address skilled-labor shortages, manufacturers are taking steps to develop their existing workforce through reskilling, cross-training, on-demand learning, and mentorship programs.



said employees trained to handle a broad set of responsibilities are **more productive**.

Get ahead of who's falling behind: Get an accurate understanding of employee performance with real-time data and visualizations. UKG solutions enable you to zero in on nonproductive time and employee efficiency so you can offer targeted training or on-the-spot coaching to improve engagement and metrics.



4

Investments in technology are expected to increase

Manufacturers believe use of technology, including artificial intelligence (AI), machine learning, and business intelligence tools, will continue to rise.



predict **increased investments in technologies and practices** that will augment the workforce.

Let technology be your guide: Work smarter with AI and machine learning functionality that analyzes data and provides best-fit recommendations. UKG solutions deliver the actionable insights frontline and operational managers need to accelerate decision making.



5

More needs to be done to protect employee wellbeing

While manufacturers have made strides to protect their people in light of COVID-19, there's still a lot of room for improvement.



predict manufacturers will increase their commitment to **supporting employee wellbeing** throughout 2021.

Empower your people: Give employees the flexibility and control they expect. UKG mobile and self-service tools make it easy to receive notifications, request schedule changes, sign up for overtime, submit safety issues, and more for increased wellbeing and engagement.



Read the complete study for more insights on supporting and guiding your people through their life-work journey — even in times of disruption.