Beyond Disruption 2020

Pulse 3: Business Resilience

At a time of uncertainty for all, Australian & New Zealand organisations are taking action to protect and safeguard their business and employees to build resilience against current and future disruptions.

Many are implementing programs to create a culture of productivity and overcome disruption.

Australian & New Zealand (ANZ) organisations ranked the top 3 contributors to remaining resilient.

Organisational flexibility
Employee commitment
management style

Many are implementing programs to create a culture of productivity and overcome disruption.

67% stated they will focus their transformation efforts on employees.

A significant swing from 61% focusing on customers in 2019.

The most important areas of investment for businesses in 2020 and beyond:

Many are implementing programs to create a culture of productivity and overcome disruption.

However, some organisations have faced challenges in overcoming the current disruption.

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Australian & New Zealand (ANZ) organisations ranked the top 3 contributors to remaining resilient.

Employee commitment
Leadership & management style
Organisational flexibility

118% of Australian & New Zealand organisations have cultivated a culture of productivity during the current disruption, encouraging collaboration and employee commitment towards a shared vision of overcoming the crisis.

86% of large enterprises and 61% of small-medium enterprises (SME).

52% of ANZ organisations are implementing health and safety policies due to the current crisis and 39% have increased their data and analytics usage.

Over 70% of large enterprises have implemented mental health programs and personal development training to build employee resilience during the current disruptions.

86% of large organisations have introduced mental health programs and personal development training to build employee resilience during the current disruptions.

68% of organisations believe their technology investments have helped them to manage the disruption.

86% of large enterprises and 61% of small-medium enterprises (SME).

61% of organisations are seeing an increase in cyberattacks but only 33% of organisations offer cybersecurity training for employees.

It is evident SMEs need more support during the disruption, aligned with government assistance and incentives.

86% of large enterprise ANZ organisations believe they have managed the current crisis well compared to 61% of small-medium enterprises (SME).

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As a result, most organisations believe they are managing the current disruptions effectively.

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