

COVID-19 Worker Impact Survey results

Early in the COVID-19 pandemic, the City of Kingston and the Kingston Labour Council wanted to gather information on how it was affecting local workers to better target resources and supports.

The intense 44-question COVID-19 Worker Impact Survey received input from 1,215 residents and the results show that most have positive feelings about their organizations' response to the pandemic – and particularly about how their immediate supervisors have communicated with and supported them. They also showed that getting to work and parking were top key concerns.

This report takes a detailed look at the survey results compiled by St. Lawrence College. They used natural language processing to gauge the comments and categorize them according to eight sentiments: joy, trust, surprise, anticipation, fear, sadness, disgust and anger. The positive sentiments of respondents out-weighed the negative ones by a ratio of 2:1.

Here are some of the highlights:

Respondents

- 73 per cent were women
- 63 per cent were frontline workers
- 50 per cent were health care workers

COVID-19 Work Impacts

- 91 per cent indicated they had adequate Personal Protective Equipment
- Almost 75 per cent indicated they were satisfied with their organizations' efforts to keep them safe.
- 74 per cent indicated they were satisfied with their organizations' efforts to keep the public safe
- 56 per cent indicated they were working above capacity
- Almost 51 per cent indicated workplace communications were clear

The word clouds included in this survey report further speak to the importance of communication and high levels of satisfaction with the community's response to the pandemic, while anticipating future stress.

These results provide a baseline which will allow the City and Kingston Labour Council to target and measure their efforts.

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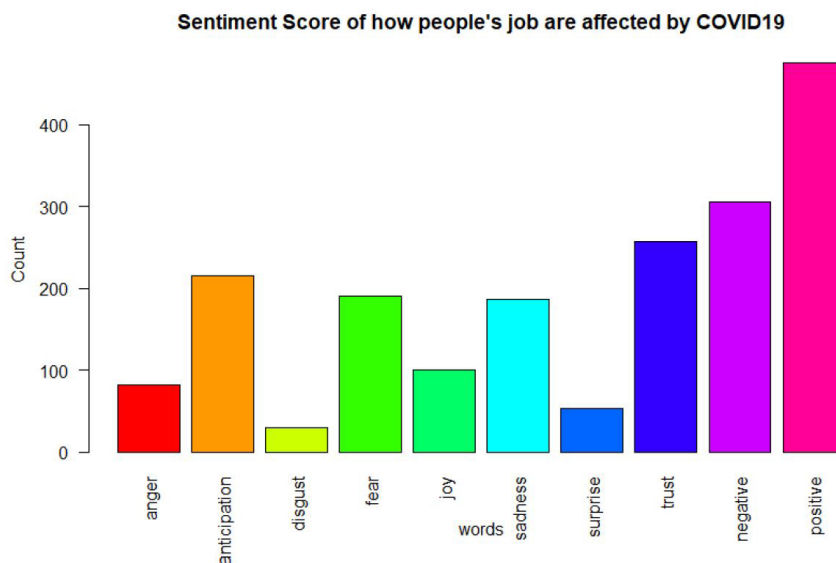


Healthcare Workers

When asked how they were affected by the pandemic, healthcare workers identified the following themes



Overall, responses showed a range of emotions, with the majority being positive



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Communication was identified as the number one factor that could help workers adapt to organizational changes resulting from COVID-19



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Non-healthcare Workers

When asked what measures needed to be implemented to ensure that employees are protected from COVID-19, most respondents were generally satisfied, responding “none”

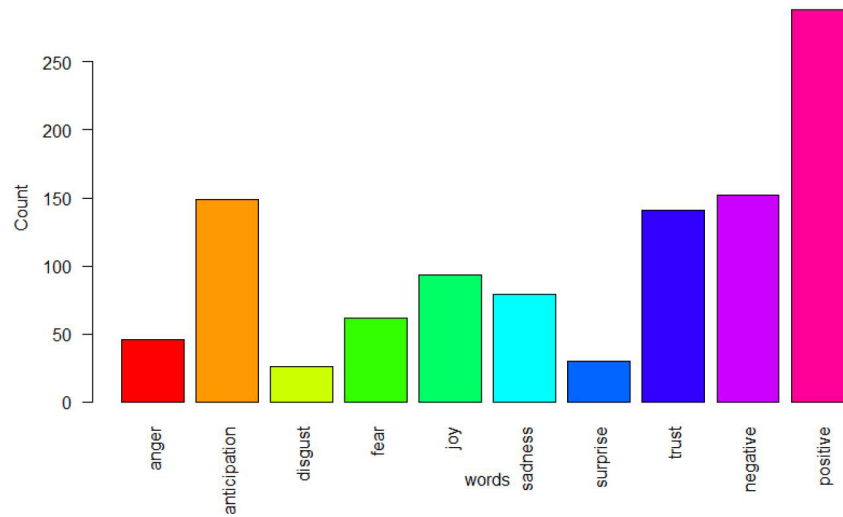


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Sentiment was generally positive for respondents

Sentiment Score of measures that employers need to implement



As with healthcare workers, communication was identified as the number one factor that could help workers adapt to organizational changes resulting from COVID-19

