COVID-19 IMPACT AND IMPLEMENTATION SURVEY
EXECUTIVE SUMMARY

Organizations Having an Employee with a Confirmed Case of Coronavirus

As of March 18th: 1%
As of April 9th: 8%
As of April 30th: 13%
As of June 5th: 18%

Percent of Organizations that Perceive Stay at Home and Social Distancing Measures are “Very Necessary”

- As of March 18th: 49%
- As of April 9th: 20%
- As of April 30th: 16%
- As of June 5th: 11%

Percent of Organizations That are Currently 75% or More Operational

- All Organizations: 88%
- Manufacturers: 94%
- Distributors: 93%
- Service Providers To Individuals: 90%
- Service Providers To Companies: 87%
- Retailers/Dealers: 82%
- Construction Contractors: 81%
- Universities/Academics: 64%

About the COVID-19 Impact & Implementation Survey:

Results for the 4th and final survey in the series are based on surveys collected between Monday, June 1 and Friday, June 5. More than 1,300 respondents from 20 client sectors and professions participated in the survey. Industry Insights is fielding these surveys to help its clients assess and track their members’ perceptions, impact, and action plans related to COVID-19. Links to an online questionnaire were distributed to member organizations and contacts by the participating associations. A total of 1,328 respondents (of whom 60% were executives or officers) participated in the survey. The sample was adjusted to better reflect the participating groups. Confidence intervals can change, depending on the aggregate’s sample size and the response variance, though the overall survey portion of this research has a standard error of +/- 2.7% at a 95% level of confidence.

The survey sample includes manufacturers, distributors, retailers, and professional services organizations representing a diverse set of industries.

The COVID-19 Impact & Implementation Survey was compiled, tabulated and analyzed by Industry Insights, Inc. (www.industryinsights.com), an independent research firm based in Columbus, OH.

Survey Contact: Scott Hackworth
shackworth@industryinsights.com
**Impact**

The infection rate of employees has continued to grow from the first COVID-19 Impact & Implementation Survey through the most recent in the series. As of March 18, only 1% of organizations had an employee with COVID-19. This rate has climbed to 18% as of June 5.

Despite higher infection rates amongst employees, the ability for companies to get back to work is being shown in the data. As of June 5, nearly 90% of organizations reported an operational status of 75% or more. Of all the industry sectors the University/Academic group has been the hardest hit in terms of current operating status, with only 64% in this data aggregate reporting an operating status of 75% or more.

Companies not yet being at full capacity can be seen in how respondents responded to supplier lead times. The data shows that 61% organizations are experiencing delays in receiving materials from suppliers and the typical delay is 1 to 3 weeks.

As the coronavirus starts to shape the new norm, the opinions of stay-at-home orders and social distancing has become more scrutinized. The consensus is that caution is still warranted as more than 70% of participants indicated that social distancing is either somewhat necessary or very necessary. However, the most recent findings show that nearly 10% of respondents feel that the precautions are completely unnecessary versus only 2% in the April 30 study.
**The Future**

Looking forward, the overall financial impact is being felt by the companies and their staff. Two thirds feel some concern that the long-term viability of their company is at risk, the highest of any survey of the four-part series.

The timeline has been pushed for when organizations expect their daily operations will return to a pre-COVID-19 state. For the March 18 survey, respondents felt that things should return to normal by early June. For the April 30 survey, the expected return-to-normal date was September 30. In this most recent survey, the expected date for normalcy is now targeted by most as sometime in early December (2 months later than what was reported on the Series #3 survey).

Once the stay-at-home orders have been lifted, 68% of respondents expect to have most of their employees back in the office within three months and more than half of participants reported that domestic company travel will resume within 3 months. Though it may take longer for companies to adjust back to large group events and conferences as only 4% expect to resume participation immediately and 77% indicated it will take 4 or more months.
PROVIDED BY

COVID-19 IMPACT AND IMPLEMENTATION SURVEY EXECUTIVE SUMMARY

About Industry Insights, Inc:

Industry Insights is a research and data analytics firm that has been serving the research needs of trade and professional associations, dealer organizations and other affiliated groups since 1980. The firm specializes in providing high-quality research services that assist such organizations in better fulfilling the informational and educational needs of their members.

As a group of CPAs, Statisticians, and IT professionals with decades of experience in providing survey research solutions for trade and professional associations, Industry Insights excels in defining methods and tools that provide relevant and user-friendly information for each client. Industry Insights serves as an objective third party and ensures the confidentiality of respondents’ data. Industry Insights welcomes questions about this survey. We may also be able to put you in touch with client contacts who could more specifically provide details and context regarding their members’ strategies.

Survey Contact:
Scott A. Hackworth, CPA
Senior Vice President
Industry Insights, Inc.
6235 Emerald Parkway | Dublin, OH 43016
614.389.2100, ext 105
shackworth@industryinsights.com
www.industryinsights.com

Survey #4 in Industry Insights’ COVID-19 Series

Respondents by Organization Type

- Manufacturer: 32%
- Service Provider to Organizations: 32%
- Distributor: 19%
- Retailer/Dealer: 12%
- Service Provider to Individuals: 7%
- University/Academic: 6%
- Construction Contractor: 6%
- Other: 15%

Number of Employees

- 1 to 4: 8%
- 5 to 19: 23%
- 20 to 49: 21%
- 50 to 99: 12%
- 100 to 499: 18%
- 500 or More: 19%
- 51% to 75%: 4%
- More than 75%: 6%

Portion of Employees Working Remotely

- 2019: 4%
- April, 2020: 22%
- December, 2020 (Plans): 9%

- More than 75%: 11%

Respondents by Region

Number of Employees

- 1 to 4: 8%
- 50 to 99: 12%
- 5 to 19: 23%
- 100 to 499: 18%
- 20 to 49: 21%
- 500 or More: 19%
MHEDA Member Feedback for Open-End Questions.

Question: Please share any comments about the impact of COVID19 on your operations:

- The majority of our clients (not all of them) have had to abandon their growth and development plans we helped them with for 2020 in favor of addressing the more immediate concerns of taking care of their employees and their customers. We shifted with them to help facilitate remote work and developing ways to lead and communicate virtually.

- We import from China, but had advanced some orders prior to the Chinese New Year as a hedge (to the Chinese new year delays) and tracked our suppliers closely. We did experience some delays in shipments, but only about 3 weeks, maybe 4 weeks. And all orders are back on track now.

- Financial impact has been strong as many of our customers have closed for over one month or longer.

- Many substantial orders have been put on hold or canceled. Same with new orders that seemed imminent but have now been put on hold.

Question: Share additional comments or information about your company’s action steps or plans related to the COVID19:

- We are assuming we will be wearing masks and employing social distancing for the rest of this year until there is a vaccine or the severity of the infections begin to mitigate.

- We are monitoring all the relevant government and NGO websites, along with news/media for better insights into the status of the virus, impact on the economy and how we should be operating and if we should allow travel.

- We now have a much higher level of sanitizing practices than we did pre-Covid-19.

- We live in a different world.

Question: As “stay-at-home” orders have started to lift for much of the nation, what are your top three challenges you are facing related to the COVID-19 pandemic?

- For some of our customers, we are seeing the slow down in their business (Automotive), but fortunately, our overall business is steady due to e-commerce and warehouse projects.

Survey results fielded by MHEDA partner, Industry Insights.